

# Improvement to issuing and returning of T-34 Syringe pumps

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## Abstract:

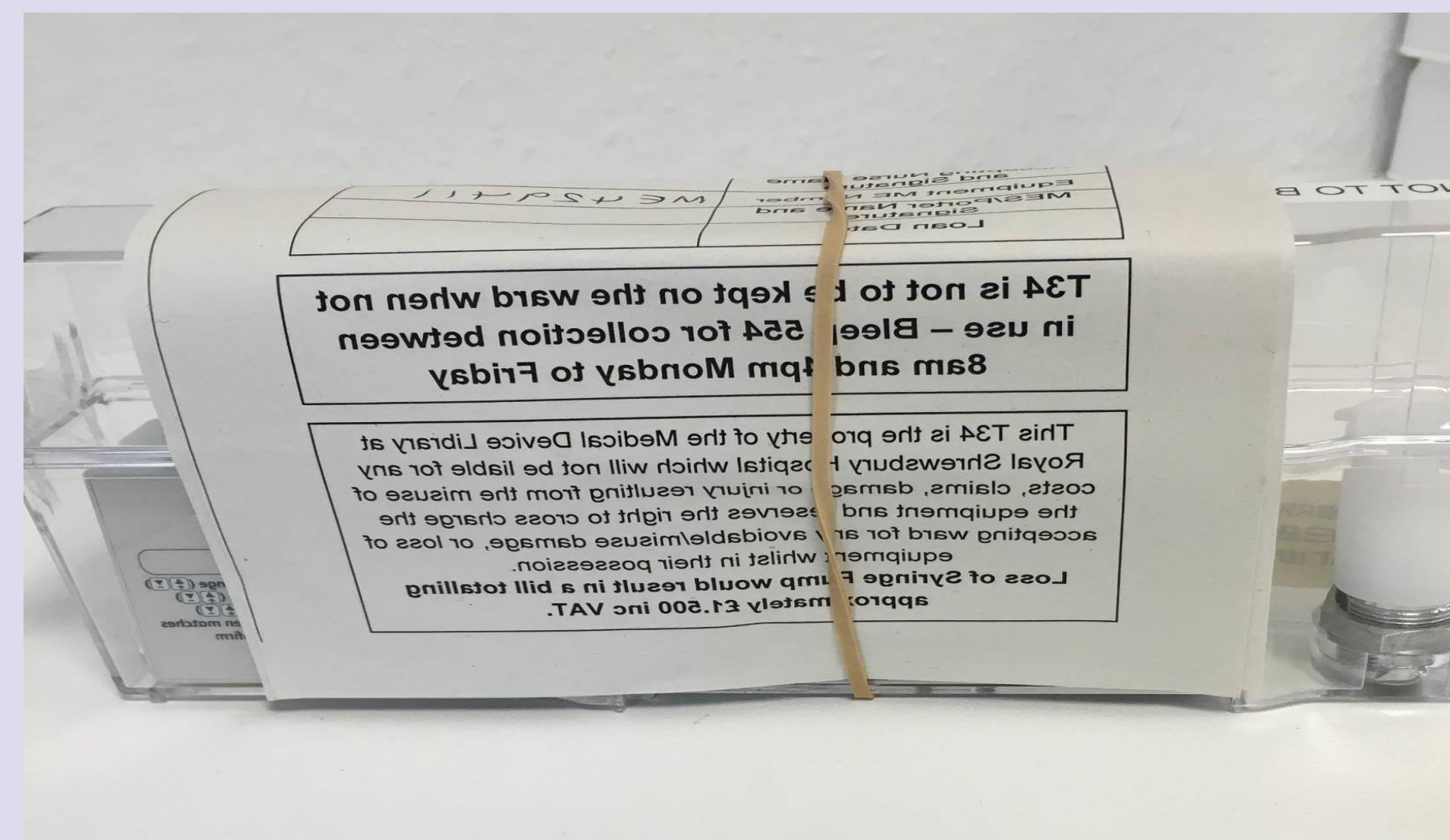
It had been identified that delivery of T-34 Syringe pumps, used to provide analgesia for our end-of-life patients, were taking too long to be delivered out of hours, sometimes resulting in not being received in time to provide the care needed. Additionally, it had been identified that compliance in returning the pumps was extremely poor, resulting in lost, or unaccounted for pumps. This in turn resulted in additional costs in the region of £1500 per unit for Wards that had misplaced them. Following a series of improvements, including re-prioritising the Teletracking process, and updating the loans/returns process, a significant improvement was seen. Rather than taking hours to deliver the pumps, this has been reduced to approximately 5 minutes, and now all pumps on loan are returned, which has resulted in cost efficiency as well as increasing the stock held in Medical devices from 6 to 16.

## SMART Aim

The aim of the project was to ensure all patients who are end of life receive their analgesia via a T-34 Syringe pumps by the end of August 2022. Additionally, a secondary aim was to increase the stock levels of T-34 pumps in Medical Devices by the end of August 2022.

## Plan

Following an audit, it was identified that significant delays were being seen in the delivery of T-34 syringe pumps for our end-of-life patients. In some circumstances, pumps did not arrive in time to benefit a patient's final hours. Additionally, it was identified that there were many unaccounted syringe drivers, resulting in having to cross-charge and re-order additional resources. The cost of a pump is in the region of £1500. For both concerns, it was further noted that it was a problem predominately during out of hours and therefore, this was the focus for improvement.



T-34 Syringe Pump



Kev Malton in Medical Devices library

## Do

To solve the delays in delivering pumps out of hours, Kev linked in with the Portering, Medical Devices and End of Life teams to agree an appropriate prioritisation on the Teletracking system. In doing so, he ensured this did not impact on delivery of other essential equipment as an unintended consequence.

To overcome the compliance of the pump returns, he re-designed the loans process as follows:

- Each T-34 pump has two copies of the updated loan form attached, which will have the ME number already completed
- On delivery of the pump, the ward copy of the loans form remains on the ward and the completed copy for the Medical Device Library is kept by the delivery person. During normal working hours, this is then returned and updated on the tracker immediately. Out of hours, the porter returns the form to the Chargehands office, which is then collected the following morning by the Med Device Library staff, who then updates the tracker. One of the forms is completed and signed for by the receiving nurse, including putting on a patient sticker, and taken back to Medical Devices
- To return the pump, the ward can bleep 554 to make collection arrangements with whoever is covering the Medical Device library, otherwise, the pump is left in a designated area on the ward to be picked up during the general equipment collection run
- On occasion, the T-34 pump needs to be transferred to a Hospice, or Community nursing team with the patient. Under these circumstances, the external loan agreement, which can be found in the end-of-life resource pack, needs to be completed. Three copies are made, with one attached to the patients discharge letter, one in the patient notes and the other sent to the Med device library, which enables them to be tracked.

To ensure all wards were aware, Kev attended porter huddles and briefed Ward Managers.

## Study

Following re-prioritisation on Teletracking, it has been noted that all patients who require T-34 syringe pumps now receive them in a timely manner. The data shows that this has improved from hours to 5 minutes during the day and between 5 and 10 mins out of hours. As a result, all patients now receive the analgesia they need in their final hours with us.

Following the introduction of the new loans process, all syringe pumps are now returned in a timely manner and no pumps have gone missing. This potentially has saved in the region of £10,000 by not having to re-order new pumps to retain a stock of 16.

## Act

The improvements made has made a significant difference to our end-of-life patients, as well as ensuring pumps no longer go missing. To ensure this process is sustained, the process will continue to be communicated to the wards, and Medical Devices will continue to audit to demonstrate the process is being followed and having the impact it needs.