Lean Process of Dental instrument in CSSD by Kaizen concept.

**Purpose:**
CSSD provide disinfection and sterilization instrument & medical devices for the whole hospital. Follows international standard guidelines. Dental Department is one of 2 types customer’s CSSD and dental instruments so many dedicated and complicated instrument. Reusable medical equipment/devices must be thoroughly inspected, preparation before packing and sterilizing for ready to use and patient safety. Inspection process for malfunction and damage instrument before packing is important process.

This CSSD had the function to control the sterilization of Medical Devices. Kaizen is an approach to creating continuous improvement based on the idea that small, ongoing positive changes can reap major improvements. Kaizen is core to lean manufacturing, or The Toyota Way. It was developed in the manufacturing sector to lower defects, eliminate waste, boost productivity, encourage worker purpose and accountability, and promote innovation.

**OBJECTIVE:**
As a result of this study a decision was made to come up with a solution to this costly issue of re-sterilization and lost services because of no instrument.
- To reduce the stock out and the amount re-sterilization ≤ 5 units/month
- To reduce dental instrument lost = 0
- To complete delivery and instrument ready to use ≥99%

**Methodology:**
1. Re-organization and provide well training special dental instrument and QC staff double check before packing.
2. Create innovation basket for separate each dental instrument and tagging label.
3. Staff decontaminated area is assembled and separate dental instruments into innovation basket before the next process.
4. Staff in clean area are easy to packing and reduce human error.

**Result and Conclusions:**
As a result of this SirirajPiyamaharajkarun Hospital for 6 months: January 2018 to June 2018
The stock out and the amount re-sterilization is reduce average 5 pcs/month. Dental instrument lost is lesser than before and complete delivery and instrument ready to use average 98.3%. This result was reported at dental committee was achieve target. The committee discuss ways of solving this.

**CONTINUOUS QUALITY IMPROVEMENT**
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**Steps before and after implementing CQI**

Before

- Instruments and tagging were missed

After

- D.I.Y (Sieve separator tool)