

# Scan and Go: One Tap to Teamwork and Partnership Between OR and Supply Chain

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## Background

Effective communication is essential for achieving operational goals (Hamkar et al., 2024). Standardized communication protocols and digital tracking systems between perioperative services and supply chain management can significantly enhance resource availability, reduce disruptions, and support cost containment (Abraham et al., 2020).

Currently, communication with the supply chain relies on informal tools such as SMS, Vocera, email, or phone calls. The lack of a standardized system can lead to challenges in tracking requests and ensuring accurate follow-through.

Supplies that are unavailable but needed for the next day are often expedited. Overnight orders incur additional fees to ensure timely delivery to the department. Many operating room supplies are critical and irreplaceable; without them, surgical cases may be delayed or even canceled.

Additionally, operating room delays can result from multiple factors, including facility infrastructure, inadequate equipment or supplies, and insufficient communication (Mihalji et al., 2022).

## Objectives

This project aims to implement a structured communication system that is easy and accessible between the OR and supply chain to improve inventory management, reduce overnight requests, and enhance efficiency.

The goal is to decrease the number and cost of overnight items using this tool.

This tool does not replace the current reordering system. It is a communication tool between supply chain and OR.

## Method

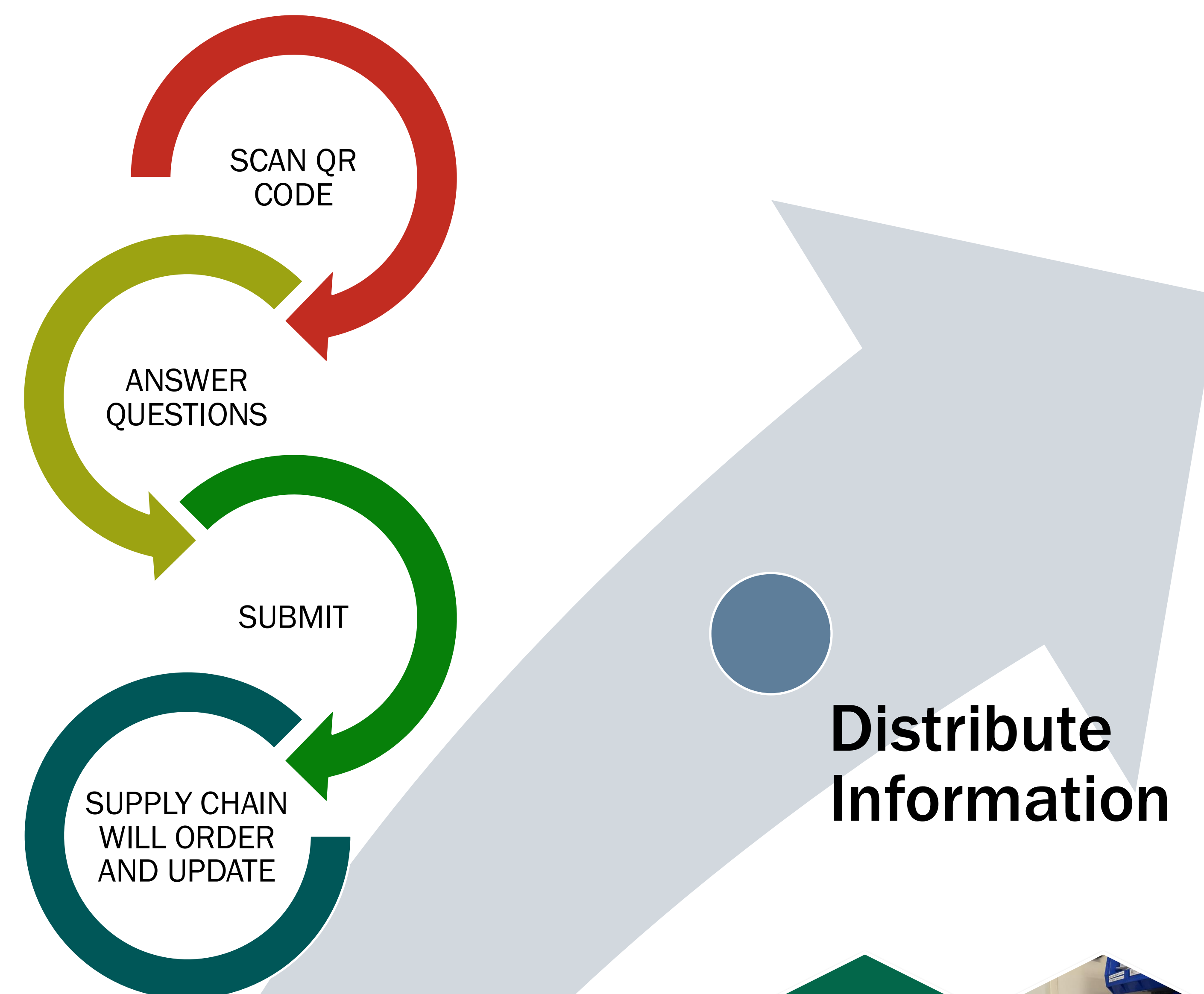
**(Plan)** A pre-intervention data is collected by gathering the data by identifying the number of overnighted items daily. Created a QR code for the Scan and Go project that includes 3 questions.

**(Do)** The QR code is developed after deliberation. The QR code was placed in the core and an education among staff was conducted.

**(Study)** The data is collected and analyzed after intervention.

**(Act)** Based on the feedback of the supply chain and staff - the questionnaire and QR code has been revised.

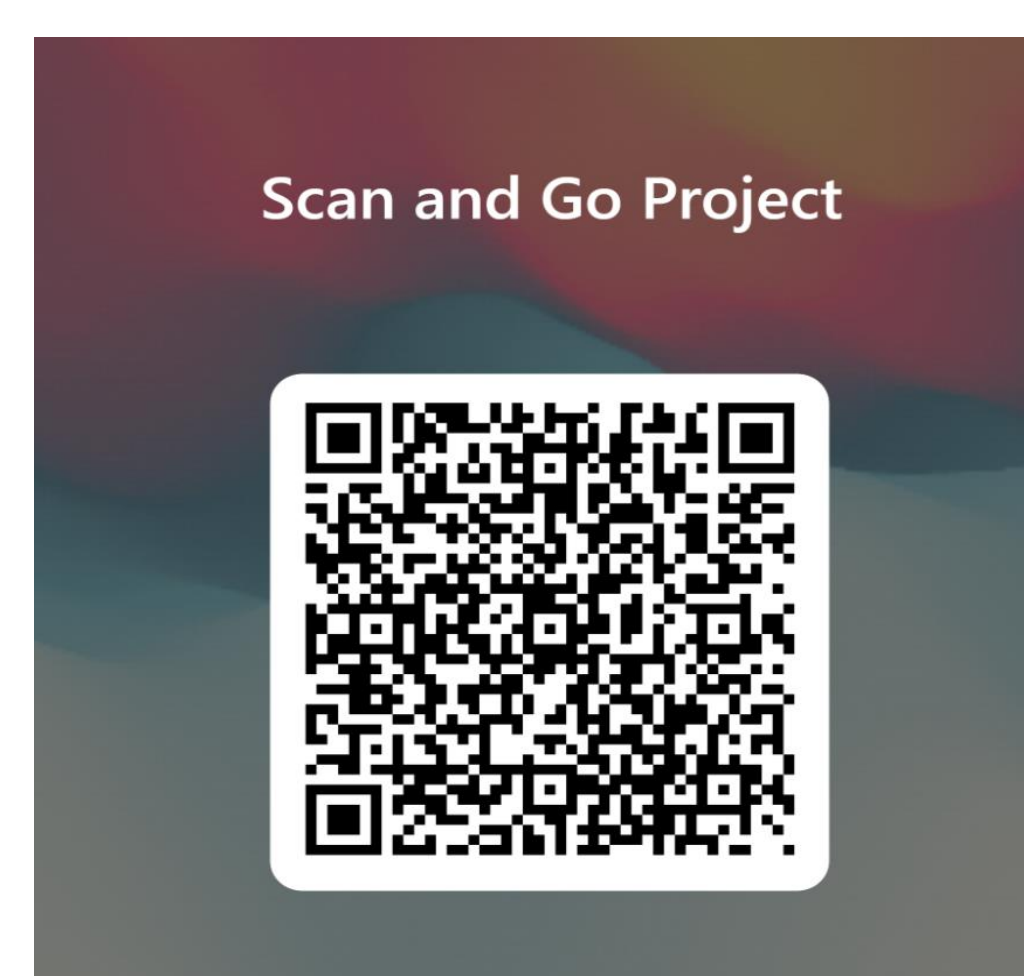
## Pictures



## How to use the QR Code



## QR code created



## Results

- On average, there are 120 monthly submissions from staff requesting supplies that are running low using the QR code.
- Additionally, there has been a 30% decrease in average monthly rush orders. The tool was found to be useful and user-friendly by both OR staff and the supply chain team.
- Furthermore, the staff expressed that they are able to track their requests easily using the tool.

## Future Actions

- After 6 months of implementation, the communication tool was reevaluated to identify any revisions needed based on feedback from the staff and supply chain.
- Audits are done after implementation if the QR code is being used and identify any revisions needed. For future initiatives, it can be evaluated for the potential impact in efficiency.

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