



Putting Service at Heart of Healthcare



EXPANDING THE FUTURE OF ENDOSCOPY SERVICE

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Cardiac Services are at the forefront of supplying and servicing Endoscopy Equipment throughout Northern Ireland. Their state of the art Endoscopy workshop in Belfast, is the only one of its kind in the province, servicing and repairing OLYMPUS flexible endoscopes. However, over the last 5 years, servicing requirements have grown significantly as the volume and range of Endoscopes used in Hospitals in Northern Ireland has increased. To ensure that they could not only maintain, but improve their level of service and technical support to their customers going forward, a workshop expansion was deemed necessary.

They also decided to update their decontamination process and a dedicated area meeting current industry standards was created, separate from the workshop. This allowed them to ensure the highest level of protection for the technicians carrying out the repairs.

In addition to this, Cardiac Services were conscious that technician training for endoscope repair can take up to 5 years to complete for basic models, so it was important that they created an environment that could sustain ongoing training for staff development and yet still be able to expand to accommodate increased repair requirements in line with their customer's needs.

CHALLENGE AT HAND

The team in Cardiac Services had to find a way of making extra space in the existing premises, which was already a very busy environment. They also had to ensure that their daily work was unaffected whilst the building work was taking place. They needed to include space for the new decontamination room, additional test equipment and increasing number of technicians.

It was important for Cardiac Services that the design for the new department be driven by the staff who actually work in it

THE TENDER AND DESIGN PROCESS

and experience the dynamic of the workflow every day. The design process exploited industry best practice and operating procedures, which would facilitate optimum work flows. This information then guided their appointed Architect's (Slemish Design Studio) to produce a building layout which would support high repair volume throughput with reduced turn-round times. With this information to-hand they tendered for the turnkey works, choosing AMD builders who provided an optimistic yet realistic program at a competitive price.

Team-lead Chris Hawthorne led this process of coordinating and compiling the various inputs. Chris's 14 years experience in the endoscopy workshop was key in the successful completion of this important task.

The new/improved areas identified in the department were:

INCOMING INSPECTION



This is where the extensive checks needed for each instrument are carried out.

SCOPE STORAGE



Where instruments can be held until they go into the work process.

DRYING AREA



A lot of sealants and adhesives are used in the repair process and need a particular environment to dry/cure.

MICROSCOPE STATION



This allows the team to carry out time saving repairs on CCD units that they previously did not have access to locally.

The initial challenge faced by the team was how and where to relocate their workshop whilst the renovations took place. Despite limited space being available within the existing premises,

TEMPORARY RELOCATION AND CUSTOMER COMMUNICATION



the team identified a lesser used area as an available option. It was certainly a smaller space than the current workshop, but with some work-flow adjustments and the elimination of nonessential items the team managed to recreate their workshop again. In addition to the relocation, it was important that Cardiac Services informed their customers of the upcoming plans.



Measures had been taken to ensure that Customer disruption would be minimized despite the planned six week work program. Customers were naturally very supportive of the move due to their long standing partnerships, many of which had been established over decades. Customers were also very aware of the need for increased servicing in endoscopy as many have seen their own departments go through such changes.

IMPROVED SERVICE – RESULTS



Shortened turn round times:

- Minor repairs by 63%
- Intermediate repairs by 45%
- Major repairs by 24%



Reduced backlog:

- Backlog reduced by 38%



Ability to locally repair a wider range of devices:

- 290 series
- Lens replacements
- Surgical Instruments

Improve working environment for staff:



“The new workshop allows for a more inclusive experience with it being completely open plan. There are now task specific areas such as glue drying which allows for ample drying space. The central tooling areas allow easy access for shared tools and L-shaped benches allows for easy access to online service manuals whilst working on instruments. This improved work-flow feeds into better time management resulting in reduced repair times which we get to pass on to the customer.”

- Matthew Flanagan,
Endoscopy Workshop Technician



FUTURE PROOFED FOR NEW PROCESSES (EUDR) AND GROWTH IN SERVICE REQUIREMENT

“The new workshop is a vast improvement on the last work space, I feel this is because we now have a dedicated area for working on specific parts of a repair, i.e. the CCD Lens Replacement area, and the larger drying area allows us to work on more scopes than previous due to limited space. Also the physical work-area provided by the larger desks at an engineer's bay makes repairing scopes more manageable.”

- John Lamb, Endoscopy Workshop Technician



CUSTOMER TESTIMONIAL

“I have worked in the endoscopy field in Belfast for 26 years and Cardiac Services has always provided an outstanding service with both repairs and customer support. Staff in Cardiac Services have been consistent and knowing who you are contacting and expecting to arrive in the unit, is very important to the endoscopy teams. Advice and training is delivered promptly for equipment and the open communication provided with the service team is vital. The Cardiac Services team as a whole has delivered an excellent all round service and continues to do so.”

- Claire Rodgers, Clinical Coordinator for Endoscopy Services in the Belfast Trust.

For more information visit:
www.cardiac-services.com