

Case Study

Scunthorpe General and Goole and District Hospitals provide value added service through innovation

Customised theatre pack of medical devices improves hospital service delivery and enhances efficiency



Situation: Hospital need to provide health care services more efficiently and effectively

Challenge: Working procedures that help to save costs and enhance theatre efficiency

Requirement: Linear working procedures that improve efficiency

Solution: Customised pack of disposable medical devices for theatres

Benefits: Improved health service delivery and performance

Scunthorpe General and Goole & District Hospitals deliver a full range of emergency secondary health care services including intensive and high dependency care whilst maintaining a comprehensive range of planned services. They tasked 3M with offering them a solution for use in theatre that would make procurement more linear and improve delivery of the hospital's health care procedures.

Situation: Value added procedures to improve hospital capabilities

Scunthorpe General and Goole & District Hospitals are part of Northern Lincolnshire and Goole Hospitals NHS Foundation Trust, a major provider of health care. Scunthorpe and Goole hospitals ensure that a wide range of diagnostic services and care are available locally. They contacted 3M because of its good reputation and ability to help them serve their customers with innovative technology and superior quality, value and service.

"Our primary objective is to offer health service to the direct community in the most reliable manner, with a level of professionalism and care, to do this we need the right procedures that are effective, efficient and world class"

Scunthorpe and Goole Trust Member

"At first we thought we were asking too much. Later we realised all we needed to do was ask. Necessity is the mother of all invention!"

**Maggie Young, Materials Manager,
Scunthorpe General and Goole
& District Hospitals**

Case Study

Challenge: Restructuring the procurement process

Scunthorpe General and Goole & District Hospitals source a variety of products and materials from a number of different suppliers, including items used by surgeons in surgical procedures. As a consequence, the procurement procedure was complex and time consuming. This necessitated intensive management of the tender, selection and ordering process. The hospitals needed a more efficient and effective purchasing process ...

"Every firm wants to cut cost and improve service delivery simultaneously, we are no exception, we needed a solution that solves the two issues"

S&G Management Team

Requirement: An effective procedure that reduces costs and adds value

Scunthorpe General and Goole & District Hospitals required delivery of comprehensive services from a reputable supplier. The service needed to save costs for the hospital, save time processing, and enable hospital staff, such as nurses who prepare instruments and equipment for the surgeons, to be able to work more effectively and efficiently.

Solution: A customised medical pack

3M proposed the use of CPT's (Custom Procedure Trays) that are, in essence, a customised pack of disposable medical devices for theatres. Reducing the operating costs of theatre suites and hospitals can be achieved through the implementation of Custom Procedure Trays. This was an all in one solution for both the hospital and their staff.

"We pride ourselves in offering solutions that are customised to meet the needs of each client"

Louise Calvert, Marketing Executive, 3M

Benefits: Value added service through innovation improves hospital's performance

3M's Custom Procedure Tray solution helped Scunthorpe General and Goole & District Hospitals in several ways:

> **Reduced Time & Complexity**

Most components required for surgical procedures are low cost. However raising orders, coordinating the supply chain, controlling stock, picking and delivering items to each operating theatre can be complex, time consuming and costly. With CPT's only one order is required.

> **Reduced Inventory**

A Custom Procedure Tray means only one order has to be processed by staff and can result in reduced inventory on shelves, therefore providing cost savings to the hospital.

> **Reduced Risk of Cross Contamination**

When using individually wrapped disposables for surgical procedures, each item has to be opened and unwrapped with the risk of cross contamination. With a Custom Procedure Tray, there is only one pack to open in the operating theatre.

> **Reduced Waste**

Costs are reduced further by the reduction in waste that changing to Custom Procedure Trays achieves.

> **Reduced Emergency Response Times**

The introduction of Custom Procedure Trays has the potential to reduce emergency surgery response times by improving both set-up times and the time required to open another operating theatre.

"The CPTs helped us to drive efficiency through our purchasing procedures - and has improved the way we work ..."

Chris Graygoose, Theatre Manager, Scunthorpe General and Goole & District Hospitals

"Whatever your requirements, 3M Health Care can design a procedure tray that meets your needs. We have access to over 20,000 components from other leading health care manufacturers, and you have our assurance that every pack will conform to our high standards of quality, reliability and performance."

Julie Fenlon, Custom Procedure Tray Coordinator, 3M.

About 3M

3M – practical and ingenious solutions that help our customers succeed

3M is a \$23 billion diversified technology company which, since 1902, has been creating innovative products that help make the world healthier, safer and more productive.

3M employs some 75,000 people worldwide and has operations in more than 60 countries. It produces thousands of innovative products for customers in dozens of diverse markets and its 45 technology platforms touch nearly every aspect of modern life.

3M's Health Care business serves customers in the oral care, drug delivery, food safety, health information systems, skin and wound care and infection prevention markets.

A Business Community project providing practical training and insights for local university students



Sponsored by:
www.lati.co.uk
info@lati.co.uk

Supported by:
www.aardmaan.com
www.crayfishdesign.com

Case Study by:
Ken Muira
November 2009