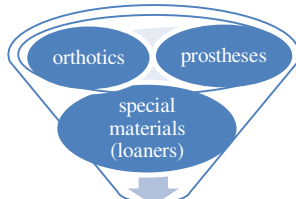


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INTRODUCTION



represent a considerable cost among hospital expenses and are essential in the safety and quality of care

Once there is a great variety of products and suppliers, the assertive management needs to be concerned about patients' safety, business relationships, appropriate techniques, operational efficiency, confidence and economic credibility of the institution.

OBJECTIVES

Demonstrate the results of a Management to orthotics, prostheses and special materials (loaners) project by hiring a dedicated administrative team and realigning operational flow.

METHOD

✓ This is an experience report, developed in an extra-large private hospital in São Paulo;

Mapped out all the stages of the processes involving orthoses, prostheses and special materials and a calculation of the average time

It was proved the necessity of hiring 10 administrative professionals working in the receipt / return of materials, control of invoices, collection / control of invoice and organization of materials that were performed by nursing ;

Redesigning the flow of administrative processes to optimize time



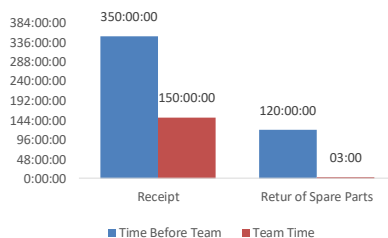
	Planta Maternidade		Planta Cirúrgica		Planta Neonatal	
	Enf. Assistencial	Téc. Administrativo OPME	Enf. Assistencial	Téc. Administrativo OPME	Enf. Assistencial	Téc. Administrativo OPME
CME SANDAR	1	0	1	0	1	0
CME IA	1	0	1	0	1	0

	Tempo médio dedicado para materiais designados		Proposta	
	Antes da equipe (h)	Após a equipe (h)	Enf. Assistencial	Téc. Administrativo OPME
Enf. Hosp.	350	150	180	R\$ 30,0 k
Téc. Adm. OPME	0	120	240h	R\$ 33,0 k
Total			240h	R\$ 63,0 k



RESULTS

- ✓ After data collection, we had a basis to compare and track the evolution of the team in 01 year;
- ✓ It was possible to observe average time of receipt of materials: 350 hours before the administration team and 150 hours after team;
- ✓ It was possible to observe the average time of return of invoices: 120 hours before the administration team and 03 hours after team;
- ✓ These were performed by nursing;



CONCLUSION

One year after the beginning of the implementation of the team, it was possible to clearly observe the improvement in the process, both in the assistance part with the total availability of nursing technicians and nurses for assistance which had a substantial reduction in events with materials improving the level of service, and in the administrative part, with the approximate reduction in 97% of the time for issuance of invoices, making it possible to make the capital turnover generated by procedures using special materials (loaners).

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