

Resolving Ostomy Supply Issues at a Large Metropolitan Teaching Hospital

Michelle Kieninger RN, BSN, WOCN • Clarian Health Partners, Indiana University Hospital, Indianapolis, IN
Lisa Hobbs RN, CWOCN, • Clarian Health Partners, Indiana University Hospital, Indianapolis, IN

Introduction

Ostomy supplies were located on each unit in the clean utility room on par carts. These supplies were to be charged to the patient by the box. However, on every unit, these boxes were opened and pieces from the box would be missing. This would rarely leave a complete set of matching pouches and wafers available for the staff to use. Opened items were unable to be charged to the patient thus resulting in lost charges and revenue. The ostomy team evaluated possible solutions. The Purchasing Department requested we evaluate the option of charging ostomy supplies per item, rather than by the box. This would ensure that a patient would only be charged for supplies used during their hospital stay.

Problem

- Boxes of pouches and wafers opened with missing pieces
- Rarely a complete set of matching pouches and wafers available for the staff to use
- Lost charges from opened boxes of product
- Product size not easily identified
- Dissatisfaction:
 - *Patient*: discomfort with post-op pouch changes and response time to a leaking pouch
 - *Nurse*: no easy access or identification of ostomy supplies resulting in contacting the WOC Nurse
 - Inappropriate utilization of WOC Nurse for routine ostomy supplies

How ostomy supplies appeared on the shelf in the clean supply area:

BEFORE



AFTER



Solution:

A quality product that would provide:

- Improvement of comfort level for post-op pouch changes
- All pieces needed for a routine pouch change in one pre-packaged kit
- Transparent packaging to visualize contents
- Easy identification of the product
- Easy access to supplies on each unit by par cart
- A chargeable item that would eliminate lost charges from opened boxes of product



Now ostomy supplies come in pre-packaged kits

Outcomes:

- Availability of product on each unit facilitated prompt pouch changes for patient
- Floating flange improved patient comfort with post-op pouch changes
- Improved communications and identification of pouch by the nurse being able to answer two questions:
 - What type of appliance is needed? Urinary or Fecal? 1 piece or 2 piece?
 - If 2 piece, what size of appliance is needed? I, J, K or L?
- Nurses more confident and independent in product selection
- More appropriate utilization of WOC Nurse
- Improved revenue by capturing 44% more charges on ostomy supplies
- Decreased the number of items in inventory by 50%

Satisfaction:

- | | |
|-------------|---------------------|
| ✓ Patient | ✓ Purchasing |
| ✓ Nurse | ✓ Supply Technician |
| ✓ WOC Nurse | ✓ Management |



Hollister Incorporated
2000 Hollister Drive
Libertyville, Illinois 60048

Distributed in Canada by
Hollister Limited
95 Mary Street
Aurora, Ontario L4G 1G3

© 2000 Hollister Incorporated
All Rights Reserved
Printed in USA