

**Background**

**Emergency Department :**

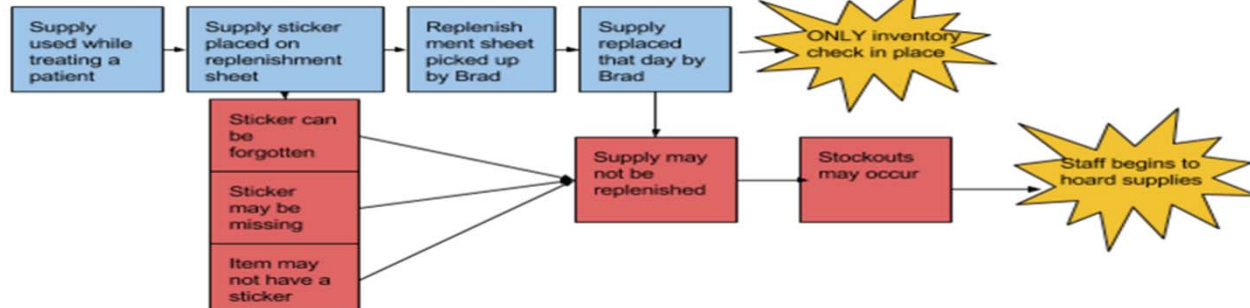
- 3 trauma rooms
- Trauma room 1 used most commonly
- Average of 6 patients/day
  - This fluctuates greatly
  - Summer weekends are highest in patient numbers

**Emergency Department Issues :**

- Each trauma room is stocked slightly differently
- It may take a long time for nurses to locate supplies
- There is no clear labelling system in place
- Bins often hold more than one item
  - Some hold 4-5 different items

**Current State**

**Supply Replenishment System**



**ED Inventory Usage**

- Items Ordered in the Last 6 Mo. (Blue)
- Items Not Ordered in the Last 6 Mo. (Orange)

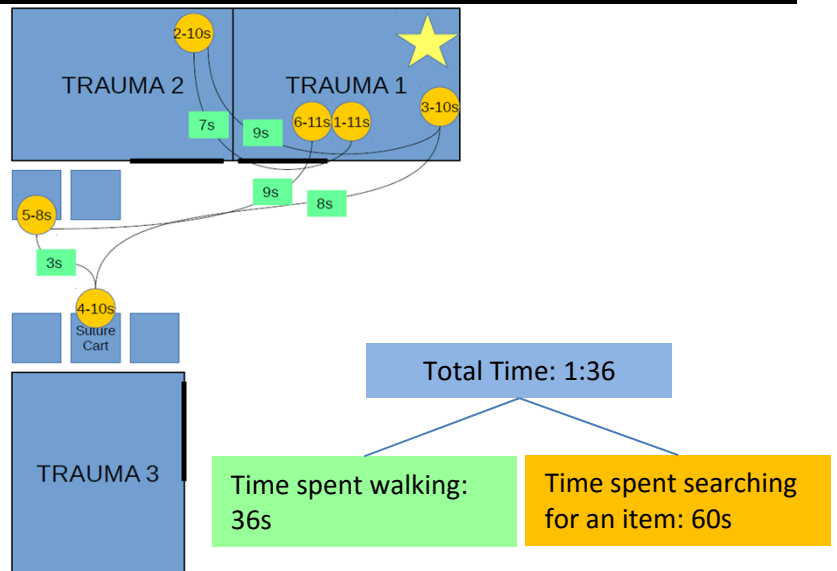


ITEM	QUANTITY TAKEN FROM C.S.	QUANTITY IN THE E.D
2" COBAN	3	19
3" COBAN	8	10

A nurse was asked to locate 6 different items in each of the trauma rooms. The following items are related to a peds patient with a lacerated head wound:

- Sterile suture tray
- Normal saline for irrigation
- 60cc syringe
- Splashield
- 2% Lidocaine
- Atomizer

- ★ = Trauma room in which the test began
- = Point at which the nurse stopped to grab an item



**Goals**

- Reduce nurse search time to locate supply items in the Emergency Department by 25%
- Reduce the number of stockouts in the Emergency Department (number of trips to central supply)

## Root Cause Analysis

### Why are stockouts occurring when usage is so low?

- The sticker system fails sometimes.
  - Why does the sticker system fail?
    - Some items do not have stickers.
    - Some stickers are forgotten.
      - Why does this result in stockouts?
        - **There is no other inventory check in place outside of the sticker system.**
- No one is actually checking the number of supplies on the shelves.
  - Why isn't anyone checking the number of supplies on the shelves?
    - There is no way of telling whether the correct items or the correct number of items are in each room.
      - Why isn't there a way to tell when an item needs to be replenished?
        - **The same items are not in each room.**
        - **Par levels have not been established.**
        - **There is not an inventory log available to the ED staff.**

### Why does it take so long to locate supplies?

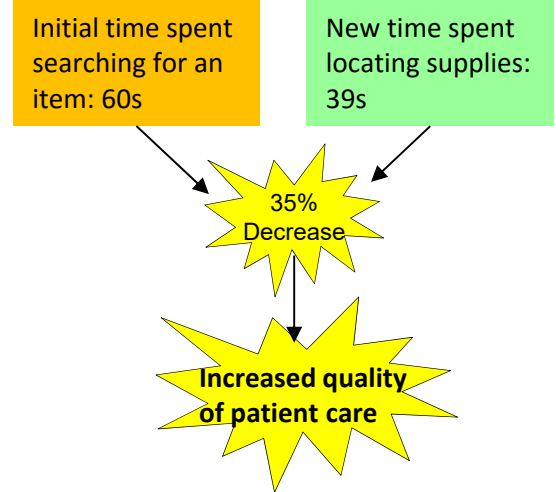
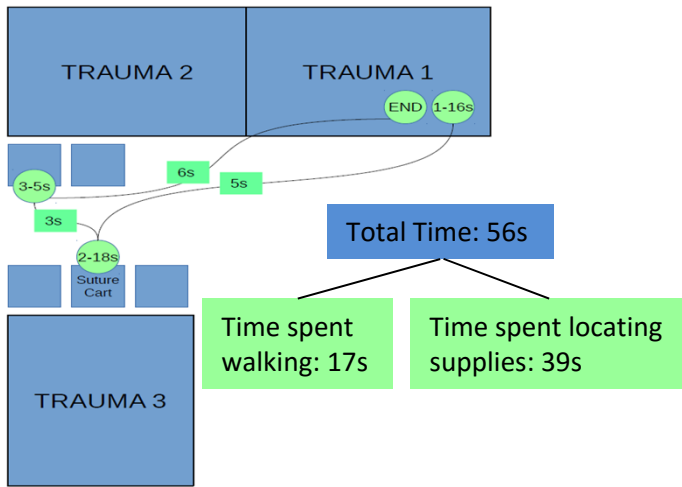
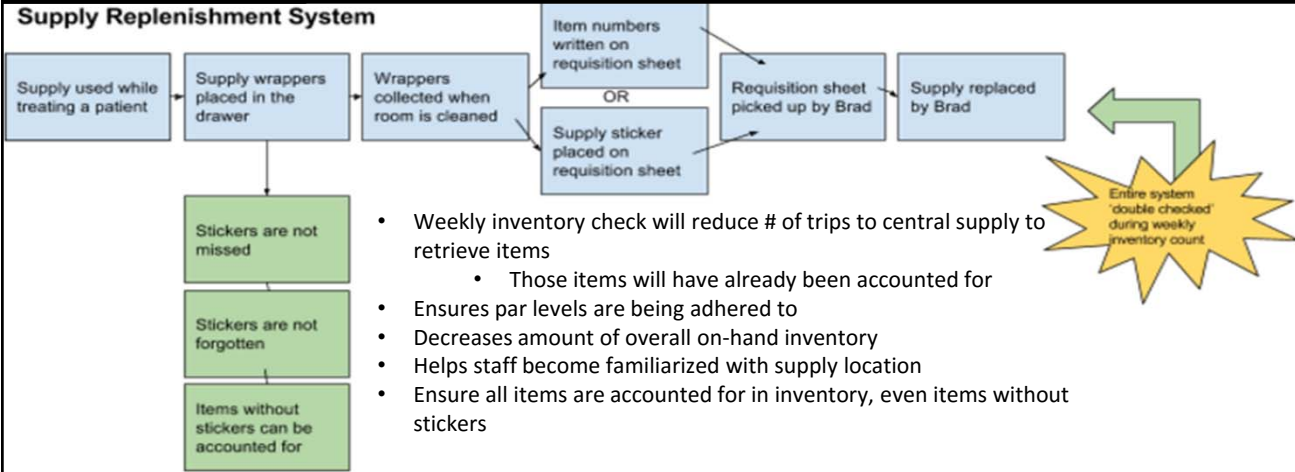
- Not all rooms have the same supplies in them.
  - Why don't the rooms have the same supplies in them?
    - Each room is used for different types of treatment.
      - Why can't the same supplies be in each room anyway?
        - It's hard to tell what supplies are in each room.
          - Why is it hard to see what supplies are on hand?
            - **There are very few labels in place.**
            - **Bins often hold more than one item.**
            - **Items do not have designated spaces.**
            - **Drawers end up being 'catch-alls'**

## Countermeasures

COUNTERMEASURE	RESPONSIBLE	DUE	OUTCOME
Standardize items to be kept in all 3 rooms	Jordan, Bridgett	6/28	Same items in every room
Designate standardized locations for the supplies in all 3 rooms	Jordan, Bridgett	6/28	Items in the same location in every room
Label designated locations	Jordan	6/28	Items are clearly labelled
Designate areas in each of the 3 rooms for specific supplies (suture, GI, etc.)	Jordan, Bridgett	6/29	Supplies specific to the room are placed in the same space in each room
Label specific supply locations	Jordan	6/29	Items are clearly labelled
Add a bin for item wrappers in each room	Jordan	6/29	Bin used as an inventory log of the items used in each room
Add wrapper collection to housekeeping's list of duties	Bridgett	7/1	Increased awareness of new system and policy for supply replenishment

## Effect Confirmation

### Supply Replenishment System



## Follow Up Actions

Follow-Up Action	Responsible	Due	Status
Standardize needle sizes to be kept in each room	Melissa	7/8	
Reevaluate new inventory system	Bridgett, Melissa, Brandi, nursing staff, Brad	7/29	
Develop a weekly inventory check to be done by nurses	Bridgett	7/15	
Train all E.D. staff on new inventory location	Bridgett	7/2	
Train all E.D. staff on inventory map	Bridgett	7/2	
Train all E.D. staff on new weekly inventory check	Bridgett	7/22	
Make sure all housekeeping is fully trained on the new supply replenishment system	Kellie	7/8	
Closely monitor the number of items taken directly from central supply	Brad	7/15	
Conduct a thorough weekly inventory count while staff is becoming acclimated with the new replenishment system	Brad	7/29	