



## Service Priorities and Programmes Electronic Presentations

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### **Shorten Operating Room Turnaround Time by Display Call System on Cleaning Service**

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#### **Keywords:**

Operating Room

Shorten Turnaround Time

Display Call System

#### **Introduction**

Improving the turnaround time in operating room is a major opportunity to optimize hospital productivity. In an operating room setting where a fast response time is crucial, using ordinary handheld mobile phone for calling the ancillary personnel to clean up the used operating room has some major drawbacks. Firstly, the phone constantly ringing and the ancillary personnel never know which rooms need to be cleaned. Secondly, the cleaning process is being interrupted while the ancillary personnel need to reply the other coming phone call. Importantly, the theatre staff-to-ancillary staff conflict increases due to the lack of communication. We believe that the better organized cleaning service is able to enhance turnaround process in the operating room. Thus, a Display Call System is implemented to tackle the above problems.

#### **Objectives**

To shorten the turnaround time in the operating room

#### **Methodology**

1.To analyze the causes of delaying the response-time to the cleaning service in the operating room 2.To create the Case Process Map to determine when the ancillary personnel get involved on the theatre room cleaning 3.To clearly identify roles of the ancillary personnel during theatre room cleaning 4.To work with manufacture to install the audible and visual display system “Displayed Call System” in the dirty corridor 5.To implement the Displayed Call System by two phases a.Phase I – a pilot on two theatres o The theatre room staff presses the call button in the theatre when cleansing is needed o An indicator outside the theatre room gets lighted up on the dirty corridor o The theatre room number displays on the display receiver on the dirty corridor and flashes the theatre room numbers on it o Simultaneously, the buzzer module in it announces the call which alerts the ancillary personnel to give immediate attention o The ancillary personnel exactly know the calling location and go to clean it as soon as possible b.Phase II – implement to all theatres 6.To evaluate the efficiency and effectiveness by the on-site checking

**Result**

1.90% faster response-time to the cleaning service in the operating room  
2.Accounted for 5% shorten the turnaround time in total 3.100% ancillary personnel  
enjoy an uninterrupted cleaning experience 4.95% greater theatre staff-to-ancillary  
staff satisfaction