

PRESS RELEASE



Focus on Patient Safety: Campbellford Memorial Hospital's Supplies Department Supports Patient Safety and Hospital's Smooth Operation

Having the right type and amount of medical supplies to keep Campbellford Memorial Hospital healthy is more than a band-aid solution—it's fundamental to the hospital's smooth operation. That's why Susan Carlaw's role as Receiver/Porter in the hospital's Supplies Department is so important. Susan is a long-time employee at CMH having joined the organization almost 38 years ago as a high school student working part-time in housekeeping. For the past 16 years, she's worked in the Stores Department where she is accountable for ensuring the right type and amount of medical supplies are available to care team members and their patients when they need them.

Located in the lower level of the hospital, the Supplies Department has connections throughout the hospital with all areas of care. Susan's role is to provide accurate delivery of equipment and medical supplies to all departments within the hospital so they can provide the level of care that has earned CMH a high reputation in providing quality care. She uses a Materials Management Computer System that tracks inventory levels and controls all shipping and receiving activities. Each department is equipped with a 'supplies cart' that is updated every day and regularly throughout the day with the required amount of medical supplies such as gloves, IVS dressings, needles and syringes, and other items required to support patient care.

Susan's role supports patient safety as she is also accountable for monitoring and responding to any product recalls that would impact the use of a particular item in the hospital. "I review product expiry dates to make sure it is still compliant. I am responsible for pulling any product off the shelf that is part of a product recall, discontinuing its use within the hospital," she explains, adding: "If a patient requires a special item that has been approved by their care team, then I am responsible for making sure that item is available and ready to support their care."

"No one wants to be surprised by a shortage of a particular product when they are caring for a patient. So it's important that we maintain an adequate and consistent inventory of all products, with enough stock to supply up to two weeks of hospital operations," Susan says.

"This is important for a safe patient experience because we want our patients to have what they need for proper care and for a comfortable experience in the hospital," she adds.

"Campbellford Memorial Hospital is a great place to work with friendly staff. It's a pleasure working in the Stores Department so we can make sure our care teams have the support and supplies they need to provide excellent patient care," Susan concludes.

“It takes a team to create and foster a culture that emphasizes safe patient care and patient safety advocates across Campbellford Memorial Hospital are making a difference. In 2009, the hospital began a program to profile the work of these individuals and how in their words they support the hospital’s values and its commitment to patient safety. CMH’s patient safety advocates are asked to talk about their role at the hospital, describe what they do to support patient safety and to talk about why they think patient safety is important. We applaud the efforts of hospital staff like Susan whose dedication and professionalism make Campbellford Memorial Hospital a great place to work, to care for others, and to practice medicine,” says Brad Hilker, President & CEO, Campbellford Memorial Hospital.



Pictured above: Susan Carlaw

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