

5S IN SAME DAY SURGERY: ALL THE STARS HAVE ALIGNED

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Same Day Surgery is an area of high turnover, in regards to patients, staff and items of need. After the results of the 2011 Gallup Employee Engagement survey, staff from this department indicated they wanted to address the survey question “I have the materials and equipment I need to do my work right.” A focus group was created to improve nurse, and ultimately patient, satisfaction.

In order to continue to put our patients first, Same Day Surgery decided to implement a 5S project. The 5S methodology of Sort, Set in Order, Shine, Standardize, and Sustain was applied. This was done to organize and assure safety and efficiency in caring for our patients. Predominantly used items were prioritized and unnecessary items discarded. New bins and labeling were added to assist in identification of items. Each patient room was standardized and the main supply room reorganized. Supplies were categorized for reordering and restocking.

As a result of this project, more time has been available for direct patient care and less time is spent searching and restocking items. Gallup scores on the “materials and equipment” question have also improved. The initial time invested has translated into long term success. Nursing time management improves work flow by getting items needed for patients quickly. The 5S process has assisted caregivers to maintain continuity of care in the perianesthesia experience.

Flexibility and adaptability are essential because our practice is dynamic and ever changing. With increased physical organization comes more time for quality patient care.