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Releasing clinical time back to patient care in our Emergency Department

Entry details

Summary Overview

At East Lancashire NHS Hospitals Trust It was highlighted that the Emergency Department was under increased pressure and were looking for a solution to free clinical staff hours back to patient care and potentially reduce patient waiting times. Following a successful implementation of our inventory management solution in the theatre department the NHS Lancashire Procurement was approached to see if we could help.

To address this issue, we planned the deployment of the Trust Inventory Management System, Ingenica, in the Emergency Department at Royal Blackburn in parallel with an increased staffing model to take away stock duties from clinical staff members, therefore releasing over 168 hours weekly back to time to care. At the same time bringing about a number of further stock efficiencies relating to levels, spend, wastage and risk to not only address the initial problem but further aid the department as a whole.

I wish to nominate the following person (or group/organisation) for award. I understand that by submitting this nomination I declare that the information I have provided is – to the best of my knowledge – accurate and complete. ✓

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| Nominee | NHS Lancashire Procurement Cluster |
| Nominees Job Title | NHS Lancashire Procurement Cluster |
| Nominees Email Address | simon.bennett@elht.nhs.uk |
| Nominees Organisation | NHS Lancashire Procurement Cluster |
| Nominees Region | North West |
| Nominees Telephone No. | +447792796862 |

Supporting Info

Supporting Statement

At East Lancashire NHS Hospitals Trust It was highlighted that the Emergency Department was under increased pressure and were looking for a solution to free clinical staff hours back to patient care and potentially reduce patient waiting times.

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As part of the Scan 4 Safety Project at East Lancashire NHS Hospitals Trust, NHS Lancashire Procurement Cluster in October 19 began implementation of Ingenica 360, an inventory management system that, now embedded in Theatres at Blackburn and Burnley, which has provided an enhanced stock control function which has additionally proved to reduce clinical staff workload. To date releasing over 120 weeks of clinical time back to patient care and realising over 1.4 million in savings. As well, more importantly adding in processes to increase patient safety.

Following this success, the NHS Lancashire Procurement was approached to see if we could help in a similar way in the Emergency Department.

With increased activity and stress experienced on the Emergency department one strategic point of the implementation of Ingenica 360 was for the system along with an advanced staffing structure allows us to take away stock duties from clinical staff and in turn release time back to care. From just a brief walk around the department we identified over 160 hours of time that could be saved weekly simply checking and topping up stock.

Currently all non-stock ordering is undertaken by clinical staff and there are very manual intensive processes involved in recording used stock. Implementation has released this time back to care. However, the main savings have come from the management and top up of the trolleys used for stock within the department and emergency trays. Overall there are 40 trolleys that require expiry checks, top up and management daily. This process currently takes around 20 minutes per trolley for clinical members of staff. On top of this they have 20 emergency grab kits that require the same management that can take up to 35 hours a week. That is almost a full staff member on one simple stock duty rather than focussing on patient care. To implement the system and ways of working we have hired 4 band 3 WTE to allow an advanced materials management process cover during the day 7 days a week.

Working alongside clinical staff the locations of all blood and resus trolleys were identified and mapped within the department. An audit of all trolleys and grab kits was carried out to determine what each held by stock type and quantity. The information was presented to clinical staff who reviewed the data and worked with the team so that a standardised layout for each trolley and grab kit was agreed. This ensured increased visibility of stock and ensure the right level of stock is in the right place at the right time enabling daily replenishment of each trolley by materials management staff could be carried out efficiently to minimise disruption to staff and patient care. The most important aspect was that this daily burden was taken away from the clinical staff which was greatly appreciated

Ingenica 360 inventory management system in the Emergency Department has provided us clear, accurate and transparent data of inventory receipt, movements, consumption and ultimately will allow us to forecast demand.

It has allowed us to record all stock holdings complete with agreed replenishment levels into our system to ensure automated ordering. As well all items in trolleys can have barcodes scanned to record lot and expiry date, allowing us to perform expiry checks at any time of day electronically in seconds.

In providing the enhanced service to the Emergency Department it has allowed us to achieve efficiencies and savings in the following areas:

- Release of clinical time and administrative time in placing and managing orders
- One-off reduction of inventory on the shelf
- Reduction in wastage and obsolescence
- Reduce risk of using end of life or expired stock in patient care
- Reduced number of stock shortages and improved operational efficiency
- Reduction in requisitioning and order costs
- Reduction of the costs associated with valuation and annual stock takes
- Provision of accurate consumption history to facilitate purchasing efficiencies, better planning and real time control of inventory levels
- Valuable business information to support cost/benefit analysis across the Trust as accurate real time consumption data is available
- Essential enabling system for implementation of Scan 4 Safety
- System and processes no longer relies on individual knowledge.
- Reduces risk of duplicate orders and over stock
- Improved information on usage will aid purchasing and management decision making
- One system managing consumption and ordering reduces risk of error and improves manpower utilisation

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- Stock levels are managed on actual usage and not what individuals “think” they may need

- Accurate financial consumption data against budget code consuming stock

- Improved ability to forecast demand / costs

Overall releasing over 168 hours weekly of clinical time back to patient care as well as expecting to deliver over £125,000 worth of efficiency savings relating to stock identification, reduction, wastage and staff costs.

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| Your Name | Simon Bennett |
| Your Job Title | Business Improvement Engineer |
| Your Email Address | simon.bennett@elht.nhs.uk |
| Your Contact number | +447792796862 |
| Your Organisation | NHS Lancashire Procurement Cluster |

Log in to hcsa.awardsplatform.com to see complete entry attachments.

