Pathway to successful use of GS1 Standards
Colombian Hospital Implementation Case

Mr Juan Camilo Rincon, Supply Chain Manager
Centro Médico Imbanaco Hospital, Cali, Colombia

November 15, 2018
Welcome and thank you for attending!

• Welcome to our November 2018 webinar.
  Thank you to our guest speaker Mr Juan Camilo Rincon, Supply Chain Manager at Centro Médico Imbanaco de Cali, Colombia

• Some housekeeping for today:
  - All attendees will be on mute
  - 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
Focus is on thought leaders and adopters of GS1 Healthcare Standards from the global clinical provider environment. Their final goal is to improve patient safety, cost efficiency and staff productivity through implementation of GS1 standards.

- A forum for sharing and discussion
- Identification of projects and case studies
- A source of expertise and advice

- About the practical realities of implementation of GS1 Standards in the care giving environment in regards to the impact on clinical care and patient interaction
- That support 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
## HPAC Activities

<table>
<thead>
<tr>
<th>Webinars</th>
<th>Awards</th>
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<td>• Monthly webinars open to all stakeholders interested in learning about GS1 standards implementation in the care giving environment.</td>
<td>• Twice per year</td>
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<td>• <a href="http://www.gs1.org/healthcare/hpac_webinars">http://www.gs1.org/healthcare/hpac_webinars</a></td>
<td>• Provider Best Case Study Award</td>
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<td>• Provider Recognition Award</td>
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<td>• The prize is travel / accommodation to attend the next GS1 Healthcare conference</td>
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<td>• <a href="http://www.gs1.org/healthcare/hpac">http://www.gs1.org/healthcare/hpac</a></td>
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GS1 Healthcare also holds two global conferences per year. The next conference will be in Noordwijk, the Netherlands from March 26 – 28, 2019. We expect significant Healthcare Provider participation on the agenda.
Presenting today

Juan Camilo Rincon

• Software Engineer and PMP (Project Management Professional)
• Data Analytics Enthusiast
• Responsible for Demand Planning & Internal Supply Chain Management at Centro Médico Imbanaco de Cali
• Volunteer Firefighter
Centro Médico Imbanaco de Cali S.A.
Centro Médico Imbanaco de Cali S.A.
Centro Médico Imbanaco de Cali S.A.

- Nurses, Technicians, Dietitian, Therapists, Pharmacist, support staff: 3,400
- Doctors and specialists: 300
- Square metres new facility (14 floors): 82,000
- Number of Surgeries (monthly): 2,000
- Locations certified by College of American Pathologist + 1 European Federation for Immunogenetics area: 4

Key Statistics:

- Hospital beds (including ICU and Gynaecology Dept beds): 351
- Processed lab samples (Monthly): 131,000
- Inpatients (Monthly): 30,000
- Adult ICU patients (Monthly): 149
- Cancer patients (Monthly):

Financials:

- USD$151 M: 2017 yearly income

The Global Language of Business
... more than 48 years marking difference

1976

2007

2018
“Man standing at beginning of winding road”
Artist Mark Hess

The starting Point...

- Poor traceability capability at supply chain for medications.
- Non reliable patient identification.
- Exposure to medication errors:
  - Risk for patients
  - Risk for staff
- Lack of inventory visibility and stock control.
First step – Meet GS1 Standards

2005

PILOTO EPC

2007

Centro Médico Imbanaco

- Imbanaco had the opportunity to learn about GS1 standards (EAN-13, EAN-8 and GS1-128 barcodes),
- at the same time Colombian’s Textile and Retailers implemented those standard to speed up product identification at Point of Sale.
How did we get funding to continue the journey?

• Board of Directors took the risk to invest in using a foreign growing technology to track and trace, despite no other clinics and hospitals locally were focused on it.

• In 2007 the first label was printed using EAN-13 barcodes with custom codes. Those labels were used only at the Surgery Department and part of the central warehouse.

• After 3 years of continued use of EAN-13 product identification (2010), the main board of Imbanaco recognized the benefits and authorized the funds needed to support re-labeling, scanning, data processing and cultural change management to spread GS1 standards to all processes focused on patient care and safety.
Next step

- Imbanaco started barcode scanning, using EAN-13 and EAN-8 barcodes at OR pharmacy to charge all medicines and medical supplies to the patient account without manual data entry at SIAM (ERP + HIS software solution).
Next step

• In 2010, the implementation of GS1 standards was expanded to all medications dispensing task, replenishment and stock control and billing.
Next step

• In 2010 also Patient Identification started using Datamatrix barcodes and healthcare-grade wristbands.
First Implementation: Single Item Identification

Single Item Identification using GS1 Code and Datamatrix

- GTIN
- Lot
- Expiry Date

or
First Implementation: Single Item Identification
First Implementation: Single Item Identification

First Implementation: Single Item Identification

**OBSERVA... y REVIJA OTRA VEZ!!!**
Estos medicamentos se parecen físicamente o su nombre suena parecido a otro, por lo que puedes cometer errores en la prescripción, digitación, dispensación y administración.
En el Centro Médico Imbanaco los identificamos con el color AMARILLO.
Verifica nuevamente y aplica siempre los 8 correctos para su administración!

**Consultar listado**

**ALERTA!!!**
Estos medicamentos son de ALTO RIESGO! y además se parecen visual o fonéticamente con otro medicamento.
En el Centro Médico Imbanaco los identificamos con el color AZUL.
Verifica nuevamente y aplica siempre los 8 correctos para su administración!

**Consultar listado**

**PRECAUCIÓN!!!**
Ten presente preparar estos medicamentos en la solución y concentración adecuada y administrarlos en el tiempo correspondientes para evitar causar flebitis en los pacientes.
Si hay dudas en que solución se debe preparar y a que concentración comunique con el servicio farmacéutico.

**Consultar listado**

**DETENTE!!!**
Si los utilizas incorrectamente, puedes causar daño grave o incluso la muerte del paciente.
En el Centro Médico Imbanaco los identificamos con el color ROJO.
Verifica nuevamente y aplica siempre los 8 correctos para su administración!

**Consultar listado**
Gaps and stones on the pathway

• Missing GS1 identification on products. Products (items) from manufactures come without GS1 identification barcodes. Imbanaco overcomes this by assuming the entire process of printing and re-labeling each product at warehouse area (more than 7500 labels are printed daily).
Gaps and stones on the pathway

• Deal with different healthcare workers backgrounds, having varying attitudes, beliefs and needs.

• Introduce gradually the improvement by segmenting areas, process and staff, as well as implementing redundant activities to overcome transition and cut-off activities.
Benefits

GS1 product identification structure is supporting the growing demand of treatments and surgeries bringing the same reliable and consistency result for pharmaceutical identification tasks.

HG: Charged to patient; SA: Charged to the floor
Benefits

• 55% improvement in invoice creation time.
• Very-low exposure to human risk for handwriting and manual data entry of medication administration.
• High conscience of all medical staff about right patient identification (eight right culture foundation).
Benefits

- 25% reduction in inventory levels at satellite pharmacies.
- 98% improvement in inventory shrinkage/waste.
Importance of traceability

- Track and Trace are actions ... that generates reactions.
- Trace is the mean ... not the solution.
- Track and Trace must be a strategy.
- Track and Trace demands standardization, normalization and consolidation.
- Track and Trace demands analysis, actions and decisions.
- Track and Trace must evolve fast as AIDC does.
- Traceability is needed for patient safety
Lessons learned

- Change Management
- IT and interoperability
- Keeping the focus on Patient Safety
- Keeping the board interest on traceability
Change Management

Certified staff
Skills and Knowledge Improvement Program
Change Management

Certified staff
Skills and Knowledge Improvement Program
Change Management

Ruth Herrera, HN
Director of Nursing Staff
Change Management

MD. Maria X. Arroyave
Director of Billing Service
Change Management

Jhon F. Trejos, PHC
Director of Pharmaceutical Service
4th National Safety Hospital Award
IT and Interoperability
IT and Interoperability

Eng. Andres Fernandez
IT Department
The pathway has not yet finished...

GLN - Locations

GSRN

UDI GIAI
Next Challenge

Brenda de los Rios
Sterile Processing Technical Leader
GS1 Healthcare webinar: Questions and contact details

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