Cardiac Catheterisation Laboratory: improving traceability, workflow and stock

GS1 Healthcare Webinar

Ms Pernille Preisler, Managing Head Nurse at the Clinic for Cardiac Disease, Rigshospitalet in Copenhagen, Denmark

April 15, 2021
GS1 Competition Law Caution

• GS1 operates under the GS1 Competition Law Caution. Strict compliance with competition laws is and always has been the policy of GS1.
• The best way to avoid problems is to remember that the purpose of the group is to enhance the ability of all industry members to compete more efficiently.
• This means:
  - There shall be no discussion of prices, allocation of customers, or products, boycotts, refusals to deal, or market share
  - If any participant believes the group is drifting toward impermissible discussion, the topic shall be tabled until the opinion of counsel can be obtained.
• The full caution is available via the link below, if you would like to read it in its entirety: http://www.gs1.org/gs1-anti-trust-caution
Please identify yourself: Name & organisation

How to change your screen name:

1. After launching the Zoom meeting, click on the "Participants" icon at the bottom of the window.

2. In the "Participants" list on the right side of the Zoom window, hover over your name and click on the "Rename" button.

3. Type in the display name you’d like to appear in the meeting and click on "OK".
A poll is coming up next!

Poll question 1:

Which is your organisation?

- a. Hospital / healthcare provider organisation
- b. Manufacturer / Distributor
- c. GS1
- d. Solution provider
- e. Other
Welcome and thank you for attending!

- Welcome to our March 2021 GS1 healthcare webinar. Thank you to our guest speaker Ms Pernille Preisler, Managing Head Nurse at the Clinic for Cardiac Disease at Rigshospitalet, Copenhagen in Denmark.

- Some housekeeping for today:
  - All attendees will be in listening-only mode.
  - If you have questions during the presentation, please type them into the questions area and these will be monitored then answered at the end of the call.

- After the webinar:
  - Within a week, the recording will be posted to: http://www.gs1.org/healthcare/hpac_webinars
  - All previous webinars are also posted to this location, so please feel free to use this resource and share the link.

The Global Language of Business
GS1 Healthcare Webinars

Create a forum for the global clinical provider environment to share experiences on using GS1 Standards in healthcare. The final goal: improve patient safety, cost efficiency and staff productivity through the implementation of GS1 standards.

A forum for sharing and discussion

- The practical realities of implementation of GS1 Standards in the care giving environment in regard to the impact on clinical care and patient interaction
- Supporting the adoption of GS1 Standards in healthcare providers and retail pharmacies
- For publication, presentation and sharing
- To those involved in GS1 standards development, the wider healthcare stakeholder community and senior executives/decision-makers to gain their buy-in and support for implementation of GS1 Standards

Identification of projects and case studies

A source of expertise and advice
## Specific GS1 Healthcare Activities

### Webinars

- Bimonthly webinars open to all stakeholders interested in learning about GS1 standards implementation in the care giving environment.
- http://www.gs1.org/healthcare/hpac_webinars

### Awards

- At each F2F global GS1 Healthcare Conference
- Provider Implementation Best Case Study Award
- Provider Recognition Award
- The prize: travel & accommodation to attend the next GS1 Healthcare conference
- http://www.gs1.org/healthcare/hpac

GS1 Healthcare holds global conferences each year. Due to the pandemic, we moved in 2020 to Virtual Events. The next GS1 Healthcare Virtual Event is scheduled from April 20–22, 2021, with significant Healthcare Provider participation on the agenda.
A poll is coming up next!

Poll question 2:

What is your knowledge of GS1?

a. None, I am here to learn
b. Beginner, want to learn about implementation in a hospital
c. Moderate, started working on implementing
d. Expert, working with the GS1 standards
Presenting today

Ms Pernille Preisler

- Registered Nurse
- Degree in specialised business studies
- Managing Head Nurse
- At Clinic for Cardiac Disease, Rigshospitalet, Copenhagen, Denmark
Cardiac Catheterisation Laboratory

- improving traceability, workflow and stock

Presentation

Managing Head Nurse
IHS, Service Delivery Lead Nordics & Benelux

Pernille Preisler
Marjon Koel

Healthcare Webinar April 15th 2021
Agenda

• Who are we?
• What did it look like before?
• Why did we need to change our processes?
• How did we approach the challenge?
• Results – so far…. 
The Cardiac Catheterisation Laboratory

Procedure volumes:
• 7650 cath. lab sessions
• Main procedure groups: Ischemia, Pacing, EP, Congenital, Trans Catheter Valves, other complex procedures

Capacity:
• 9 labs on to locations
• 91 head count

Leadership on site:
1 Ward nurse and 4 team-leader doctors (Ischemia, Pacing, Ablation and Structural)
IHS team

3 Materials Management Analysts and 1 team manager on-site every day with focus on logistic and data management;

1 Consulting manager and 1 senior consulting manager
# Results from the Medtronic scan, January 2015

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<th>Maturity level</th>
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- **Medtronic benchmark**
- **Rigshospitalet**
- **Rigshospitalet is lagging behind benchmark average**
- **Rigshospitalet is ahead of benchmark average**

*Healthcare Webinar April 15th 2021*
Rigshospitalet
Department of Cardiology

Intention: To improve health outcomes, patient experience and service delivery

Medtronic:
• Optimize workflows and administrative processes
• Materials management

Patient experience:
• Improved health outcomes
• Better patient care flow

Rigshospitalet:
• High standard of treatment and care
”A partnership – not outsourcing”

• Strategic cooperation
• Governance structure
• Clinical staff: Focus on treatment and care
Project phases

1. SET UP & PLAN
   - Define scope of the project:
   - Set up the team
   - Set up project governance
   - Map to the long-term (5 year) vision of the department & hospital
   - Create compelling change story

2. DISCOVERY
   - Create baseline & economic value
   - Describe current state with data, - both quantified and qualitative. Identify all opportunities for improvement
   - Assess culture & change (survey/focus groups/interviews etc.)
   - Identify Change Champions
   - Mirror back culture status
   - Prioritize PACE drivers and enablers

3. DESIGN
   - Co-design initiatives to reach first future state
   - Start capability-building e.g. via Medtronic’s Lean Academy (accredited by Cardiff University)
   - Prioritise initiatives
   - Train Change Champions
   - Conduct action planning for PACE interventions

4. IMPLEMENT
   - Implement initiatives, iterating solutions as required
   - Free up management time for team coaching
   - delivery of economic value
   - Cascade PACE interventions through organization
   - Train organization in cultural ownership
   - Implement sustainable self-improving culture backbone

5. SUSTAIN
   - Measure the final impact and economic value
   - Move towards continuous improvement
   - Create a vision for the next ‘future state’
   - Re-Assess Culture to demonstrate impact and course-correct
   - Adapt culture & change targets according to updated insights and demand
Areas of collaboration

• Logistics/Materials management
• Operational efficiency
• Patient pathways
• Quality improvements
• From firefighting to continuous improvement
Structure and process

• Gallery walk
• Strategic workshops
• Education
• “Operating-room-nurse”
• Board meetings – daily
• “Shortage-Board”
Leadership

• Touchpoints
• Dashboards
• OPEX working group meeting
• Culture
Materials management

Obstacles

- Uncertainty by clinical staff
- Items without a barcode
- New IT-system in the Region
- Slow scanners
- Blue Bags
Materials management

Results...

- Reduction of time spent on manual processes
- Freeing up time for clinical work
- From manual registration to scanning/digital registration in real time
- No cancellation of procedure due to out-of-stock items
- Reduction of stock
- Reduction of hospital owned waste
- Error Delivery and Product complaint
MATERIALS MANAGEMENT – BEFORE AND AFTER

BEFORE

Ordering in SAP → Receiving in SAP → Invoice processing → Unpack and store → Implant Registration (SP)

AFTER

Ordering in SAP → Receiving in SAP → CL Order and Delivery matching → Invoice processing → Unpack and Store → Inventory & UBD mgt → Implant Registration (SP)

IHS Inventory Management system (standalone)
- On-site, every day
- Backoffice (IT, Master Data)

RH  IHS
IHS collects data of all **products consumed** in procedures; for inventory replenishments but also building actual procedure bill-of-materials. Deviations become visible for learning and in-hospital bench marking. Full **traceability** of products used.

Reports of **products in stock**, hospital owned or vendor consigned. Stock levels managed in line with consumption pace (weeks-on-hand). Cycle count controls. Full **traceability** of products on-site.

**Medical Devices**(*) of all suppliers, ordered for Cath Lab, are **scanned** into the IHS system, **upon receipt** at the department

IHS waste reduction program, in close collaboration with clinical team. Reports, alerts, use-first stickers to use products before expiry. Full **traceability** of scrap/expiry/returned products.

Data coordination and digital product **catalogue** for every product; plan-per-product configuration; life-cycle-management. Full **traceability** of products set up.

(*) Applies to all products in scope
RESULTS

- Waste reduction >DKK 5mio

- Inventory reduction (hospital owned) >20%
RESULTS

- Relief clinical staff >3 FTE
- Reduced overtime
TRANSFORMING PATIENT EXPERIENCE AND INCREASING EFFICIENCY

Nurses are a scarce resource

Ordinary 2-bed rooms are used also for Same Day Discharge patients

Same Day Discharge is an established practice at Rigs

Capital Region is eager to find new ways of increasing patient satisfaction

Cardio Lounge implemented
Questions?

Ms Pernille Preisler  
Managing Head Nurse, Clinic for Cardiac Disease, Rigshospitalet, Copenhagen, Denmark

Mrs Marjon Koel  
Medtronic IHS, Service Delivery Lead Nordics & Benelux
GS1 Healthcare webinar: Questions and contact details

Els van der Wilden
Director Healthcare Providers
GS1

Tel +31615545868
eMail els.vanderwilden@gs1.org

www.gs1.org