



CASE STUDY

The Put-Away-Ready™ and SmartBin™ solutions

Summary

Health Care System

Nationally renowned Northeast Integrated Academic Medical Center

Size

26,000-employee medical center includes:

Five hospitals, including Level One regional trauma and burn center

Six urgent care centers

Extensive primary care network

Supply Budget

\$70 million system-wide annually

Challenges

Lack of supply chain systemization put pressure on staff to balance supply maintenance and patient care.

Clinicians' time spent locating supplies decreased time for patient care

Reduced staff productivity due to tedious manual stock visibility maintenance

Supply room maintenance disruptive to patients

Solutions

Streamline logistics and inventory management through strategic partnership with Medline.

Establish real-time stock visibility

Reduce time checking expired products

Reduce time and labor costs moving supplies directly to patient care areas

Limit patient care disruptions

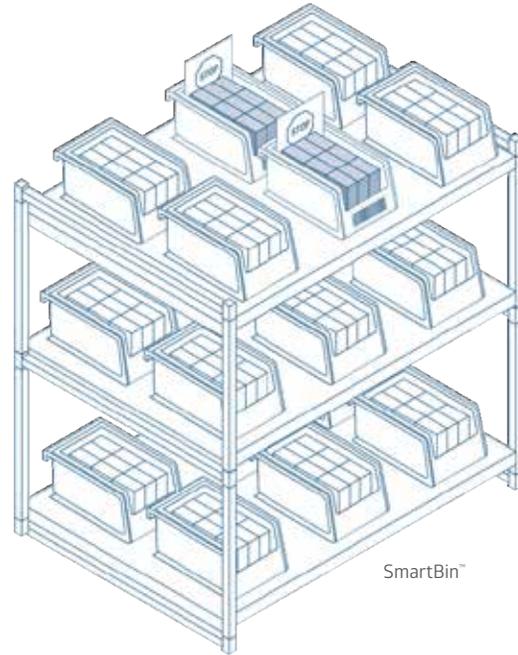
Results

Centralized supply chain processes at two hospitals within 3.5 years.

Implemented two-bin inventory management software SmartBin™ across 14 Supply rooms in 250-bed hospital

Reduced expired product check from 28 to one hour per month

Decreased "dock to stock" time by 50 percent at no additional labor cost



About the healthcare system

One of the nation's leading academic medical centers, this Northeast IDN consists of five hospitals, including its flagship facility that is designated as a Level One regional trauma and burn center. It is also home to six urgent care centers and an extensive primary care network. The system supports more than 26,000 employees.

The challenge

The IDN's Supply Chain leadership realized their clinical and materials management staff were spending too much time on supply delivery logistics and on inventory management. Patient care and clinician satisfaction decreased as time spent searching for medical supplies increased.

The IDN Associate Vice President of Purchasing and Supply Chain summarized the challenge: "A hospital's supply chain needs to provide the right product at the right time to the right clinician. We recognized that by enhancing a few time-consuming processes, clinicians would be able to focus more on patient care."

The insight

It was clear to leadership they needed to address these challenges in the near-term while making a fundamental shift in their long-term supply chain design. The IDN needed a single strategic partner whose proven distribution expertise would help them achieve a best-in-class supply chain — they chose Medline.

Medline strategic partnership and solutions

Medline was the ideal strategic partner. As the country's largest private medical supply manufacturer and distributor, Medline delivers supply chain synergies across the continuum of care. To achieve its goals, the IDN implemented several Medline Supply Chain Optimization solutions. SmartBin™, its two-bin automated replenishment technology, streamlined inventory management. The Put-Away-Ready™ Program delivered supplies unpacked and pre-organized to different areas of the facilities to remove extraneous touchpoints from the supply delivery process.

Positive impacts

Since the IDN began its strategic partnership with Medline in 2014, it has centralized supply chain processes at two hospitals. After implementing SmartBin™ across 14 supply rooms in one of the hospitals, time checking for expired products plummeted from 28 to one hour per month. The Put-Away-Ready™ Program was rolled out at two brand new facilities, decreasing "dock to stock" time by 50 percent at no additional labor cost.¹

These solutions are streamlining the IDN's supply chain, limiting patient care disruptions and freeing clinicians to focus on their primary objectives of optimal patient care and satisfaction.

Moving forward

Medline's proactive, high-service level approach to anticipating future challenges mitigates supply chain growing pains and paves the way for further process improvements. In such a dynamic environment, the IDN's partnership with Medline will help keep it well positioned to achieve its supply chain goals of systemization and efficiency.

As the IDN Associate Vice President confidently states, "When I joined, I realized having an integrated partner to consult is key. Medline has a single point of contact we can count on to identify and implement supply chain optimization efforts."

“A hospital's supply chain needs to provide the right product at the right time to the right clinician. We recognized that by enhancing a few time-consuming processes, clinicians would be able to focus more on patient care.”



Medline Industries, Inc. Three Lakes Drive, Northfield, IL 60093

Medline United States
1-800-MEDLINE (633-5463)med-
line.com | info@medline.com

Medline Canada
1-800-396-6996medline.ca | cana-
da@medline.com

Medline México
01-800-831-0898
medlinemexico.com | mexico@medline.com

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References: 1. Data on file. Available upon request.

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