



The Global Language of Business

Provider Implementation Best Case Study Award

Hospital de Cascais Lusíadas Saúde

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27 October 2016



SUPPLY CHAIN MANAGEMENT

Usage of technology and barcoding to achieve excellence
Global GS1 Healthcare Conference 2016 - Beijing, China | October 2016



LUSÍADAS SAÚDE
OVERVIEW



ABOUT US

OVERVIEW

Lusíadas Saúde is a reference in the Portuguese Healthcare sector since **its foundation in 1998.**

Focusing on personalization and **quality of care**, Lusíadas Saúde provides an integrated overall service based on a **nationwide network.**

KEY FIGURES

OVERVIEW



7 HOSPITALS

5 OUTPATIENT CLINICS



34
OPERATION
ROOMS



376
OUTPATIENT
ROOMS



817
BEDS



21
DELIVERY
ROOMS



MISSION AND VALUES

OVERVIEW



Our Mission is to help people live healthier and to help make the Health System to work better to everyone.

MISSION AND VALUES

OVERVIEW



INTEGRITY

Honor
Commitments.
Never compromise
ethics.



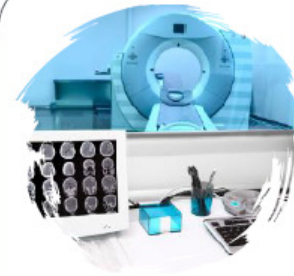
COMPASSION

Walk in the shoes
of people we serve.



RELATIONSHIPS

Build trust through
collaboration.



INNOVATION

Invent the Future,
learn from the past.



PERFORMANCE

Demonstrate
excellence in
everything we do.

QUALITY DRIVEN

OVERVIEW



3
ACCREDITED
HOSPITALS



**BUREAU
VERITAS**

14001

PPP HOSPITAL WITH
ENVIRONMENTAL CERTIFICATE



**BUREAU
VERITAS**

9001

THREE HOSPITALS WITH
QUALITY CERTIFICATE



MARKET RECOGNITION

OVERVIEW




Finalist of Excellence Awards of Observatório Português da Comunicação Interna




REPUTATION INSTITUTE
HPP Hospital dos Lusíadas considered to be among the **TOP 100 most reputable brands in Portugal**



International InAVation Awards for Hospital dos Lusíadas (nomination)



The Hospital Lusíadas Lisboa and Hospital de Cascais were awarded with the **"Consumer Choice"**



The Hospital Lusíadas Lisboa and Porto, and Hospital de Cascais were awarded with the **"Consumer Choice"**



Magazine "Lusíadas" wins the international award for best publication related to **Health & Wellness**



The Award "Cinco Estrelas" is a Certification based on most comprehensive and rigorous methodology. The evaluation is made by Consumer.

2010

2011

2012

2013

2014

2015

2016

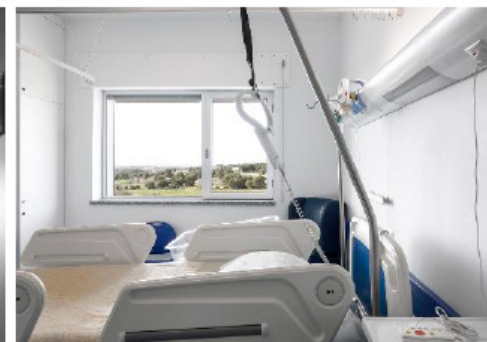
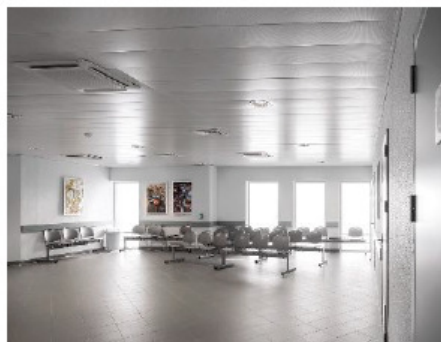




LUSÍADAS SAÚDE
HOSPITAL DE CASCAIS

HOSPITAL DE CASCAIS

OVERVIEW



HOSPITAL DE CASCAIS

OVERVIEW

- Public-Private Partnership in the Portuguese NHS;
- 10 year management agreement;
- 80+ performance indicators;
- Greater focus on Quality and Efficiency to guarantee sustainability.



HOSPITAL DE CASCAIS

OVERVIEW



Accredited by Joint Commission International since 2012



First Portuguese Hospital to achieve ISO 14001

Holds ISO 14001 and ISO 9001



Patient Satisfaction is 8.4 in 10



Best Global Indicators in the Emergency Room by 'ACSS'

Recognized as the Best Maternity in Lisbon by 'SINAS'



HOSPITAL DE CASCAIS

OVERVIEW

CAPACITY

3

Emergency Services



33

Outpatient Rooms



277

Beds



6

Operation Rooms



10

Delivery Rooms



150.000

Emergency Episodes

135.000

Consultations

83.700

Inpatient Days

9.000

Surgeries

2.600

Births

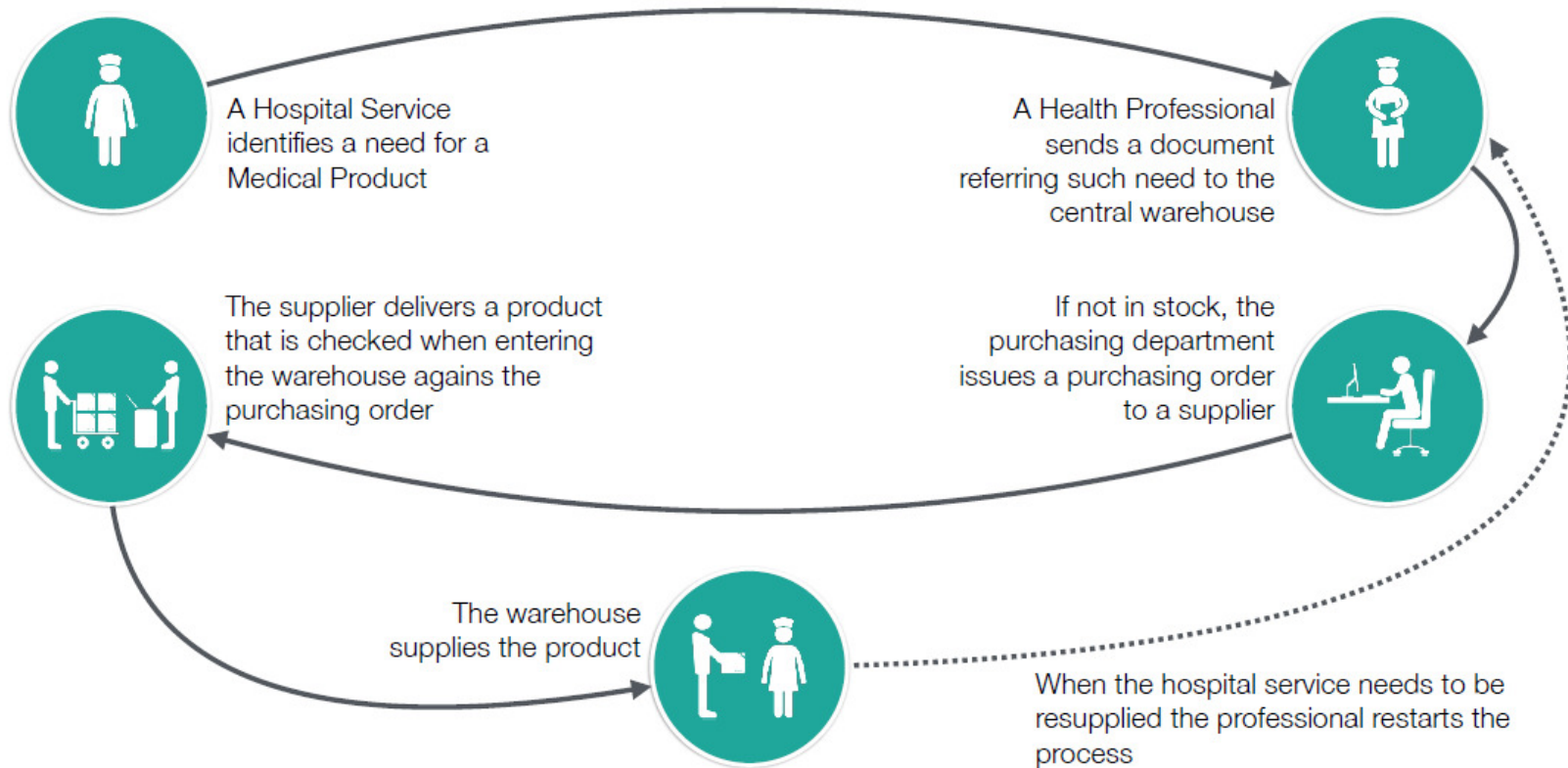
ACTIVITY 2015



LUSÍADAS SAÚDE
CASE STUDY
**“QUALITY AND EFFICIENCY
IN OUR SUPPLY CHAIN”**

WHERE WE STARTED

QUALITY AND EFFICIENCY IN OUR SUPPLY CHAIN



TRADITIONAL FRAMEWORK

QUALITY AND EFFICIENCY IN OUR SUPPLY CHAIN

● **Database Management:**

1. The Hospital has a proprietary database where it has all the products;
2. Each product has a numerical code and a description (which may or not be coincident with the product's commercial brand);
3. The measurement unit is usually the buying unit (example: box of 100 gloves);
4. Difficult traceability.

● **Peripheral Warehouses (Ward Stock):**

1. The central warehouse normally serves peripheral warehouses;
2. The supply process is based on physical requests made by health professionals;
3. The traditional way of managing these warehouses is through kanban (two-bin system) based on "perceived" lead time and on "perceived" consistency of usage.

● **Consumption:**

1. The products are either "consumed" when leaving the central warehouse or, at most, when leaving the peripheral warehouses.

THE PROBLEMS

QUALITY AND EFFICIENCY IN OUR SUPPLY CHAIN

- Patient Safety;
- Traceability;
- Supply utilization management;
- Predictability of demand;
- HR efficiency.



THE SOLUTIONS

QUALITY AND EFFICIENCY IN OUR SUPPLY CHAIN

- **Assuring efficiency in the process management:**
 - Virtualization of the supply chain to a system called Ekanban®;
 - Level of stock linked to demand;
 - Predictability of demand;
 - Opportunity to involve to VMI (Vendors Managed Inventory).
- **Assuring patient safety:**
 - Implementation of a BPoC solution (Pharmatrac®, Bloodtrac® and Milktrac®) to overcome process of weakness, allowing:
 - (A) Bedside scanning and usage of computerized database;
 - (B) Validation of prescription.



5 RIGHTS

QUALITY AND EFFICIENCY IN OUR SUPPLY CHAIN



RIGHT
MEDICINE



RIGHT
PATIENT



RIGHT
TIME



RIGHT
WAY



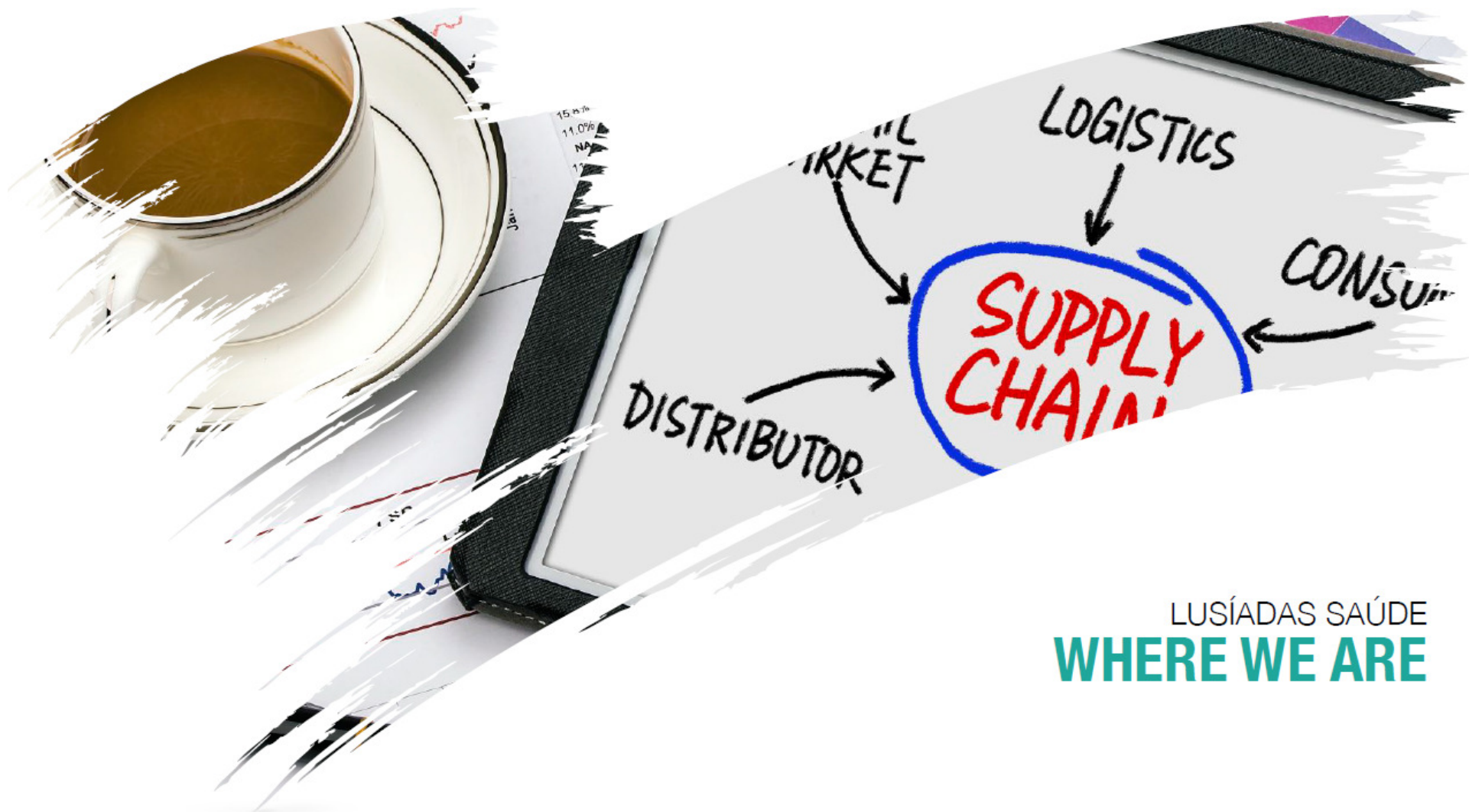
RIGHT
DOSAGE

(IM)PERFECT SOLUTION?

QUALITY AND EFFICIENCY IN OUR SUPPLY CHAIN

- Now that we have bar code scanning, what standards to adopt?
 - What standard would be most effective in preventing usage of counterfeit products and allowing traceability?
 - Given that:
 - (A) The healthcare industry has already recognized the importance of adopting a global standard and...
 - (B) ... the number of SKUs used in a Hospital is around 15.000...
- ... What standard would be most recognized by the healthcare industry?**

The solution... 



LUSÍADAS SAÚDE
WHERE WE ARE

DUAL FOCUS

WHERE WE ARE

QUALITY AND PATIENT SAFETY

DUAL FOCUS

EFFICIENCY AND SUSTAINABILITY

TECHNOLOGY AND INNOVATION

PHARMATRAC®

BLOODTRAC®

MILKTRAC®

+

EKANBAN®

+

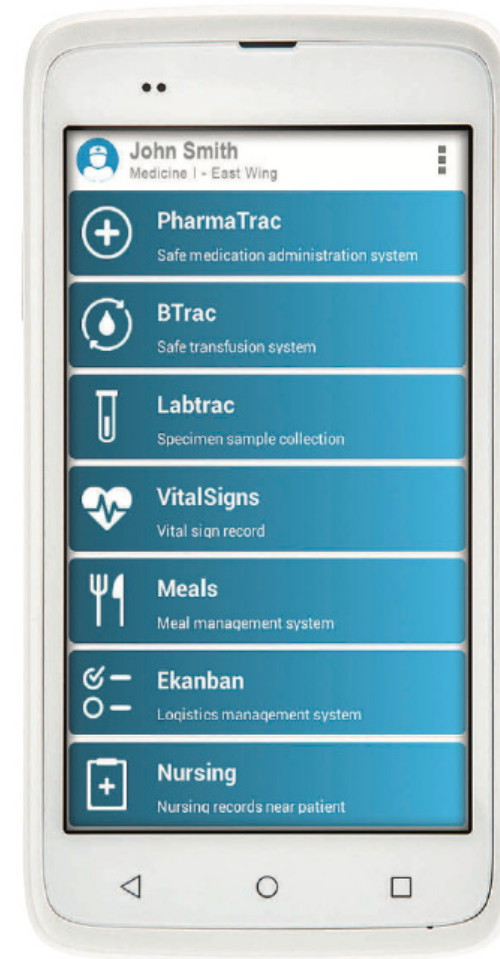


WHAT IS Mapp?

WHERE WE ARE



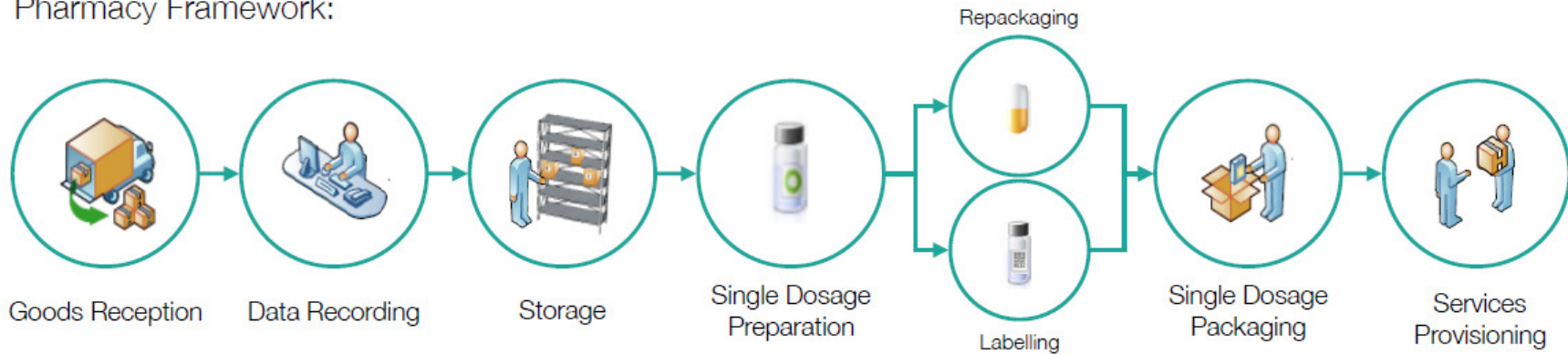
Mapp combines all nursing activities into a single handheld device, not only providing increased mobility and productivity but reassuring Patient Safety through Barcode Scanning.



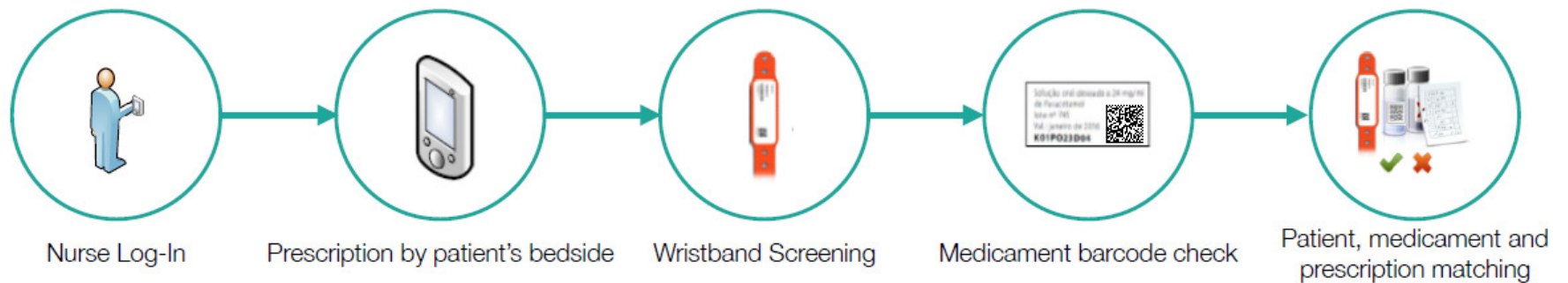
NEW FRAMEWORK

WHERE WE ARE

Pharmacy Framework:



Service Framework:



IMPLEMENTATION OF GS1 STANDARDS

WHERE WE ARE

In the Pharmacy or Warehouse....

... each product (drugs or other) is packed and labeled with a...

... **GS1 bar code.**



Active ingredient
Lot
Shelf life
Dosage
Laboratory/Supplier

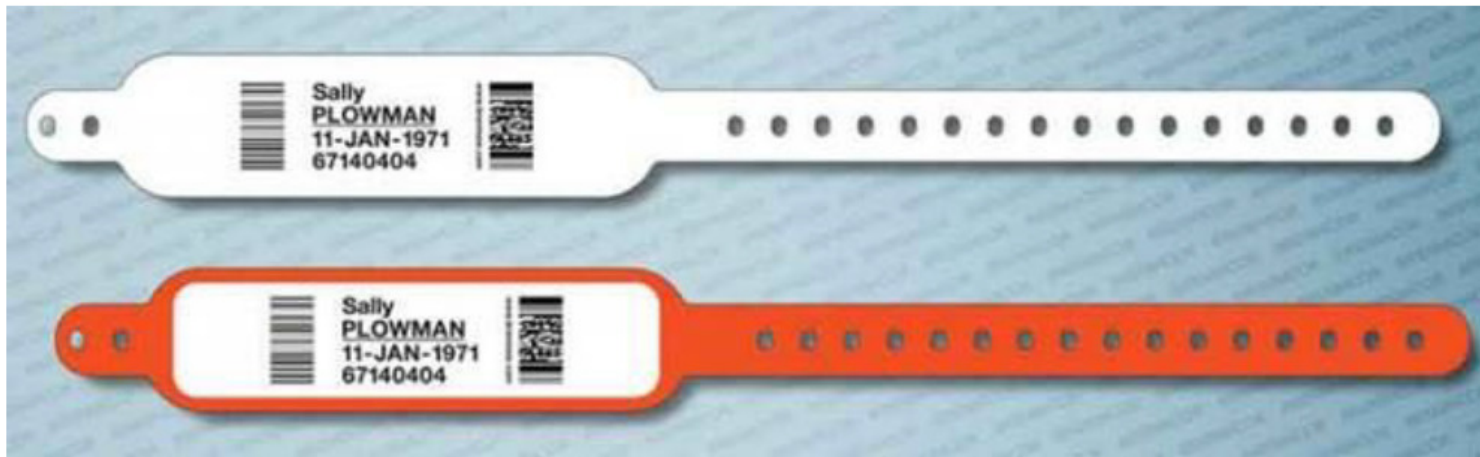
IMPLEMENTATION OF GS1 STANDARD

WHERE WE ARE

In Patient Admission....

... the patient is given a bracelet with an...

... **identification code.**



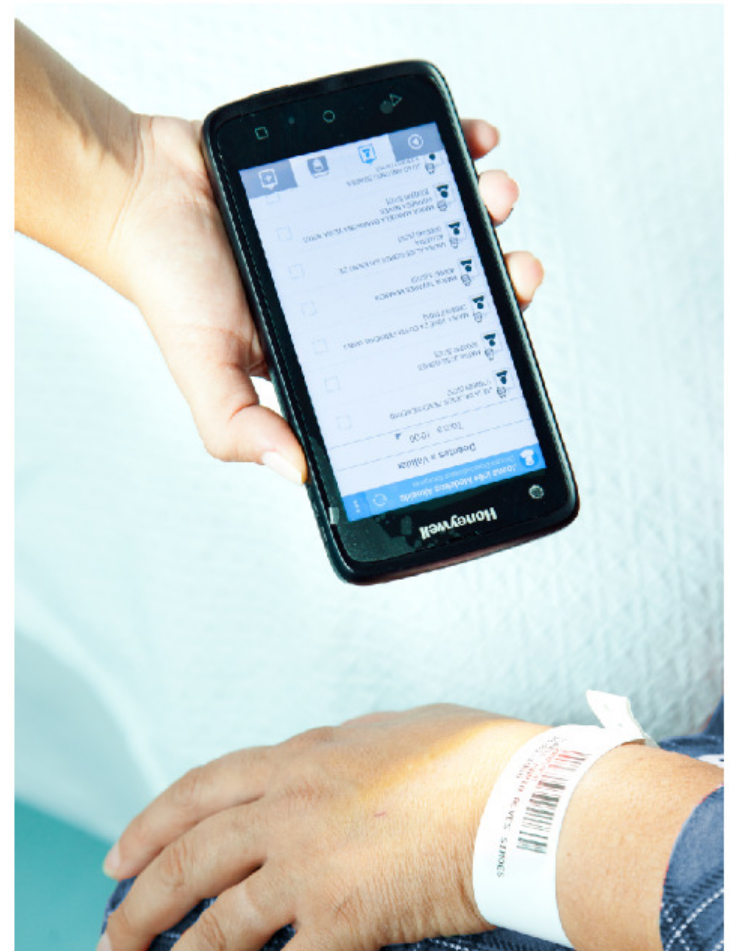
IMPLEMENTATION OF GS1 STANDARDS

WHERE WE ARE

In administering medication...

... each nurse uses a MAPP portable terminal, with allows:

- identifying her/himself;
- identifying the patient by reading the **identification code** of the bracelet



IMPLEMENTATION OF GS1 STANDARDS

WHERE WE ARE

During the barcode reading....

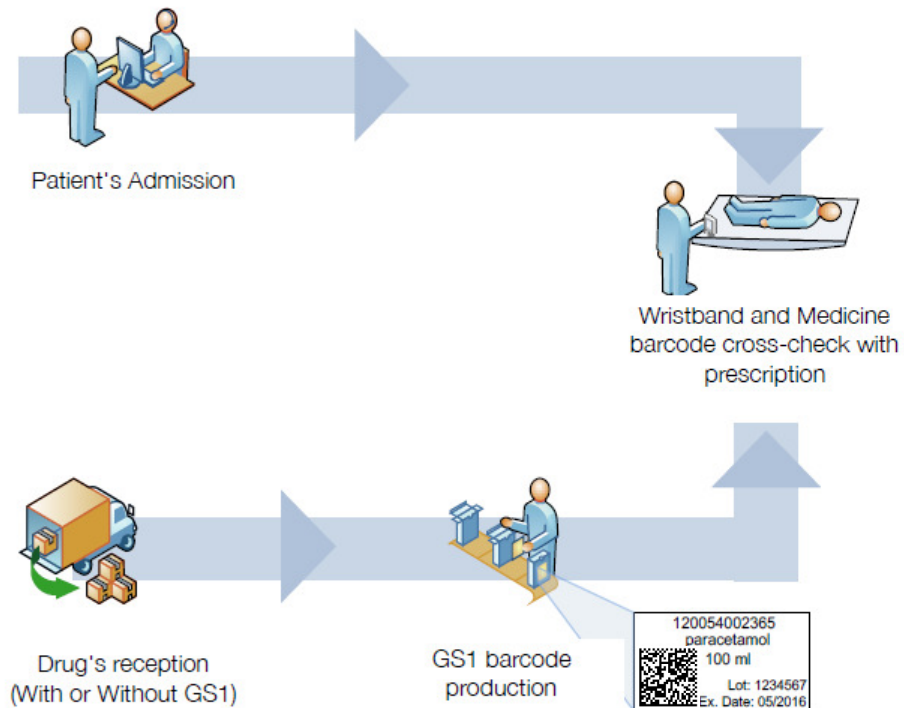
... the software compares the barcode of the medicine with the medical prescription...

... **alerting** when:

- the medicine doesn't match the prescribed one;
- the shelf life of the medicine expired;
- the dosage exceeds the prescribed one;
- the code does not match the selected patient.

IMPLEMENTATION OF GS1 STANDARDS

WHERE WE ARE



Treaceability from the moment of preparation until the drug is actually administered to the patient.

Regarding:

- Medicine;
- Lot;
- Shelf Life;
- Dosage.



World Health
Organization



Quality & Efficiency with GS1

Increased traceability and safety

Risk reduction in drug
administration

Reduction of costs, time and
waste



Lusiadas
Saúde

GET IN TOUCH

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