

Creating a Culture of 5S Practice in General Out-patient Clinic, Hong Kong East Cluster

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Introduction:

5S is a popular housekeeping and workplace safety management tool. It is intended for the physical work environment and is the simplest to implement for organizing, standardizing and maintaining the workplace (Kilpatrick, 2003). 5S projects were started since 2019 in the 10 General Out-patient Clinics (GOPC) of the Hong Kong East Cluster.

Methodology:

5S training was arranged for staff. To encourage staff participation, promotion was conducted in department meetings and individual clinic meetings. All staff were engaged in the project. Staff of different ranks were assigned to each group and will be responsible for a designated area. A 5S leader was appointed in each clinic and was responsible for monitoring, upkeeping and sharing of good practice.

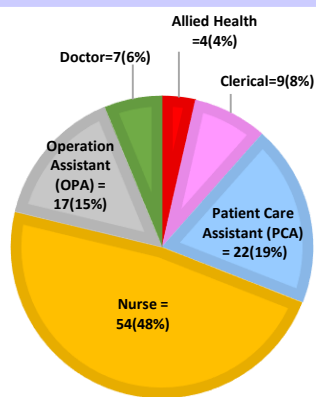
Objective:

- Promote staff awareness of Occupational Safety and Health, ensue a healthy workplace
- Improve work efficiency
- Enhance teamwork and colleagues' sense of ownership
- Build up 5S culture in GOPC

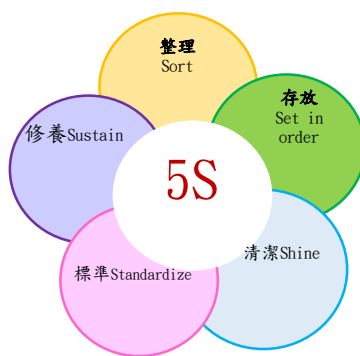
Result:

As of 2021, 36 staff had completed 5S training. The 5S project commenced in 2019. After a 2-year implementation, an on-line survey was conducted. The result was positive and 45.2% of survey respondents showed interest to attend 5S training:

113 staff (56.5%) responded to the survey



5S Model



Items arranged in order and facilitate easy retrieval

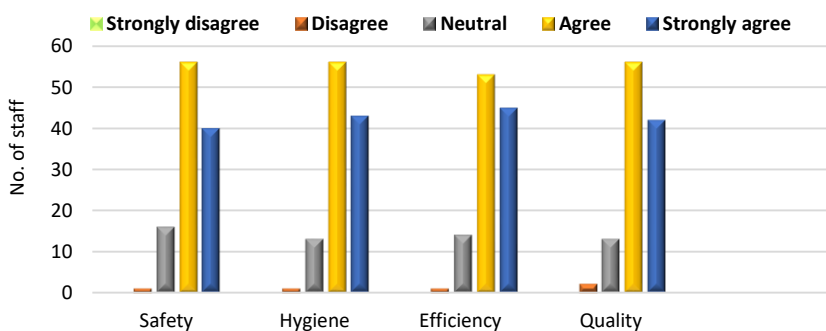


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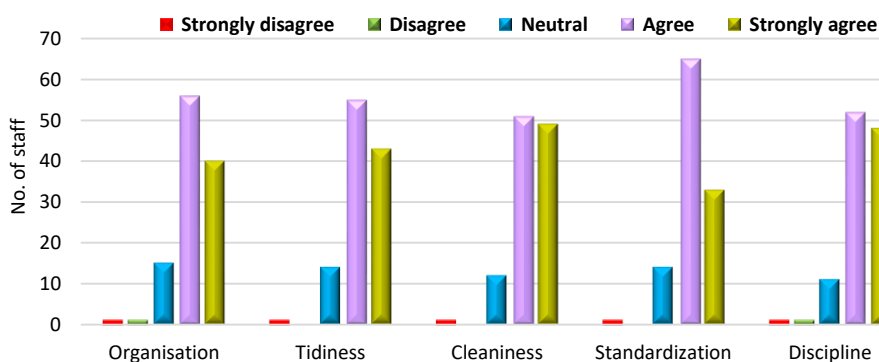


The result showed that around 85% of staff agreed 5S improved clinic environment and increased their work efficiencies

Do you agree that the application of 5S can improve the following in your work?



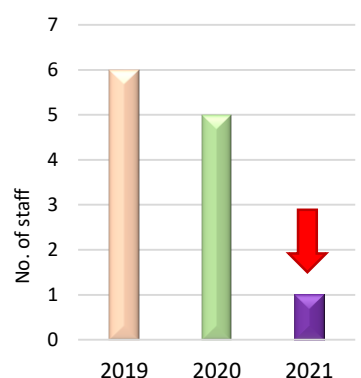
Do you agree that the application of 5S can improve the following categories at work?



Other positive comments from staff about the implementation of 5S in clinics:

- Staff developed a habit to maintain tidy working environment, the clinic became more tidy (16 comments)
- The workflow became smooth (27 comments)
- Visual management of 5S reduced time to search equipment (27 comments)
- 5S could improve team work (2 comments)

Decreased the number of STFS IOD to 1 only in 2021



Conclusion:

5S is a valuable tool for staff to incorporate into daily practice to create a safe and efficient work environment, and hence it can boost staff morale. Through the process, staff engagement and teamwork are enhanced.