



The Global Language of Business

GS1 Healthcare award winner – 2020 - Provider Implementation Best Case Study

December 15, 2020



GS1 Healthcare Webinar

December 15, 2020



Welcome and thank you for attending!

- Welcome to our December 2020 webinar.

Thank you to our guest speaker Ms Sinead Moran, Special Feeds Manager at Children's Health Ireland at Temple Street, Dublin, Ireland

- Some housekeeping for today:
 - All attendees will be in listening-only mode, please raise your hand if you wish to speak
 - Some polls are part of the webinar
 - Please type your questions into the questions area. These will be monitored and as many as possible will be answered by Sinead during the webinar
- 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, feel free to use this resource & 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

Identification of projects and case studies

A source of expertise and advice

- The practical realities of implementation of GS1 Standards in the care giving environment regarding 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

A GS1 Healthcare Award



GS1 Healthcare 'Provider Implementation Best Case Study Award'

- At each global GS1 Healthcare Conference: Provider Implementation Best Case Study Award
- The provider organisation or department has implemented GS1 Standards for at least ONE business or clinical process with clear and demonstrable return on investment (ROI) and/or impact on patient safety.
- The jury specifically looks also at the possibility of replication.
- For information and previous winners see: <http://www.gs1.org/healthcare/hpac>

GS1 Healthcare annually organises global conferences.

In 2020, due to the pandemic the format changed to a Virtual Summit in November. In the Healthcare Provider session attention was given to the award won by Sinead Moran for the implementation of GS1 standards in CHI at Temple Street, Dublin.

GS1 Healthcare 'Provider Implementation Best Case Study Award'



- GS1 HC celebrates its champions



- Nominated and voted for by the jury
- Well deserved winner of the 2020 GS1 Healthcare 'Provider Implementation Best Case Study Award'



GS1 Healthcare 'Provider Implementation Best Case Study Award' 2020



Children's Health Ireland (CHI) at Temple street, Dublin, Ireland Ms Sinead Moran

Some comments jury:

- Perfect example of how GS1 standards solved a problem in a specific area
- GTIN, GLN, SSCC and GSRN all used
- Full traceability supports improved patient safety
- Staff acceptance is excellent
- Shows basic GS1 traceability template can be applied to any HC supply chain
- Simple solution that delivers benefits on so many levels

Poll question

How important is a system of traceability in your organisation

- ☐ Not important, we manage each recall separately
- ☐ Awareness among the front-line workers
- ☐ Working on it with full support of higher management
- ☐ A traceability system fully implemented

Poll question

Does the use of barcode standards support processes in your organisation?

- ☐ Not yet, preparing
- ☐ Implemented proprietary barcodes
- ☐ Starting to use global GS1 standards
- ☐ Implemented global GS1 standards

Presenting today



Sinead Moran

- Special Feeds Unit Manager in CHI at Temple Street
- 21 years' experience in healthcare
- Strong background in traceability
- Worked in several hospitals in the area of Central Sterile Services Department (CSSD)
- Implemented electronic traceability of instrument sets

Special Feeds Unit – The Feeds

Based on prescription from Dietitians



A) Ready to pour feeds



B) Prepared feeds - basic to complex feeds



Essential that each patient is given the right feed

Traceability is key to ensure visibility

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Special Feeds Unit Paper Based Traceability



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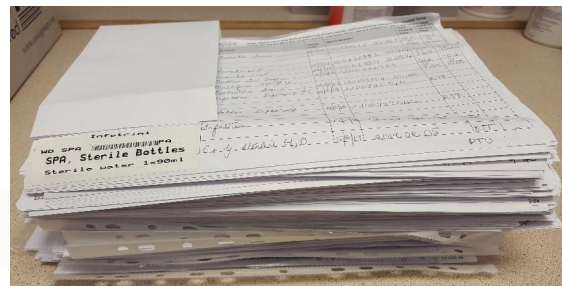
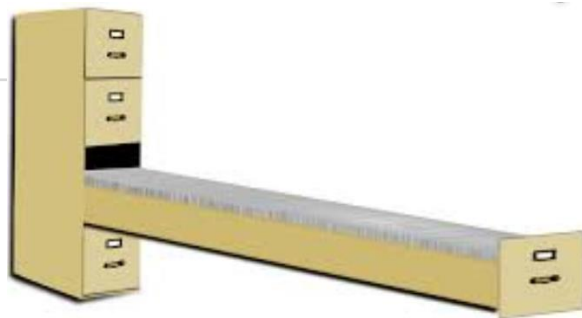
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Daily Patient Feeds - Paper Based Traceability

- ▶ Multiple Paper Sources
- ▶ Manual Workflows
- ▶ Transcription Errors
- ▶ Lack of Integrated Product Management
- ▶ Duplication of Tasks
- ▶ Visibility of Workload



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Product Recalls- Paper Based Traceability



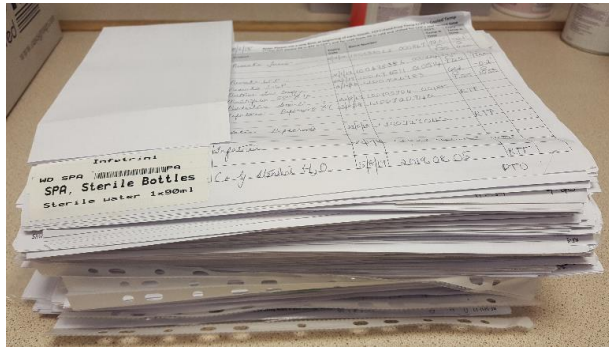
6 months of records
up to 16 lines per page



= 30 Hours

Batch number recorded manually recorded on 2 forms

- ▶ Feed Preparation Form
- ▶ Delivery Form



Name: Michael Date: 14/9/18 Note: Please use a new form at beginning of each month. CCP1-Feed Prep Temp CCP2 = Cooled Temp
***For RTE please fill in RTE in CCP's and for cold feeds fill in cold and chilled for CCP's and record time

Patient Sticker:	Product	Expiry Date	Batch Number	CCP1 Temp & Time	CCP2 Temp & Time
	Nutrisia 500 ml ^{x3}	02/05/19	L100766297	8:21 PM	10:00
	Nutrisia Energy	25/05/19	L100772851	8:21 PM	10:00
	Loxanol	18/04/20	0137112518	8:21 PM	10:00
	Parabel	23/03/19	L101076474	8:21 PM	10:00
	Ophelex	18/02/20	8054, 4282	8:21 PM	10:00
	Renastart	02/19	876113	8:21 PM	10:00
	Simlac	11/18	83386NR		
	Child gone home not safe	03/19	87622 NR		
	SMA PRO 1st infant milk	24/05/20	8147080622	9:27 PM	10:58

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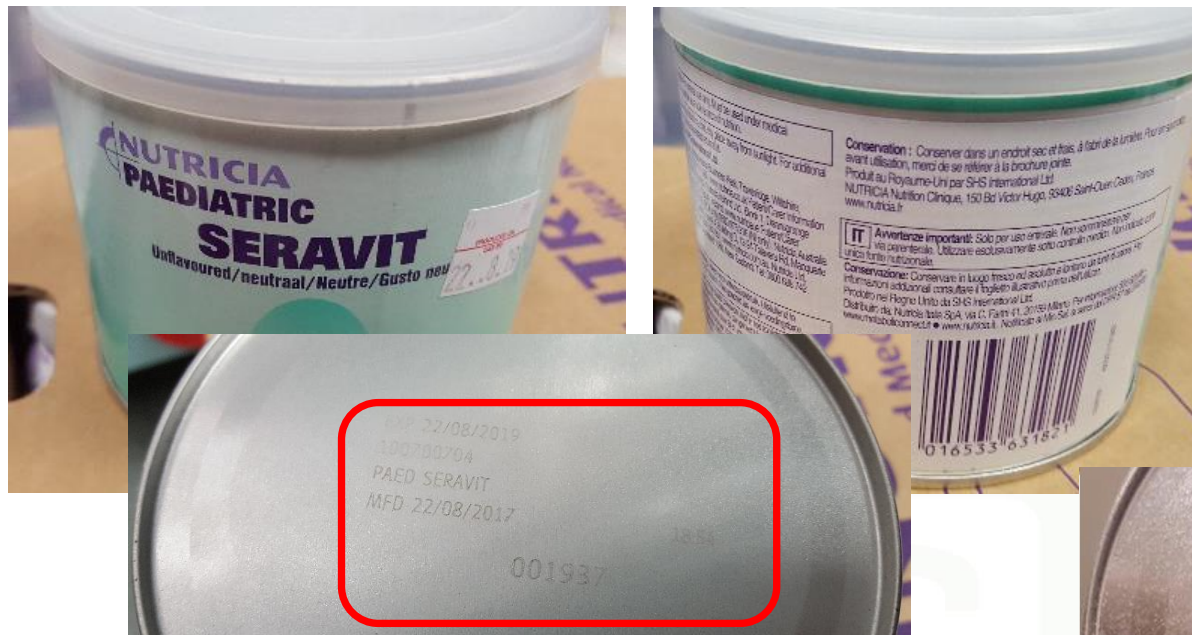


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Product Recalls- Paper Based Traceability

Step 2 : Find the products – can you see the batch number?



- ▶ Staff have to guess the batch number
- ▶ No barcode – batch recorded on paper (multiple times)
- ▶ Batch recall - Difficult and time consuming

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Special Feeds Unit implementing electronic traceability



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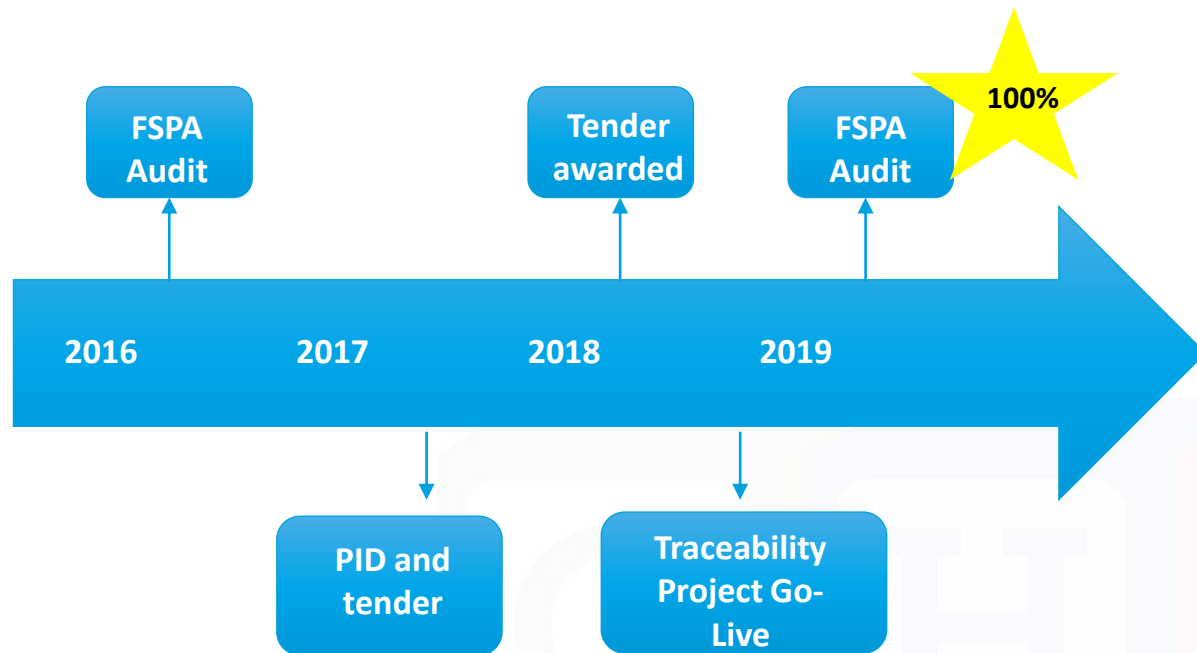


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Timeline to implement electronic traceability



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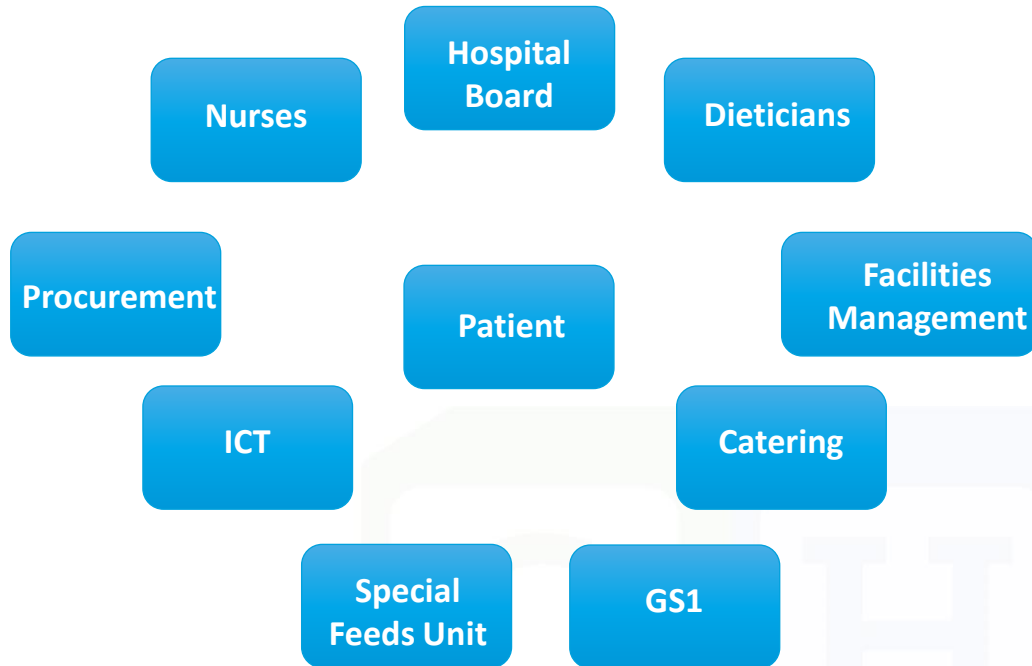


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The key stakeholders for electronic traceability



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Electronic Traceability – the new process

Before



Paper system, multiple manual recordings/batch



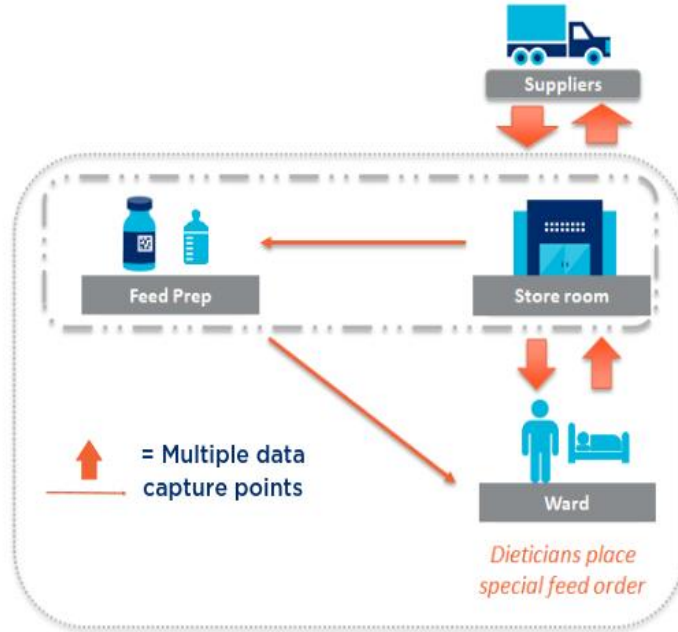
Difficult to track



Non compliant to food safety standards



3 staff rostered/week



After



GS1 Scanning App.
Paperless, 2D code= one scan per movement



Full visibility



Traceability and compliance



2.5 staff rostered/week

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Barcode identification is key to electronic traceability

Person

GSRN



Staff ID cards with unique barcode number for recording product movements

Product

GTIN



The hospital's standards Compliant serialised traceability labels

Place

GLN



Standards compliant barcodes for every dispatch location

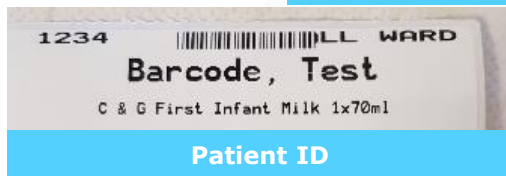
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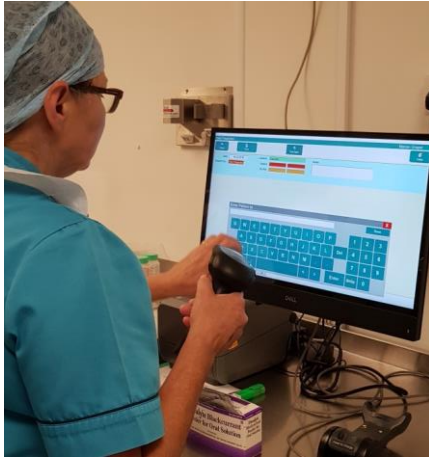


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Not GS1 compliant yet

Requirements for the project



Hardware:

- ▶ 6 Touchscreen Pcs
- ▶ 8 Scanners (camera based 2D)
- ▶ 3 Wireless printers
- ▶ Labels (suitable for fridge/freezer)
- ▶ WIFI router to boost Wi-Fi

Software:

- ▶ GS1 Traceability app

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Poll question

What do you see as the barriers to getting traceability projects started in your organisation:

- ☐ Awareness and support of management
- ☐ Funding
- ☐ IT-systems and compatibility to GS1 traceability standard
- ☐ Resistance to change
- ☐ Competing priorities

Traceability . . .

< Back
 Refresh
 Print
 Help

Dispatched: < 31-Dec-1899 >
 Product: FR00447 PEPTAMEN JUNIOR ADVANCE 500ML
 Supplier: All Suppliers . . .

To: < 17-Nov-2019 >
 Batch:
 Patient:

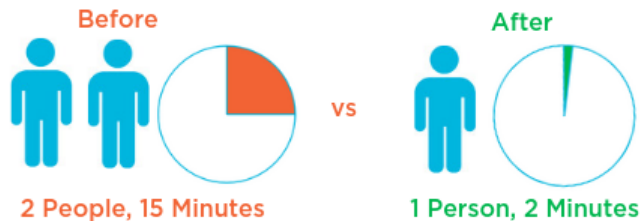
Status: < >

By Product	By Location	By Patient	By Item									
GTIN	Code	Description	UoM...	Best Before	Supplier Batch	Status	Goods In...	Goods In Date	P. Order No.	Supplier		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101125	05-Nov-2019	4036451	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101125	05-Nov-2019	4036451	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101125	05-Nov-2019	4036451	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101125	05-Nov-2019	4036451	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101125	05-Nov-2019	4036451	Alphar		
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07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	101134	12-Nov-2019	4036607	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	101134	12-Nov-2019	4036607	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	101134	12-Nov-2019	4036607	Alphar		
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07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	101134	12-Nov-2019	4036607	Alphar		
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07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101134	12-Nov-2019	4036607	Alphar		
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07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	101134	12-Nov-2019	4036607	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Feb-2020	9050428200	Emptied	101134	12-Nov-2019	4036607	Alphar		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	Emptied	101145	15-Nov-2019	4036695	United Drug		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	101145	15-Nov-2019	4036695	United Drug		
07613033572609	FR00447	PEPTAMEN JUNIOR ADVANCE	500ML	1 14-Jan-2020	9019428200	In Stock	10					

Outcomes and Benefits

- ▶ Electronic batch recall now possible
- ▶ Huge paper savings
- ▶ Staff engagement
- ▶ Patient safety benefits
- ▶ Reports/Audits at the touch of a button
- ▶ The estimated time savings are 0.5FTE for Dispatch/Stores & time saving for Daily freezer stock count
- ▶ Additional unexpected benefits (HACCP forms and process improvements)
- ▶ Widespread interest both internally and from other hospitals

Operational Efficiencies: Daily Freezer Stock Count



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Outcomes and Benefits



Widespread interest in this new initiative from near and far

“The new system provides us with full visibility of all product in stores, on the ward and dispensed to infants. In the event of a recall it is now possible for us, within a matter of minutes, to locate or account for each unit of the affected product.”

Mona Baker CEO at CHI Temple Street

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Lessons Learned on Traceability

- ▶ Technology and barcodes are there to support traceability for any hospital process
- ▶ People within hospitals and industry are not always aware of the opportunity
- ▶ Drivers can come from different areas (patient safety, financial, quality, etc.)
 - Special feeds > requirement to do electronic traceability to the patient in the ward

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Next steps



Additional modules:

- ▶ Emergency feeds
- ▶ Add incubator module to track temperature
- ▶ Stock taking
- ▶ Scan the feed to Patient at ward level
- ▶ Traceability and management of Expressed Breast Milk (EBM) and Donor milk

Traceability opportunities in other areas of the hospital:

- ▶ Move to New Children's Hospital
- ▶ Procurement
- ▶ Catering
- ▶ Assets

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Thank you to my team !

Sinead Moran

Special Feeds Unit Manager

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New Video Launched

Safer services for patients: *Traceability of infant feeds*



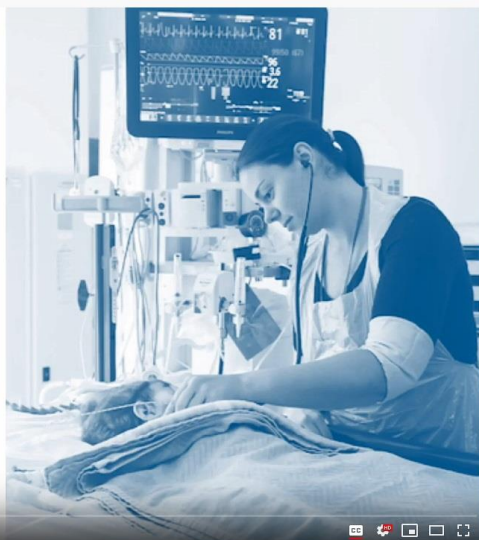
Children's Health Ireland
at Temple Street

A case study by the Special Feeds Unit



supported by

0:01 / 3:09



https://www.youtube.com/watch?v=PJKaLi1NMI4&feature=emb_logo

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GS1 GS1 Healthcare Reference Book 2019-2020

Ireland

Best practice patient safety and traceability of infant feeds at CHI (Children's Health Ireland) at Temple Street

Challenge In 2016 the hospital was audited by the Food Safety Professionals Association (FSPA). One of the findings of the audit was that the hospital was unable to track feeds to patients.	Patient safety benefits from the additional controls and full traceability of feeds	Estimated time savings equals to 0.5 full time staff per week
Approach The hospital implemented a standards-based traceability database, barcode labeling and a scanning system that could capture the critical data about each product (expiry date or best before date, batch number, location within the hospital e.g. store or ward, the staff member that delivered or prepared the feed and ultimately the patient that received it).	Reports/audits at the touch of a button	Electronic batch recall now possible (from hours to seconds)



The Special Feeds Unit (SFU) at CHI at Temple Street looks after the storing, preparation and delivery of prescribed feeds to infants with special dietary needs. In 2016 the hospital was audited by the Food Safety Professionals Association (FSPA). One of the findings of the audit was that there was a necessity to track feeds to the patient in the hospital for the purposes of patient safety and in case of product recall. It was agreed, as a matter of urgency, that a modern, time-efficient computerised traceability system based on standards was required by the unit.

Background

CHI at Temple Street is a 135 bed children's hospital in Dublin. The hospital cares for all types of patients and some require very specific care, such as metabolic patients. These patients need their weight, blood sugar and cholesterol levels monitored carefully to ensure better quality of life and to reduce the risk of a heart attack or stroke. It is vitally important that these patients receive the correct feeds. As a result, the Special Feeds Unit prepares and dispatches up to 400 patient feeds per day. The Special Feeds Unit also hold emergency feeds in a freezer for such patients, even when they are not an in-patient in the hospital, and these feeds must be checked and counted every day.

The challenge: product recall

Following an audit conducted by the FSPA in 2016 it was recommended that the hospital implement an electronic traceability system for special feeds. The previous process was paper-based and time consuming. If the hospital received a recall notice from a supplier, they had to manually hunt through paper records from the last six months to identify what patients had received that batch as well as to locate the tins of product with that batch number so that no further product could be distributed. This information was often difficult to locate on the product and hard to read. Additionally, staff had to find all the recalled product within the hospital and there were no physical controls in place to automatically ensure that recalled product was not subsequently issued to patients.

GS1 Healthcare webinar:

Questions and contact details



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