The Monash Pharmacy Project

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Australian Healthcare Landscape

- Federal Government
- 8 State / Territory Governments

- Government Run Hospitals ~ 800
- Private Hospitals ~ 300

- Federal Government provides majority of funding to run Hospitals
- State Governments run the hospitals (handful of exceptions)

- Prescription medications only available in Hospitals or Separate Retail Pharmacies (not available in Grocery or General Merchandise Stores)
Phase 1 - Demonstration
November 2003 – August 2004
Background / Description

- **Key Driver** – Monash Medical Centre (Southern Health) Pharmacy Department
- Southern Health is the largest public Health Service in Victoria, comprising 5 major hospitals
- **Demonstration project** – Can the GS1 System be implemented successfully in the healthcare supply chain?
- **Critical project outcome** - process demonstrated is effective, efficient, provides benefits, lays the foundations for patient safety, and is conveniently transferable to additional hospitals and suppliers
- Three suppliers involved representing small, medium and large sized enterprises
- $50, 000 (exc. GST) grant - Victorian Government's e-Commerce Exhibition Projects Program (ECEPP)
Why was the Project Undertaken?

- Increased efficiency
- Increased accuracy
- Rational Integration
- Patient Safety
Participants

Public Hospital
• Monash Medical Centre (Southern Health) Pharmacy Department

Suppliers
• Clifford Hallam (grant recipient) – Medium size wholesaler
• Hospital Supplies of Australia (HSA) – Large wholesaler
• Orion Laboratories – Small pharmaceutical manufacturer

IT support
• Pharmhos (Merlin) – Pharmacy software provider

Other
• GS1 Australia – Supply chain consultants/project managers
• Health Purchasing Victoria – Project chair
Standards Used

• GS1 Identifiers
  • Global Trade Item Numbers (GTINs)
  • Global Location Numbers (GLNs)
  • Serial Shipping Container Codes (SSCCs)

• GS1 Bar Codes – for trade items, as well as logistics units

• GS1 EANCOM 1997 – eMessaging Standards
  • Data content and processing rules in line with the Australian Standards, AS 5023
What was achieved?

• Demonstrated that the system will work in healthcare
• Cohesive Team Established
• Staff Acceptance
• Standardised messaging/software interfaces (available to other hospital pharmacies using Merlin)
• Delineated and measured KPI’s
  • 25% reduction in pharmacy receiving time documented
  • 50% (approx.) reduction in inaccurate orders delivered to pharmacy
• Identified key issues for future development
• Final project report compiled
Key Issues Identified

- Global Trade Item Number (GTIN) file for unit of use packaging (>93%)
- Lack of GTIN Allocation and Bar Coding (inner and shipper level)
- Batch/expiry date tracking is crucial, but is mostly effected manually
- Process re-design is necessary as part of introducing new technologies
- Broader adoption of supply chain standards is necessary for effective implementation
- **Ongoing** maintenance of data quality – master data synchronisation is necessary
Phase 2 - Implementation
June 2005 – December 2007
Project Team Members

Manufacturers:
• Abbott Australasia
• Baxter
• Bristol Myers Squibb
• Hospira Australia, formerly Mayne Pharma
• Novartis Australia
• Orion
• Pfizer Australia

Wholesalers:
• CH2
• Symbion Hospital Services
• Health Purchasing Victoria (Project Chair)
• Southern Health Pharmacy Departments (5 hospitals)
• GS1 Australia (Project Manager)
• Monash University
• Pharmhos
Project Scope

- Replication of phase 1 methodology with **additional trading partners**, meaning:
  - Identification & bar coding of trade items
  - Electronic messaging
  - Data synchronisation via the National Product Catalogue (NPC - GS1net/GDSN)

All using the GS1 System........
Key Project Outcomes

- Beneficial outcomes reported in Phase 1 replicated
- 60% to 92% reduction in time taken to receive stock into Merlin Pharmacy System
- Order placement time reduced
- Momentum and benefits increased with a larger consortium
- Electronic messaging methodology implemented – project participants and beyond (to other Merlin users)
Key Project Outcomes

- NPC data synchronisation evaluation between Baxter/Southern Health data – quality issues identified for key data fields
  - Emphasised the need for continuous, ongoing data quality control and alignment

- Collaborative environments can reduce implementation timeframes – consortium members shared learnings and implementation partners

- 16 learnings documented in the case study (report pg 26 – 29)
Conclusion

• Benefits of GS1 System in healthcare supply chain realised

• Benefits of collaboration and teamwork realised

• Phase 2 is the beginning - Implementation will continue moving forward....
Next Steps

Phase 3 to Commence in Early-Mid 2008

- Broaden project team – anticipated further benefits

- Broaden scope of projects
  eg – Batch/Expiry Date bar coding
  – Scan pick/pack systems

- Align with NEHTA Strategies – NPC (Data Synch) and GS1 XML (eProcurement)

- Continue laying the foundations for patient safety
Case Study and More Information

Download it from www.gs1au.org
Thank You!!

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