

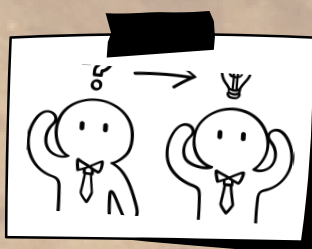
SMALL STEPS TO BIG CHANGES



NO MORE CLUTTER!
ORGANISED. ACCESSIBLE. EFFICIENT.
Standardising Management of Skincare Products to Improve Patient Experience

CHALLENGES

- **Lack of standardisation:** Skincare and wound products vary across teams. Nurses often spend excessive time searching for the appropriate items, causing delays in wound treatment.
- **Prolonged supply replenishment:** Slow replenishment caused postponed dressing changes and preventive care, increasing patient risk.
- **Disorganised kits:** Cluttered skincare kits further slow nurses in locating the appropriate products.
- **Compromised patient experience:** Delays in dressing changes and treatment lead to dissatisfaction, complaints, and negative feedback.



IMPLEMENTATIONS

AFTER

Skincare products were compartmentalised into three clearly labelled drawers, improving visibility, accessibility, and restocking efficiency. Frequently used items are stocked in adequate quantities, while less commonly used products are kept to a minimum.

BEFORE

Items were disorganised and inconsistently stocked, making it difficult for nurses to retrieve and restock skincare products promptly.



Drawer 1:
Sutures, Sterile Strip,
Ribbon Gauze



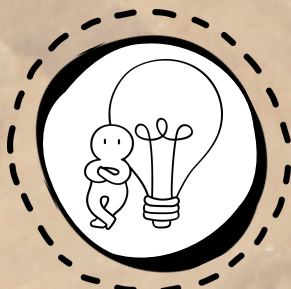
Drawer 2:
Stoma Appliances and
Special Wound
Management Products



Drawer 3:
Mepilex Boarder and
Surgical Wound
Management
Products

OUTCOMES

- Dressing materials are consistently available when needed
- Skincare and wound products for urgent use are easily accessible
- Early initiation of preventive measures and treatments for skin breakdown
- Timely dressing changes enhance patient experience
- Reduced time spent by nurses searching for required dressing materials
- Minimised delays in dressing changes through prompt supply accessibility
- Lower patient dissatisfaction and fewer complaints related to dressing delays



KEY

Start with small steps.

Align and centralise resources.

THANK YOU FOR SHARING

Ms Zhang Yujie
Nurse Manager, Ward B10 Subsidised

Together, we can create a space where staff can work happily and effectively.