

## Case Study: Kingston General Hospital Sterile Processing



### A Decade of Excellence!

In 2006, Kingston General Hospital's Sterile Processing department was preparing to renovate and wanted to make the most of the opportunity. 10 years later, they continue to shatter benchmarks.

A cross-functional team with members from Sterile Processing, OR, and Materials Management carefully studied instrument flows and staff work patterns. They found a department with much to be proud of, along with a few opportunities. Within months, they had slashed turnaround times, standardized key operations, and designed their future space. But even more importantly, they had sown the seeds of a new culture. Ten years later, continuous improvement is simply their way of life and they keep finding new ways to raise the bar.

#### Immediate Results:

- 54% reduction in instrument processing time
- 740ft<sup>2</sup> of floor space recovered and planned renovation reduced by 680ft<sup>2</sup>
- Established a consistent, reliable process as a foundation for continuous improvement

#### 10 Years Later:

- All staff are engaged in continuous improvement, gains in capacity have saved cost while also creating time for more improvement
- One of the lowest rates of staff call-outs in the entire hospital (3.47 days/FTE compared to goal of 10)
- Defect rate 90% lower than comparable departments at other hospitals
- Budget of less than half of comparable departments at other hospitals

"I've been working in this department for 20 years, so I have seen some changes, but nothing like this."

- Maria M.,  
Central Processing  
Supervisor

## About Opus:

- Leaders in Healthcare process improvement
- Identify improvement opportunities across Pre-Op, OR operations, PACU and Sterile Processing
- Develop new sustainable best in class processes with the Opus Model for Sustainable Improvement
- See your operations improve with data-driven decisions and collaborative problem solving

“We are better at improving now than ever before. Now we have a high level of understanding and skill and we can do so much more.”

- Derek W., Program Manager

## Scientific Approach

The Opus approach to Process Excellence (PEX) combines a scientific approach to root cause problem solving with careful change management and leadership development. Our proven model includes assessing for opportunity, building the case for change, engaging front-line staff in root cause analysis that drives improvement, and establishing systems for sustainability and ongoing

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## The Opus Model for Sustainable Improvement

