Madonna Rehabilitation Hospital (MRH) Ostomy Product Matrix: 
Assisting Nurses and Personnel in Purchasing Department 
in the Selection and Provision of Ostomy Products

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Purpose
To assist nurses in selecting ostomy products from the 
MRH Purchasing Department.

Objective
To make ostomy product selection easier and more 
accurate through a unique “Pair System” of ordering. 
The “Pair System” refers to the grouping of ostomy pouch 
and barrier/wafer, which aids in communication between 
the nurse and personnel from the Purchasing Department.

Problem
Our 245-bed facility consists of a long-term acute 
hospital, rehabilitation unit, ventilator-assist unit, 
extended-care units, Alzheimer’s unit and assisted 
living unit. Patients have a variety of needs for ostomy 
products, and staff members have variable levels of 
knowledge and skills in the selection and use of the 
products. Prior to implementation of the “Pair System”, 
the Purchasing Department personnel asked for 
product codes and brands when ostomy products were 
needed. Purchasing would then order the product from 
a distributor, and when the product arrived, it was sent 
to the bedside. This resulted in orders for a variety of 
product brands and delays in product availability. 
Supplies and complaints accumulated in the Purchasing 
Department since some patients were discharged even 
before the supplies arrived.

Solution
An existing Ostomy Product Matrix and Hospital Formulary 
has been updated. A core group of ostomy products were 
selected and included in the product formulary. 
This product formulary was used to develop a quick 
reference guide for nurses in the patient care areas (see 
reverse). The ostomy product matrix is used to help staff 
choose the type of product most appropriate for a given 
patient. With information about ostomy type, stoma size, 
and preference for one-piece or two-piece, the nurse 
selects one of four “Pairs” on the matrix. This eliminates 
the need to know brand name or product numbers for 
the stoma barrier/wafer and pouch.

Policies and procedures regarding acquisition and 
replenishment of supplies have been updated. Copies 
of the Ostomy Product Matrix in 5” x 8” laminated cards 
have been distributed to each unit, and a product 
inservice has been provided by the ostomy nurse and 
the manufacturer’s representative.

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### Outcomes

Complaints have been virtually eliminated with the "Pair System" in place. Using the guidelines on the matrix, nursing staff are able to quickly and accurately determine the best product for their patient from a defined list of available options. Staff report an improvement in the accuracy and timeliness of product requests and deliveries. This results in enhanced patient care, the ultimate goal of all of our quality improvement efforts.

<table>
<thead>
<tr>
<th>Pair Number</th>
<th>Product</th>
<th>Type of Ostomy</th>
<th>Stoma Size</th>
<th>Flange Size</th>
<th>Stoma Presentation</th>
<th>Output Consistency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pair #1</td>
<td>Cut-to-fit Barrier/Wafer</td>
<td>Colostomy or Ileostomy</td>
<td>Up to 1-3/4&quot; Diameter</td>
<td>2-1/4&quot;</td>
<td>Flush or Protruding</td>
<td>Semi-formed or formed stool</td>
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<tr>
<td></td>
<td>Two-Piece Pouching System</td>
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<td></td>
<td>Stock No 14603</td>
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<td>Stock No 18133</td>
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<tr>
<td>Pair #2</td>
<td>Cut-to-fit Barrier/Wafer</td>
<td>Colostomy or Ileostomy</td>
<td>Up to 2-1/4&quot; Diameter</td>
<td>2-3/4&quot;</td>
<td>Flush or Protruding</td>
<td>Semi-formed or formed stool</td>
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<td>Stock No 18134</td>
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<tr>
<td>Pair #3</td>
<td>Cut-to-fit Barrier/Wafer</td>
<td>Urostomy</td>
<td>Up to 1-3/4&quot; Diameter</td>
<td>2-1/4&quot;</td>
<td>Flush or Protruding</td>
<td>Urine</td>
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<td>Pair #4</td>
<td>One-piece Cut-to-fit</td>
<td>Colostomy or Ileostomy</td>
<td>Up to 2-1/2&quot; Diameter</td>
<td>n/a</td>
<td>Flush or Protruding</td>
<td>Semi-formed or formed stool</td>
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<tr>
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<td>One-Piece Pouching System</td>
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