The Monash Pharmacy Project

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GS1 Australia

Australian Healthcare Landscape

- **Federal Government**

- **8 State / Territory Governments**

- **Government Run Hospitals ~ 800**

- **Private Hospitals ~ 300**

- **Federal Government provides majority of funding to run Hospitals**

- **State Governments run the hospitals (handful of exceptions)**

- **Prescription medications only available in Hospitals or Separate Retail Pharmacies (not available in Grocery or General Merchandise Stores)**

Phase 1 - Demonstration

November 2003 – August 2004

Background / Description

- **Key Driver** – Monash Medical Centre (Southern Health) Pharmacy Department

- Southern Health is the largest public Health Service in Victoria, comprising 5 major hospitals

- **Demonstration project** – Can the GS1 System be implemented successfully in the healthcare supply chain?

- **Critical project outcome** - process demonstrated is effective, efficient, provides benefits, lays the foundations for patient safety, and is conveniently transferable to additional hospitals and suppliers

- Three suppliers involved representing small, medium and large sized enterprises

- $50, 000 (exc. GST) grant - Victorian Government's e-Commerce Exhibition Projects Program (ECEPP)

Why was the Project Undertaken?

- Increased efficiency
- Increased accuracy
- Rational Integration
- Patient Safety

Participants

Public Hospital
- Monash Medical Centre (Southern Health) Pharmacy Department

Suppliers
- Clifford Hallam (grant recipient) – Medium size wholesaler
- Hospital Supplies of Australia (HSA) – Large wholesaler
- Orion Laboratories – Small pharmaceutical manufacturer

IT support
- Pharmhos (Merlin) – Pharmacy software provider

Other
- GS1 Australia – Supply chain consultants/project managers
- Health Purchasing Victoria – Project chair

Standards Used

- ## GS1 Identifiers
  - ### Global Trade Item Numbers (GTINs)
  - ### Global Location Numbers (GLNs)
  - ### Serial Shipping Container Codes (SSCCs)

- ## GS1 Bar Codes – for trade items, as well as logistics units

- ## GS1 EANCOM 1997 – eMessaging Standards
  - ### Data content and processing rules in line with the Australian Standards, AS 5023

Project Concept

Supplier (Pharmacetical Manufacturer)

Allocate GTIN and bar code Trade Item

Clifford Hallam/HSA

Supplier (Wholesaler)

Align item master data (done manually once)

Verify order fulfilment

Generate EANCOM POA

Scan pick/pack goods & apply SSCC

Physical delivery

Generate EANCOM DESADV

Buyer (Hospital Pharmacy)

Align item master data (done manually once)

Generate EANCOM PO

Reconcile against PO

Scan receipt of delivery

Monash Medical Centre Pharmacy Department

Orion Laboratories

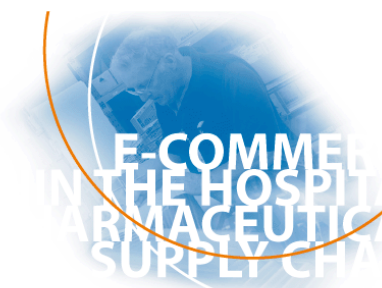**Payment cycle – out of scope**

What was achieved?

- Demonstrated that the system <u>will</u> work in healthcare
- Cohesive Team Established
- Staff Acceptance
- Standardised messaging/software interfaces (available to other hospital pharmacies using Merlin)
- Delineated and measured KPI's
  - 25% reduction in pharmacy receiving time documented
  - 50% (approx.) reduction in inaccurate orders delivered to pharmacy
- Identified key issues for future development
- Final project report compiled

Key Issues Identified

- Global Trade Item Number (GTIN) file for unit of use packaging (>93%)
- Lack of GTIN Allocation and Bar Coding (inner and shipper level)
- Batch/expiry date tracking is crucial, but is mostly effected manually
- Process re-design is necessary as part of introducing new technologies
- Broader adoption of supply chain standards is necessary for effective implementation
- **Ongoing** maintenance of data quality – master data synchronisation is necessary
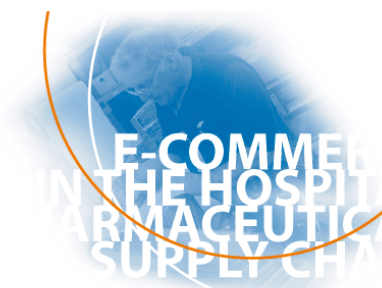
Project Team Members

Manufacturers:

- Abbott Australasia
- Baxter
- Bristol Myers Squibb
- Hospira Australia, formerly Mayne Pharma
- Novartis Australia
- Orion
- Pfizer Australia

Wholesalers:

- CH2
- Symbion Hospital Services

- Health Purchasing Victoria (Project Chair)

- Southern Health Pharmacy Departments (5 hospitals)

- GS1 Australia (Project Manager)

- Monash University

- Pharmhos

Project Scope

- Replication of phase 1 methodology with **additional trading partners**, meaning:
  - Identification & bar coding of trade items
  - Electronic messaging
  - Data synchronisation via the National Product Catalogue (NPC - GS1net/GDSN)

All using the GS1 System………

Key Project Outcomes

- Beneficial outcomes reported in Phase 1 replicated

- 60% to 92% reduction in time taken to receive stock into Merlin Pharmacy System

- Order placement time reduced

- Momentum and benefits increased with a larger consortium

- Electronic messaging methodology implemented – project participants and beyond (to other Merlin users)

Key Project Outcomes

- NPC data synchronisation evaluation between Baxter/Southern Health data – quality issues identified for key data fields
  - Emphasised the need for continuous, ongoing data quality control and alignment

- Collaborative environments can reduce implementation timeframes – consortium members shared learnings and implementation partners

- 16 learnings documented in the case study (report pg 26 – 29)

Conclusion

- Benefits of GS1 System in healthcare supply chain realised

- Benefits of collaboration and teamwork realised

- Phase 2 is the beginning - Implementation will continue moving forward….
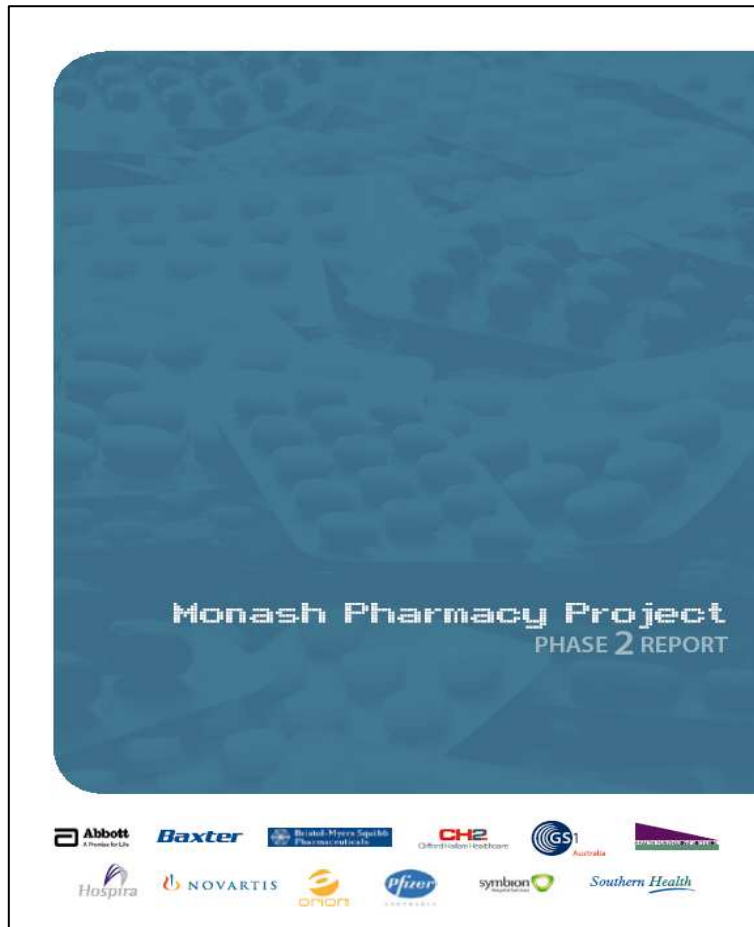
Next Steps

Phase 3 to Commence in Early- Mid 2008

- Broaden project team – anticipated further benefits

- Broaden scope of projects
  eg – Batch/Expiry Date bar coding
        – Scan pick/pack systems

- Align with NEHTA Strategies – NPC (Data Synch) and GS1 XML (eProcurement)

- Continue laying the foundations for patient safety

Case Study and More Information

Download it from
www.gs1au.org

Thank You!!

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