Don't manage chaos. Eliminate it.

Name:	Adventist HealthCare
Location:	Washington, D.C.
Established:	1907
Size:	4 hospitals

Overview

Adventist HealthCare is an integrated healthcare delivery network that includes five nationally accredited, acute care and specialty hospitals, mental health services and home health agencies. A number of Adventist HealthCare hospitals have been nationally recognized for the high quality care provided to patients.

Serving the Washington, D.C., metropolitan area, Adventist HealthCare, based in Gaithersburg, Maryland, is a faith-based, not-for-profit organization of dedicated professionals who work together each day to provide wellness, disease management and healthcare services to the community. Adventist HealthCare was founded in 1907 and is the first and largest healthcare network in Montgomery County, and the largest provider of charity care and community benefits.

The challenges

Adventist HealthCare continually advances business processes in order to maintain the highest levels of efficiency and quality. The organization's receiving process was identified as an area needing process improvement.

"We were receiving incoming packages and supplies using completely manual processes," said Chad Jones, CMRP, Supply Chain Operations Manager at Adventist HealthCare. "One of the problems we had to deal with was lost packages, and because our processes were manual, finding incoming supplies that had been received meant working through piles of paperwork to find documentation and signatures. This made solving problems much more challenging and time-consuming. We were managing chaos."

The receiving process was similar to other healthcare organizations. The FedEx truck would arrive each day and deliver boxes on pallets. The receiving team would sign for whatever the driver had on his or her paperwork. "If they said 55 boxes, receiving would sign for 55 boxes," said Jones. The team would then begin breaking the pallets apart, pulling all the packing slips, grouping delivery locations of incoming supplies, confirming the contents of boxes and manually entering everything into Adventists PeopleSoft Enterprise Resource Planning (ERP) system. "When one of our receiving team members delivered packages or supplies to an end user, our process was to get a signature on a piece of paper on a clipboard," Jones added. "In this system, there wasn't good accountability."

> "The worst case scenario was that we could have to re-purchase supplies that couldn't be located, but documentation from FedEx showed that the item (or items) had been delivered to our facility."
> **– Chad Jones, CMRP**

According to Jones, this process had covered the basic receiving requirements for years, but Adventist ran into challenges with supplies that had been delivered but then 'lost.' When this happened, an enormous amount of time was consumed trying to locate the paperwork that showed what had been delivered, who had signed, and where missing supplies ended up.

"We could usually find the original signature on the hard copy paperwork and prove delivery, but that still didn't locate the shipment, said Jones. "The worst case scenario was that we could have to re-purchase supplies that couldn't be located, but documentation from FedEx showed that the item (or items) had been delivered to our facility."

The solution

The supply chain team at Adventist HealthCare wanted a solution that would provide automation and simplicity for their receiving processes. "We wanted a one-stop shop for everything," said Jones. "We needed one place we could easily store and access the tracking number and signatures, but also, a tool that offered ease of use and visibility for receiving and supply chain team members, as well as internal recipients of supplies. We needed to connect the organization through a single solution."

The team investigated a number of receiving solutions that would meet their needs, and that would integrate with their PeopleSoft ERP system. After thoroughly reviewing options, the team selected JumpStock from Jump Technologies, Inc. JumpStock had proven integration with PeopleSoft, and the receiving automation and tracking Adventist needed, Jones and his team made the decision to go live.

"Most of the solutions we looked at weren't compatible with PeopleSoft," said Jones. "But I knew a few of the team members at Jump Technologies and they introduced me to JumpStock and the receiving capabilities. Once we knew we could do the integration and saw the functionality, it was easy to move forward. We got approval from our CFO and got the initiative underway."

Today, Jump Technologies is helping Adventist HealthCare efficiently manage the movement of packages throughout the organization - automating manual processes, creating visibility, and documenting an electronic record of every incoming shipment. As a cloud-based mobile solution, JumpStock provides smart workflow to manage the receipt and tracking of materials, creating visibility to every package from dock-to-destination.

Installation, implementation & training

Incoming deliveries at Adventist HealthCare are now managed using the JumpStock mobile interface on iPod touch devices with Socket scanners. Simply scanning barcodes at each step in the process creates visibility to the entire end-to-end transaction. Today, web-based users can track the progress of deliveries anywhere inside the hospital. Reporting capabilities provide real-time status based on the latest scans, so users can track route and delivery efficiencies, review integrated carrier details and analyze overall performance. The well-established go-live process follows a simple project plan.

"Jump Technologies partnered with hospitals and health systems going live with JumpStock to develop a repeatable, simple, and customizable project plan that makes the implementation process easy and straightforward. The process has been well-proven at multiple sites and today, Jump Technologies customizes areas where an organization has identified specific challenges. Adventist HealthCare was the first multi-location single installation. What made the go-live process run so well was the leadership, planning and execution demonstrated by Adventist. Jones and his team had such a clear vision of how to leverage technology

to fast forward business processes and achieve true automation. His leadership marshalled the entire process forward flawlessly.

Training the team took place over a matter of days according to Jones, the hand-held devices and scanners, and the mobile app, are extremely easy for users to adopt. "The system is easy to use and while there can always be an adjustment when making changes, our users immediately saw the value. They like the system and it's been easy to keep on track from a change management perspective."

Benefits and results

"The benefits of using JumpStock are clear," said Jones. "Our receiving process is now automated and has great visibility and tracking capabilities. Today, when we need to locate a package or shipment, we can key in the tracking number or purchase order and immediately find the item. We've had no lost packages since we went live and based on the electronic signatures and delivery information we capture, we've been able to find everything that was reported missing."

The supply chain team has provided the JumpStock web-link to internal users, so they can track packages directly or contact a supply chain team member for assistance. Today when team members receive those calls it's easy to

find the status of the item. Jones noted, "While we've not yet been able to conduct time and labor studies, I know that we've not only reduced the time it takes for receiving to handle incoming shipments, we've also gained significant benefits through tracking."

> "Most importantly, as an organization we've removed the real possibility of having to replace missing supplies and have eliminated those potential costs."
> **– Chad Jones, CMRP**

The team has significantly reduced time spent by multiple individuals, including supply recipients, receiving, supply chain and buyers. Now, when an Adventist team member is looking for an incoming shipment, they simply enter a tracking number to find exactly where the item is. The process is streamlined and automated, and the team is comfortable using the system. Each day, receiving is ready for FedEx when they arrive, equipped with a preview of what's coming in. With JumpStock, tracking items begins the minute items are offloaded onto the receiving dock. "Most importantly, as an organization we've removed the real possibility of having to replace missing supplies and have eliminated those potential costs," said Jones.

RESULTS/TAKEAWAYS

Internal users can track packages directly.

The team has reduced time spent by clinicians, supply chain and buyers.

Adventist has eliminated duplicate purchases due to missing supplies.