**CHALLENGE**
- The VA is a hospital that provides care for veterans in central and eastern NC
- The SPD department is responsible for cleaning and storing reusable surgical tools
- Next year the VA Hospital anticipates a 33% increase in the number of surgical tools to clean
- The ability of the SPD to handle the increase was evaluated

**PROCEDURE**

*Step 1 - Time Study*
- A time study was used to gain information about the process
- Data collection sheets were created for the SPD employees to fill out to provide times
- The information gathered was translated into distributions to put into Arena

*Step 2 - Arena Model*
- The arena model was created based on the current process of the SPD department
- Creation of the model included all the data received from the time study
- Running the model at the current production levels acted to validate the model
- The number of arrivals to the system was increased to simulate the expected 33% increase in throughput

*Step 3 - Results*
- The model was run using resource utilization and system output as evaluation factors
- Resources were added to identify possible bottlenecks
- The daily output was used to estimate the approximate storage requirements

**RECOMMENDATION**
- Hire an additional worker for both the decontamination and prep area.

**Sample Collection Sheets**

**Tray Arrival Time Distribution**

**Distribution Summary**

**Additional Resources**

- **Ava Michelle Brewer**
- **Suzanne Sawyer**