

eMessaging

The logical next step for Healthcare organisations



Welcome

eMessaging

The logical next step for Healthcare organisations

Speakers:

- Dennis Black, Director eBusiness, Becton Dickinson
- Steve Capel, Director eBusiness, EMEA Covidien
- David Melbourne, Senior Business Analyst, Health Corporate Network Western Australia Health
- Yvonne Bell, National Business Support Manager, Terumo Australia

Chair:

- Hans Lunenburg, Sectormanager Healthcare GS1 Netherlands

eMessaging

The logical next step for Healthcare organisations

Goal of this session:

Learn from suppliers and buyers how to implement GS1 standards for eMessaging

Agenda

- David Melbourne, Senior Business Analyst, Health Corporate Network Western Australia Health
- Steve Capel, Director eBusiness, EMEA Covidien
- Yvonne Bell, National Business Support Manager, Terumo Australia
- Dennis Black, Director eBusiness, Becton Dickinson
- Paneldiscussion

GS1 Healthcare Conference

March 2012

David Melbourne

Health Corporate Network
Western Australian Department of Health



Health Corporate Network - Shared Service

Health Corporate Network provides Reporting and Business Systems, Human Resources, Finance, Supply services to Western Australian Health.

Paperless work environment:

- i-Procurement requisitioning
- Objective work flow and records
- Electronic forms
- Online HR system



Supply functions- Single Organisation

- Purchasing
- Accounts Payable
- Warehouses (currently two in metro)
- Distribution
- Tendering and Contracting (with DoF)
- Contract Performance Management
- Procurement Information Management
- Single instance of Oracle eBusiness Suite
 - Exception – pharmacy

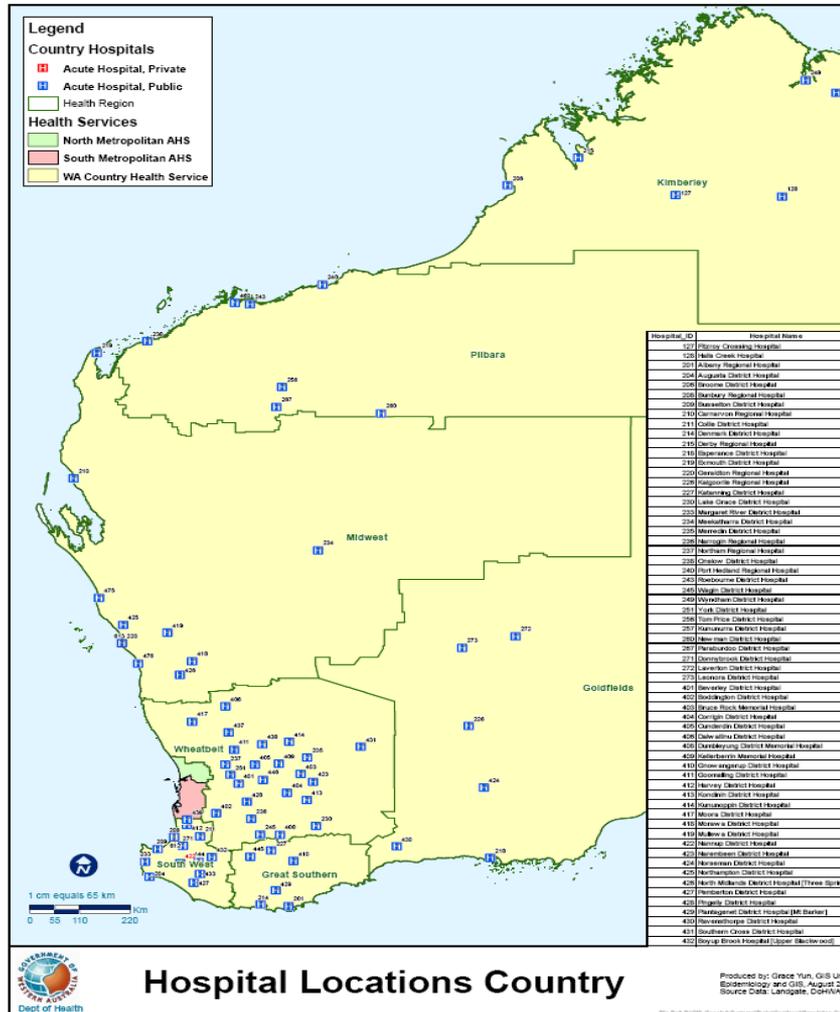


Business Drivers for e-Procurement



- Creation of a shared service coincided with a 30% increase in purchasing and payment transactions.
- Difficulty attracting and retaining skilled purchasing and accounts payable staff
- Best practice – reduction in transaction costs; focus on value added services; pay on time
- Reduction in supply chain costs, ordering errors, product recalls
- Commitment to National eHealth Transition Authority e-Health projects

Western Australia

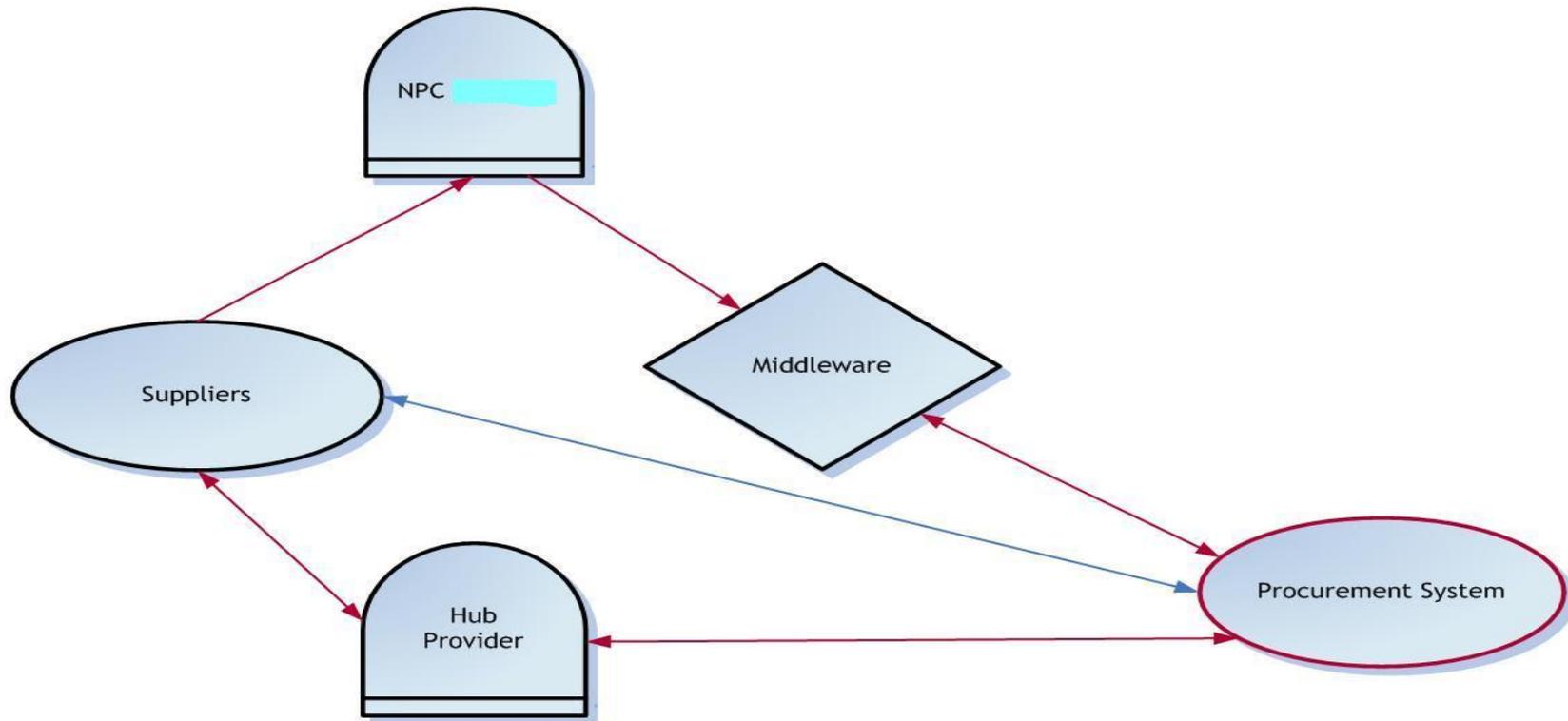


System statistics

- 24,000 approved products – pick and buy
- 1,000+ purchase orders created daily – only 10% through automated consolidation
- 2000+ invoices daily

WA Health Data Flow Model

- Central data management
- Data synchronised with suppliers via NPC (GDSN compliant).
- System to system transactions.



Current Status



- Purchase Order (GS1 XML standard)
- Purchase Order Response (GS1 XML standard)
- Invoice (GS1 XML standard)
- Subscribed to NPC data for over 50 suppliers

Future Implementation

- Advanced Shipping Notice
(also known as Despatch Advice)
- Investigating ways of including non-inventory lines into the B2B process
- Developing a workflow process for the NPC notification messages to update our ERP

Benefits

- Accurate product identification using GTIN
- Purchase Order Response enables prompt resolution of discrepancies.
- Reduced intervention by Accounts payable staff.
- Invoice payment is expedited



The Issues

NPC DATA



- Difficulty obtaining GTIN's
- Lack of understanding of Trade_Item_Hierarchy
- Only for managed inventory items
- eTrading without NPC publication
- Supplier readiness





HEALTH CORPORATE NETWORK

Government of Western Australia

Department of Health

David Melbourne

david.melbourne@health.wa.gov.au



Steve Capel

Covidien

Director Global CRM
Process Excellence





Why Standards for eCom ?



Suppliers



Customers

- Lots of them
- Various trading methods
- Different Names for things
- Different terms
- Different levels technology
- Etc....

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Balanced view ?
NOT REALLY...



Suppliers



- Lots of them **HAVE LESS**
- Various trading methods **Dictate**
- Different Names for things **ENFORCE**
- Different terms **DEMAND**
- Different levels technology
- Etc....

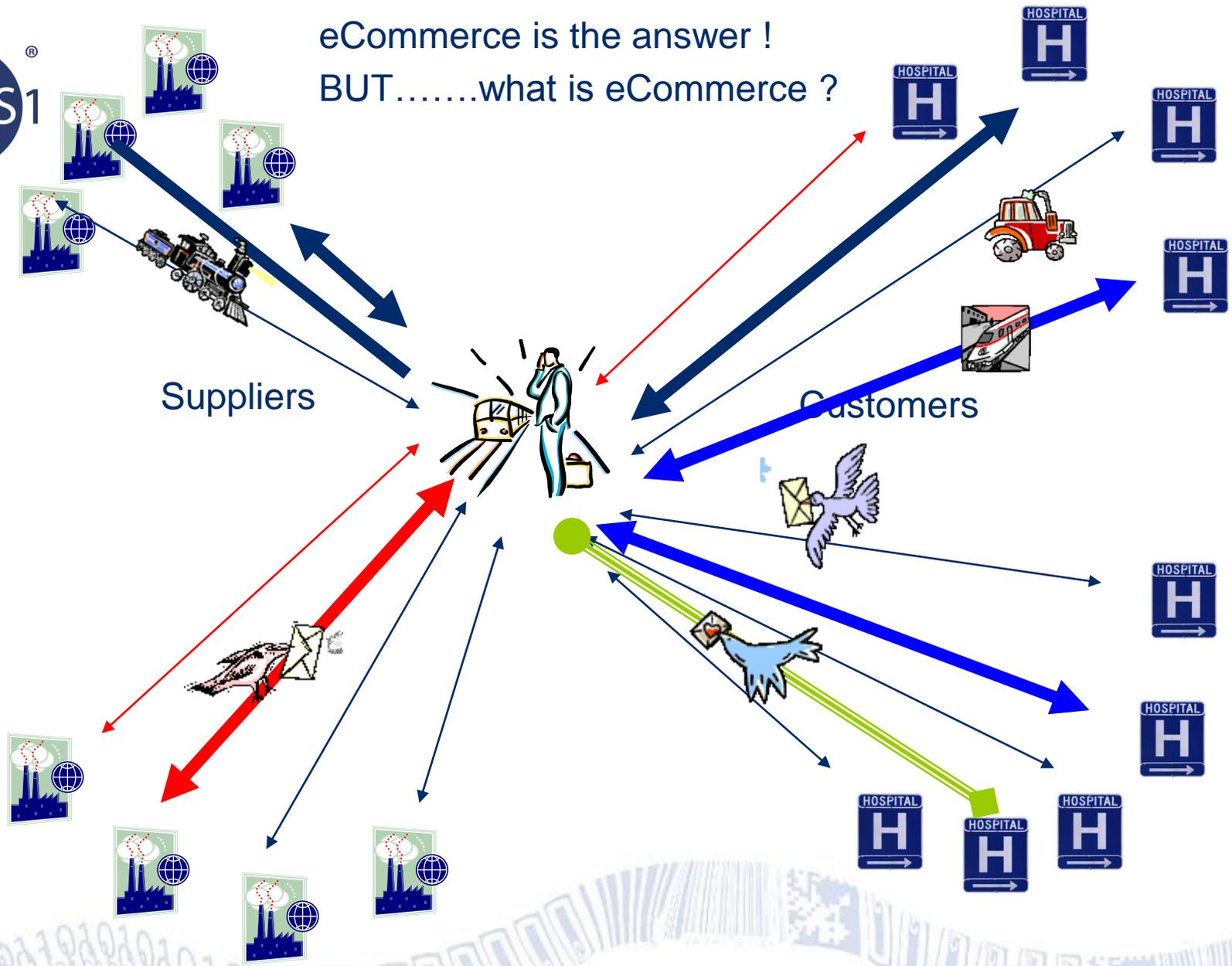
Customers

- Lots of them **GET MORE**
- Various trading methods **COPE**
- Different Names for things **LIVE WITH IT**
- Different terms **ACCOMODATE**
- Different levels technology
- Etc....





eCommerce is the answer !
BUT.....what is eCommerce ?



Suppliers

Customers

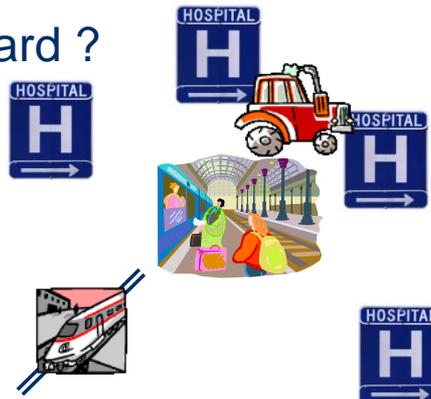


Transform non standard to standard ?
..NEARLY THERE....



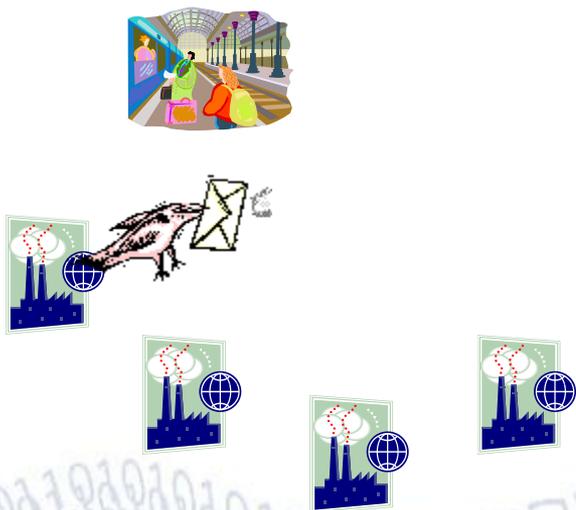
Supplier Transaction Centre

Customer Transaction Centre



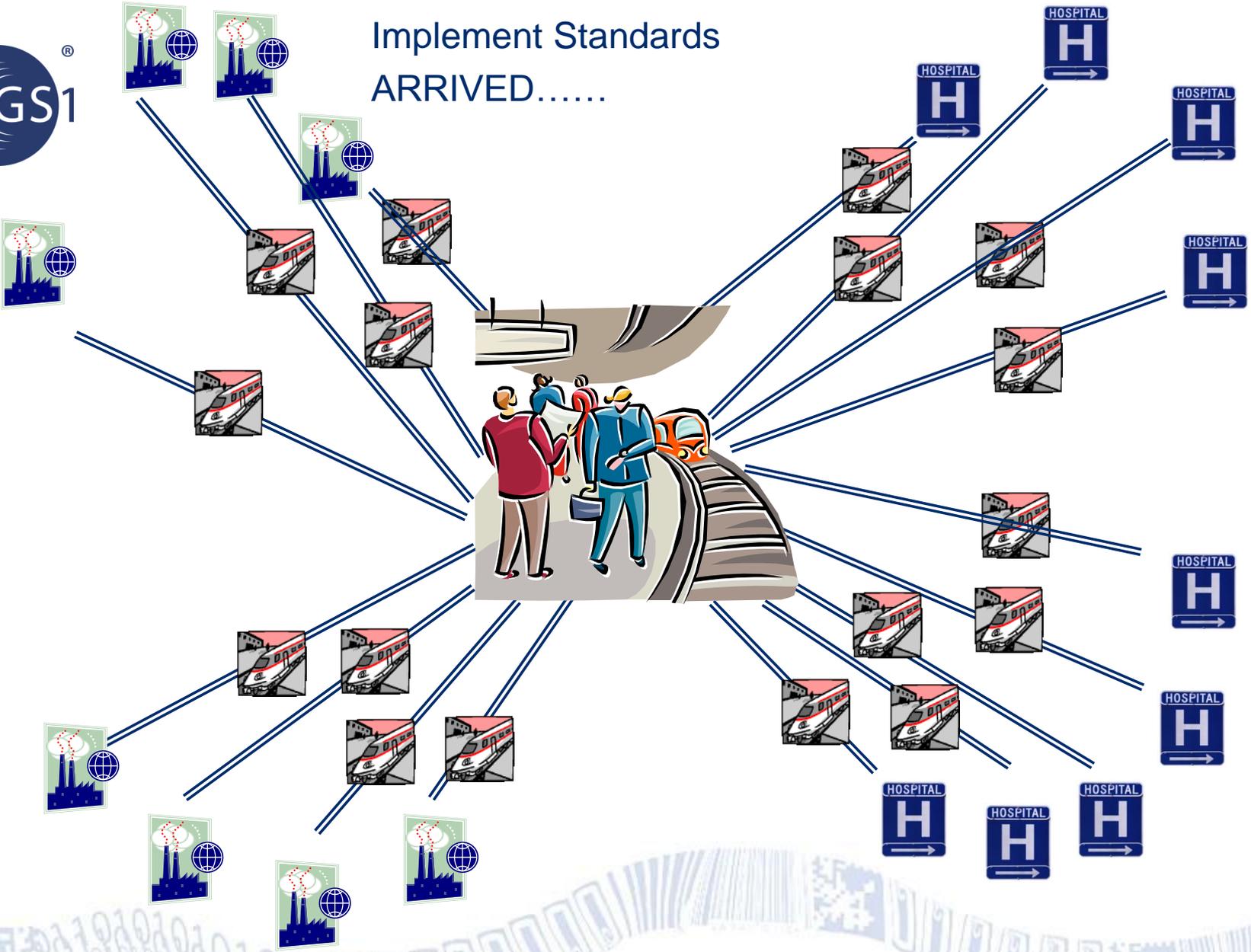
Digitisation Services

Digitisation Services





Implement Standards ARRIVED.....





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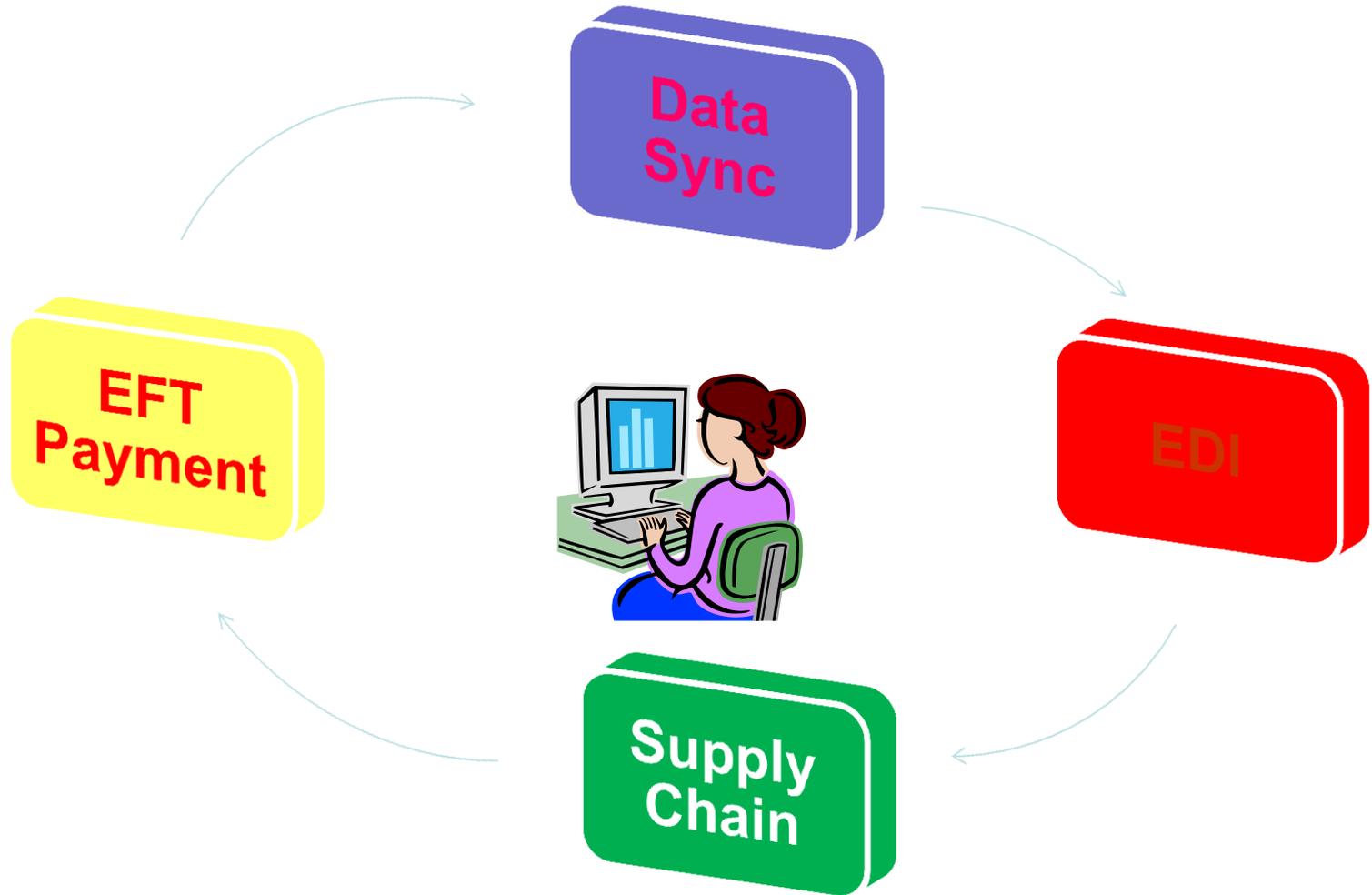
GS1 Global Conference 2012

Terumo Corporation

Yvonne Bell

National Business Support Manager

B2B what is it?



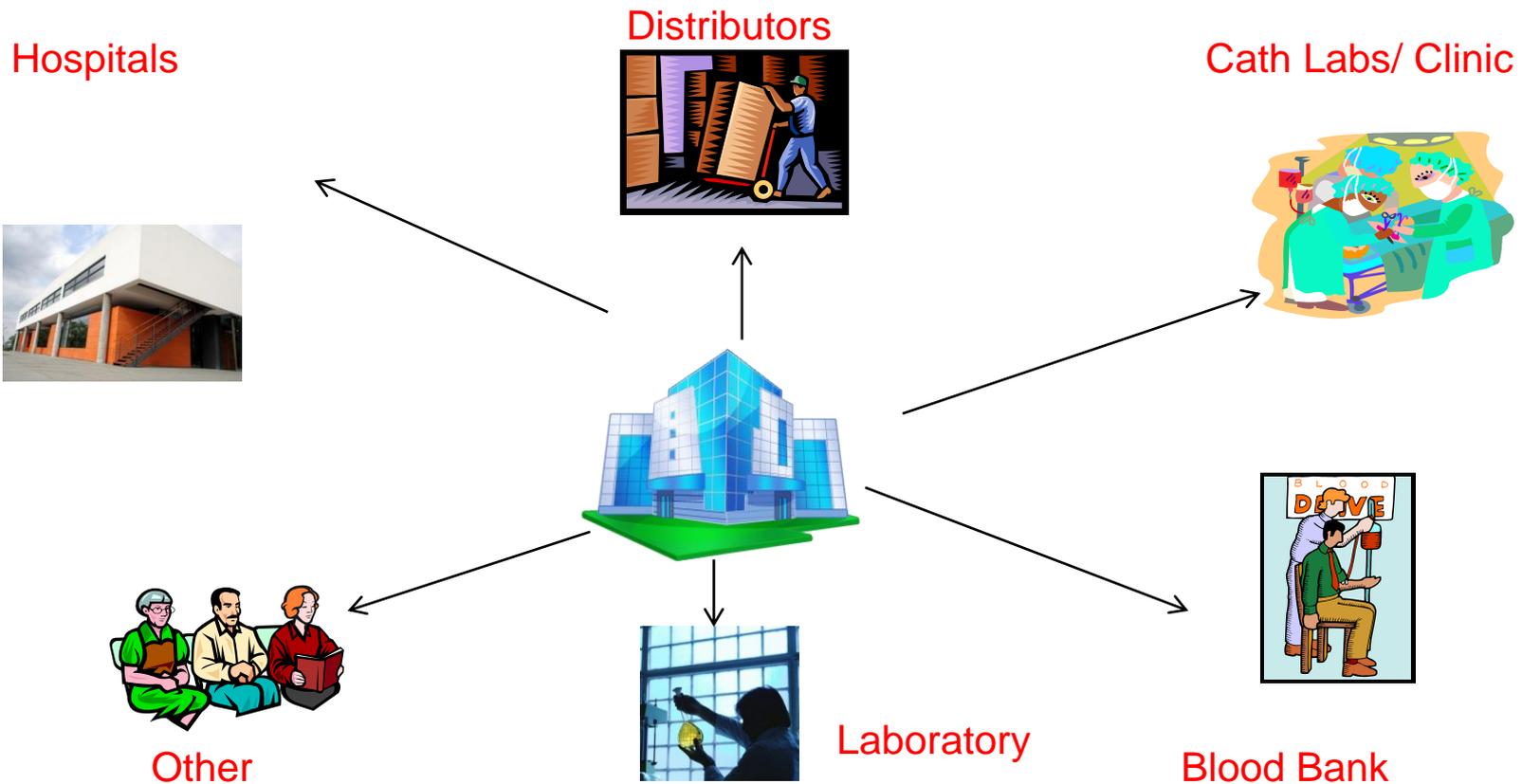
What are the challenges?

Diverse Customer Base

Varied requirements from our customers.

Various customer technology

Various customer processes



How do standards help us?



Standard Data Format

- Product Price
- UOM



Emessaging Standards

- One format for E messaging Forms
- One standard data format



Supply Chain

- Unique identifiers enable scanning
- Enables Track and trace



EFT

- Unique identifiers and standardised emessaging forms
- Standardised data for product price and customer

Where to from here?

- Terumo took a total approach.



Challenges /Objectives

Challenges

- Varied Customer Requests.
- Constant updating of data in different formats.
- Orders received with incorrect data.
- Various Customer ERP systems
- Incorrect supply of products due to customer incorrect data

Objectives

- Analyse the requests to understand similarities.
- Utilisation of a standard format for all data.
- Liaise with customers to utilise the standard format for all data.
- Identify and implement standardised e messaging.
- Liaise with customers to use industry catalogue

Outcomes

Data Sync



eMessaging



Where are we now?

- Data Sync = Complete 
- E messaging = Pilot phase
- Supply Chain Reform = next stage
- EFT = next stage

What did we learn?

- Start Now
- Don't under estimate the project
- Involve Management and all stakeholders
- Look at the total picture
- Work with your customers

Thank you

Use of GS1 Standards in Transactions

**Global GS1 Healthcare Conference
3/20/12**

Dennis Black, Director, e-Business





BD is a leading global medical technology company that develops, manufactures and sells medical devices, instrument systems and reagents. The Company is dedicated to improving people's health throughout the world. BD is focused on improving drug delivery, enhancing the quality and speed of diagnosing infectious diseases and cancers, and advancing research, discovery and production of new drugs and vaccines. BD's capabilities are instrumental in combating many of the world's most pressing diseases. Founded in 1897 and headquartered in Franklin Lakes, New Jersey, BD employs approximately 29,000 associates in more than 50 countries throughout the world. The Company serves healthcare institutions, life science researchers, clinical laboratories, the pharmaceutical industry and the general public. For more information, please visit www.bd.com.



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BD Influx™ Flow Cytometry System



BD SurePath™ PAP Collection System



BD Vacutainer® Push Button Blood Collection Set



BD PosiFlush™ Flush Syringe



BD™ Insulin Syringes



US Medical Device Industry: Use of EDI

Many of the US Medical Device Purchases are via EDI using GHX

- 95% of hospitals doing some e-commerce
- >60% of purchasing handled electronically
- 70% using an exchange (34% for all of their electronic purchasing)
- Nearly 50% of hospitals have more than 50 supplier connections

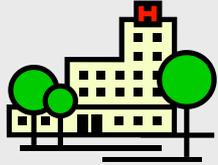


Findings from 2009 HIMSS Analytics study

(Information Courtesy of GHX)



Data Standards: Can Help Electronic Transactions



Just 1 Hospital

Many Proprietary Numbers for Each Customer

St. Michaels	St Michaels	St. Michael's	Saint Michaels	100084547	CA2053
50003000431	1000014082	1000014769	1000042141	1000118699	50003000306
50003000308	50003000309	50003000312	50003000313	50003000314	50003000315
50003000316	50003000330	50003000366	50003000406	50003000422	50003000426
50003000431	50003000432	50003000433	50003000440	50003000442	50003000453
50003000456	50003000468	50003000472	50003000473	50003000476	50003000477
50003000480	2104372	2104379	2108919	JGGG	(178 Total)



Many Product Numbers for Each Product

BD	329461
BD	00382903294619
CARDINAL HEALTH	BF329461
OWENS & MINOR	0722329461
OWENS & MINOR	0723329461
AMERICAN MEDICAL DEPOT	777127217
AMERICAN MEDICAL DEPOT	777127218
GOVERNMENT SCI SOURCE	FSC1482679CS
GOVERNMENT SCI SOURCE	FSC1482679PK
ALLIANCE JOINT VENTURE	888021932
THOMAS SCIENTIFIC	8938M25
THOMAS SCIENTIFIC	8938M28
VWR INTERNATIONAL	BD329461

350+ Ways to Spell BD (1 Customer)

B D VACUTAINER DIV	B-D DIAGNOSTICS
B-D SUP CHAIN SVCS	BD / ELASTIC HEALTH SUPPORT
BD BLOODCOLLECTION	B D ACUTECARE
B-D LABWARE	B-D VASCULAR ACCESS
BD ACUTECARE	BD CONVENTION NEEDLES
B D DIAGNOSTIC	B-D MICRO BIOLOGY SYSTEMS
B.D. MICROBIOLOGY	BD ACUTECARE DIV
BD CRITICAL CARE	B DICKINSON
B-D MICROBIOLOGY	BARD PARKER
BD ACUTECARE DIV.	BD DBA BECTON DICKINSON AND CO
B&D	B-D MICROBIOLOGY SYSTEMS
BARD-PARKER	BD BIO SCIENCE
BD DIAGNOSTIC	B-D
B-D PRIMARY CARE	BARD-PARKER RESPIRATORY
BD BIO SCIENCES	BD DIAGNOSTIC INSTRUMENT SYST
B-D / VISITEC	B-D PRIMARY CARE DIAG

Standard Processes....

- Implementing common data standards creates a great foundation for electronic transactions
- We can't assume that GLN or GTIN data can be used without trading partners reconciling it in advance
- EDI Transactions are a true test of data accuracy, IT systems and alignment of business rules

The industry would benefit from collectively developing “Best Practices” for using GTIN and GLNs in Transactions!

GTIN and GLNs in EDI Transactions

1. Communicate with your trading partner at every step
2. Be prepared: EDI transmissions using GTIN and GLN may require modifications to internal systems
3. Communicate intent to migrate to GLN and GTIN and work closely with EDI partners and/or software vendors to create workable solutions.
4. Reconcile GLNs and GTINs in advance
5. Make sure “saleable unit” is mutually understood and communicated

GTIN and GLNs in EDI Transactions

6. Use one common map and agreed upon format for EDI Transactions
7. Once EDI Purchase Order (850) is implemented, expect to use GLNs and/or GTINs in Order Acknowledgements (855), Advanced Shipping Notices, (856), Invoices (810), etc.
8. To avoid confusion, after converting to GLNs/GTINs, do not switch back to legacy format unless agreed upon in advance
9. Stay optimistic and focused, and believe in the value proposition. Healthcare can succeed in this transition!

Paneldiscussion

Paneldiscussion

How do suppliers cope with the demand of different types of messages such as XML and EANCOM?

Paneldiscussion

How do buyers cope with the use of different types of messages from the suppliers?

Paneldiscussion

Where is the link between eMessaging and GDSN?

Paneldiscussion

What are the key learnings for implementing eMessaging?

Paneldiscussion

Is eMessaging a must for decreasing
Healthcare costs?



QUESTIONS?