A successful supply chain strategy to achieve digital transformation using GS1 standards and scanning at point of care

GS1 Healthcare Webinar

Sandi Michel, LSSBB, MPMP, ITIL, Director of Supply Chain Strategy
Franciscan Missionaries of Our Lady Health System; Baton Rouge in Louisiana, US

April 16, 2020
Welcome and thank you for attending!

- Welcome to our April 2020 healthcare webinar.
  Thank you to our guest speaker Sandi Michel, Director of Supply Chain Strategy; Franciscan Missionaries of Our Lady Health System; Baton Rouge in Louisiana, US

- 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
GS1 Healthcare Webinars

Create a forum for the global clinical provider environment for thought leaders and adopters of 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

Identification of projects and case studies

- 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

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](http://www.gs1.org/healthcare/hpac_webinars)

**Awards**

- At each 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](http://www.gs1.org/healthcare/hpac)

*GS1 Healthcare holds two global conferences per year. The next conference will be in Paris, France date still to be decided. We will have significant Healthcare Provider participation on the agenda.*
Presenting today

• Sandi Michel, LSSBB, MPMP, ITIL,
• Director of Supply Chain Strategy
• Franciscan Missionaries of Our Lady Health System
• Baton Rouge in Louisiana, US
Franciscan Missionaries of Our Lady Health System

Franciscan Missionaries of Our Lady Health System is Louisiana’s largest Catholic healthcare organization. Headquartered in Baton Rouge, Louisiana, the health system serves families across Louisiana and Mississippi through a network of hospitals, ambulatory clinics, physicians, graduate medical education, senior services, nursing homes, wellness services and community outreach. Through more than 14,000 team members and 2,500 active medical staff, care is provided to more than half of Louisiana’s citizens.
Franciscan Missionaries of Our Lady Health System

Franciscan Missionaries of Our Lady Health System is the parent company of hospitals and healthcare services across the state of Louisiana including St. Francis Medical Center in Monroe, Our Lady of the Lake Regional Medical Center in Baton Rouge, Our Lady of Lourdes Regional Medical Center in Lafayette, OLOL Ascension, formally known as St. Elizabeth Hospital in Gonzales, and Our Lady of the Angels Hospital in Bogalusa; and last July, we acquired St. Dominic’s Health System in Jackson, Mississippi—the only Catholic Health System in the state of Mississippi.

Last October, we opened our free-standing brand-new Children’s Hospital in Baton Rouge. We also acquired Women’s and Children’s Hospital in Lafayette.
Franciscan Missionaries of Our Lady Health System

St. Francis Medical Center
Our Lady of Lourdes RMC
Our Lady of the Lake RMC
Our Lady of the Lake Ascension Hospital
Our Lady of the Angels Hospital
St. Dominic’s Health Services
Franciscan Missionaries of Our Lady Health System

Our Service - $2.6 Billion Multistate Catholic Health System

8 HOSPITALS
[SD: 1]

90K DISCHARGE

2,500 PHYSICIANS
[SD: 528 med staff; 94 employed]

14k EMPLOYEES
[SD: 3k]

150K MEMBERS
A UNIVERSITY

$180m COMMUNITY BENEFIT
[SD: $23m]
FMOLHS Vision of Digital Transformation with GS1 Standards.
FMOLHS Vision of Digital Transformation with GS1 Standards.

- Our future state for FMOLHS is a fully automated Supply Chain in full compliance with FDA and ONC HIT requirements using Automatic Information Data Collection (AIDC).
- The FMOLHS technology architecture system is constantly evolving as we identify opportunities to automate, passing data elements without human intervention. As the need arises, we are choosing new partners who share our vision and can deliver electronic transmission and artificial intelligence to turn our vision into reality.
- GHX Procurement Suite is our Requisitioning System and EDI provider.
- TecSys is our Warehouse Management System.
- Lawson is our ERP.
- GHX NuVia continually cleans and conditions our supply chain data with minimal maintenance and redundancy and confirms accuracy of our GTINs.
- GTINs pass through GHX through Clinical Connection into EPIC; then Device Information and Production Information are scanned into EPIC to populate the Patient’s Record and then named.

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**Diagram Description:**

- **GHX**
  - GHX Item Number associated to item Provider Item Number
  - GHX Item Description
  - "Future" for Item Master
  - Source of Truth catalog
  - Item and Catalog Number
  - Chain Analyst validates UOM and cleans and conditions
  - Lawson is our ERP.

- **Clinical CX**
  - Item data goes to Lawson to Clinical CX to EPIC
  - No Fields Relevant (Preparation List)

- **EPIC**
  - MFG, CUST, ITM, NUM
  - ITM, CAT, NUM
  - ITM, DISC
  - MFG, CUST, ITM, NUM
  - ITEM
  - DESTINATION in Epic Supply Table
  - I SUP, I SUP, I SUP, I SUP, I SUP
  - ITEMS
  - ITEM
  - NUM

- **GHX Data**
  - Item Master Interface
  - Footprint Ticket Request
  - Material Safety Data Sheet (MSDS)
  - ManageRecall
  - EPSI
  - Order Center
  - Inventory Smoothing
  - Dashboad Gear
  - Cerner

- **Technical update**
  - (Manually input of credentials)
  - Manual upload of contracts
  - Chain Analyst validates UOM and cleans and conditions
  - Lawson is our ERP.

- **Vendor**
  - Nuvia
  - Technical update
  - (Manual intervention)
  - GHX data sent to
  - GHX at Site
  - GHX at Site
  - GHX at Site
  - GHX at Site

- **Source of Truth**
  - "Cloud based" traceability
  - Source of Truth
  - Item Master
  - GHX NuVia continually cleans and conditions our supply chain data with minimal maintenance and redundancy and confirms accuracy of our GTINs.

- **Technical update**
  - (Technical update)
  - Manual upload of contracts
  - Manual upload of contracts
  - Manual upload of contracts

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**Item Maintenance Tool (I MT)**

- **Kofax**
- **ImageNow**
- **Material Safety Data Sheet (MSDS)**
- **ManageRecall**
- **EPSI**
- **Order Center**
- **Inventory Smoothing**
- **Dashboad Gear**
- **Cerner**

**Technical update, (Tissue Items) Scanned. Champion as a safeguard has a list of all items from Manufacturers.
FMOLHS Journey to Implementing GS1 standards
STRATEGIC DECISION

Strategic Decisions from Top Leadership Support
Our primary Standards Organization is GS1 US
Investigatory Phase began at GS1 Global Conference 2013
Kick-off in February 2014 in Baton Rouge, Louisiana
First Data Capture in ERP Pilot Project completed August 2014
Master Project Plan, Master Network Diagram, and Master Process Document published February 2015
DATA STANDARDS & INTEROPERABILITY

The Office of Data Standards & Interoperability established May 2015 with completed Consulting Practice business case and proforma
Implemented GDSN with FSEnet Data Pool for GTINs and GLNs
Shared process & tools in various conferences across the country
One-on-one assistance to other Healthcare Systems & Hospitals
Enforced Automatic Information Data Capture in EPIC planning
Imposed scanning in the warehouses & operating rooms during March through December 2017 implementations
DATA STANDARDS & INTEROPERABILITY

Interoperable interface between GHX NuVia into Epic and beyond

Ensured all GTINs, HIBCC, and UPC are in EPIC with scannable barcodes

Followed-up with F2F observations at 5 facilities to ensure compliance continues post go live

SUCCESS: A fully automated, interoperable solution within the Supply Chain into the Operating Room and beyond
Compliance with ONC HIT, FDA and TJC

Unique Device Identifiers

Helps providers identify patients implanted with recalled products using a standardized identifier

Enables patients and providers to submit more precise adverse event reports

Supports care coordination by providing physicians with precise information on the devices implanted in patients

Allows hospitals to perform analyses comparing devices used in that facility

Allows providers to submit information to device registries

Provides a foundation to address counterfeiting of products
Roadmap to Implementation

Our journey from concept to reality

- We started with manual documentation
- Surgery PAC selection of a web-based, hosted solution
- Parallel projects such as Epic allows for interoperability
- Decision to make this a stand-alone application until Epic went live in March
- Our scanning strategy is to automate whenever possible
- New scanners were purchased and distributed for use now
- St. Elizabeth’s Hospital, LSU BR Surgery Center, Our Lady of Lourdes, St. Francis RMC are using UDITracker® today; Our Lady of the Lake and the Tissue Bank’s implementation will be completed tomorrow for Tissue and Biologics.
- Automated integration feed from Epic to UDITracker® was been tested and deemed ready for the March Epic Implementation
- Going forward, we scanned once for Epic and it will feed and parse data into the appropriate fields in Champion UDITracker®. Implants and tissue are scanned in the OR after Epic was implemented.
In summary, FMOLHS followed a methodic approach to implementation using systemisation, product standardization, centralisation, GS1 Standards, FDA and ONC HIT Guidelines, Project Management Institute (PMI) and Lean Six Sigma process reengineering methodologies for project planning and resourcing.

FMOLHS considers manufacturers and system providers as our partners; stakeholders and support organizations are team members who help us overcome obstacles and achieve success.

FMOLHS collaborates with GS1 US and GS1 Global, Healthcare Transformation Group (HTG), AHRMM and other Industry Organizations. We serve on numerous Industry Committees and in Workgroups. Benefits of these relationships and advice for the Committees are our ways of sharing with the Healthcare Industry.
Case Studies and Use Cases
FMOLHS Use Cases and Case Studies that use global standards

– Setting up / maintaining Item Master with GTINs.
  • FMOLHS uses two data pools to access the GDSN [We used FSEnet+ (now Syndigo) to communicate our Vision and intent to use GS1 as our true Standard, on a large scale with Manufacturers we do business] We use GHX NuVia 1WorldSync as our GDSN to ensure our GTINs are accurate and complete before we pass the data elements through our systems electronically.

– Use of GTINs and GLNs in purchase orders.
  • Best Unit of Measure initiative
  • GLNs are assigned down to the PAR location
FMOLHS Use Cases and Case Studies that use global standards

– UDI in a clinical environment

• There are 75 certified EHR vendors - Ratings are dynamically generated as verified physicians, physician assistants and nurse practitioners complete an extensive survey administered by American EHR Partners in conjunction with their professional societies; EHR systems are ranked based upon their average score (out of 5) for each category or cumulative sub-categories. The list can be viewed at http://www.americanehr.com/ratings/ehr_ratings/EHR-Products.aspx

• FMOLHS Supply Chain Directors onsite have team members who maintain physician/OR preference cards.
Patient Safety Improvement

• Recalls - automatic matching medical device recalls to affected patients and hospital inventory
• Scanning of non-inventoried implants prior to surgery to check for recalls and expiration.
• Expiration Date Alerts for shelf inventory
• Less documentation time for staff leading to more time for patient care
Process Improvement with UDITracker®

• Significant reduction in human data entry
• Automated chain of custody tracking and documentation (RFID)
• Elimination of manual recall investigations
• Automated Joint Commission compliance (EHR Interface)
• Automated updating of consumption levels and inventory management/reordering (EHR/MMIS interfaces)
Best Unit of Measure (BUOM)

• To provide direct replenishing to the Nursing Unit Pars in the best unit of measure.

• To reduce total supply inventory costs by optimizing the use of minimum products at the facility without affecting efficiency and quality.
Best Unit of Measure

Benefits

- Improved inventory management
- Send clinician back to patient care
- Give space back to facility
Best Unit of Measure

Process

1. Pars Chosen & Breakdown Report sent
2. Totes packed, palletized, labeled & wrapped by Zones
3. Create GLNs in GS1 US Data Hub
4. Par Optimization & Recommendation
5. Materials Management Audit
6. BUOM Pars Named
7. GLNS are registered with Data Automation Company
8. GLNs loaded into ERP
9. GLNs loaded into Warehouse Management System
10. Pallets loaded on truck & Ship To hospital dock
11. MM staff delivers totes to BUOM Par
12. BUOM Par scan for reorder
GLN in the ERP
Best Unit of Measure

GLNs Assigned down to the PAR Location
THANK YOU
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