Cooper University Health Care Pneumatic Tube System Update

July 2022



Situation/Background

- Cooper uses a pneumatic tube system – just like your bank.
- Voice of the customer = not enough carriers.
- Inventory of system was completed and additional carriers were purchased.





Do's and Don'ts for Optimal Performance

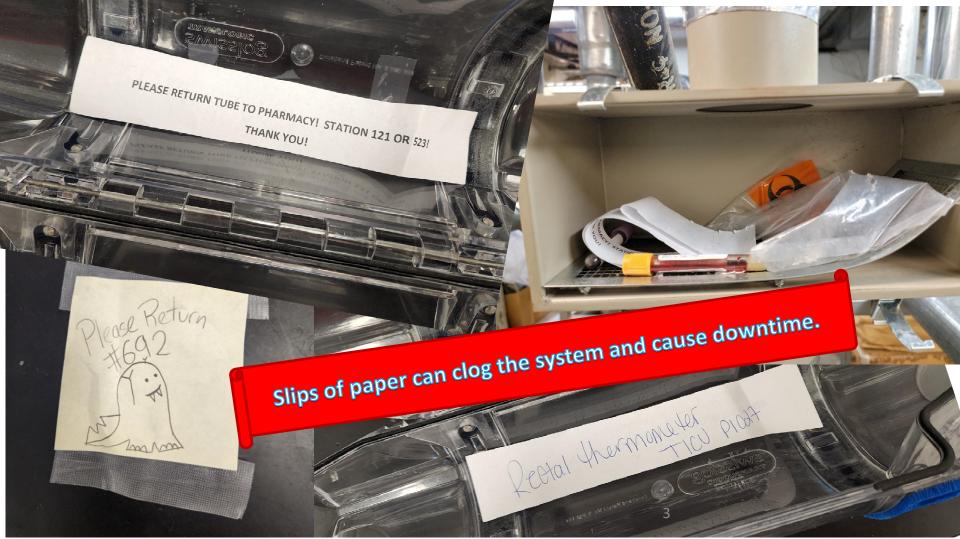
<u>Do</u>

- Share this information with your team and co-workers.
- Use Send Empty when over the stations par level.
- Place a HEMS or maintenance request if a carrier is broken.
- Call x100-2916 if a station is offline.

<u>Do not</u>

- Throw away a damaged carrier.
- Batch items that need to be sent – send each specimen as soon as it is ready.
- Physically move carriers from one station to another.
- Put slips of paper or notes in the carrier.





Standardized Signage At Each Station



FOR THIS STATION

DON'T

EXTRA CARRIERS?

Please use SEND EMPTY button so all stations throughout Cooper have the proper number of carriers.

STATION OFFLINE?

Call Maintenance at ext. 100.2916.

- **BROKEN CARRIER?**
 - 1) Take the carrier out of service.
 - Place a HEMS report on the Pulse.



carriers. PAR levels are developed so that each station is stocked to volume.



LEAVE NOTES?

Please do not put any notes or slips in the carrier. This can cause downtime in the pneumatic tube system.

LOCATION	STATION	LOCATION	STATION	LOCATION	STATION
Adult ED	112	K7:South	571	F7	371
Behavior Health	551	CB North	661	F7 South	381
Blood Bank	101	K8 South	581	PS	771
CC).	541	ES North	691	29	391
CCU	342	K9 South	501	PERKU	332
CDU	212	Lab Blood Gas	261	85	251
Core Lab	102-202	Labor & Delivery	A62	Pediatria ED	333
Fastrack ED	211	Mailroom	411	Pediatrics	662
Heart Station	522	MICH	461	Phirmacy	121-523
KU	241	Mother/infant	431	INCU	662
itrack ED	213	Mother/Infant DS	461	Respiratory Therapy	503
KRACU	538	NICU	491	SCU	236
K10 North	692	Panticu	110	SPD	601
K10 South	502	P2 505	221	Special Test	561
K3 Neurology	293	F3 OR Pump Room	381	Surgery Control	632
KS Short Procedure	651	P4 Pharmacy	341	Trauma Admitting	111
K7 North	671	P6	361		

Most important information – all in one place

Critical to success – Par number of carriers

Best practices – Do's and Don'ts

Station locations – Should only be needed sparingly

- Reduce phone calls out/in
- Reduce anxiety/frustration
- Faster turn-around time
- Supports the Cooper Experience for patients and team members
- Do not tube medications