# What's Happening

A newsletter for the Maine Medical Center family

## Supply Chain Improvements Make Ordering and Delivery Faster, Easier, With a Focus on Patient Care

In the past year, significant process improvement efforts are under way to enhance how clinicians and other employees order supplies and how those orders are processed and delivered.

A significant initiative to improve workflow was the synchronization of Epic and Lawson item databases. Now the supplies available through EPIC have common descriptions in Lawson, assuring that the supplies clinicians need are the ones that are actually delivered. In another enhancement, deliveries are now "fast-tracked," so supplies get where they need to go more quickly and staff has more time for stocking units.

In conjunction with Sue Goran, Nursing Director, SCU, Deb Jackson, Manager, SCU, and students from Northeastern University, Supply Chain successfully piloted a color-coded system for organizing supplies on nursing units that has enhanced speed and ease of use for clinicians. Such partnerships have been critical to success. What seems like a simple fix to improve efficiency — moving a

printer from one department to another — actually required a well-coordinated effort with IS to remap thousands of supplies, equipment, and scanners to the new printer location. But the effort was worthwhile; the new location is easier for Supply Chain staff to access, and orders are processed more quickly.

The most significant change has been revamping what is known as the "fill or kill" requisition system. Previously, when orders were placed, Lawson was unable to see available items across all inventory locations. If Lawson could not find enough inventory, the order would be cancelled, or "killed." Despite significant intervention by Supply Chain to make the product available, clinicians often had to reorder supplies and supply techs struggled to untangle multiple orders. Following hours of intense work and collaboration, inventory is now accounted for when orders are processed. Orders that cannot be completely filled are backordered.

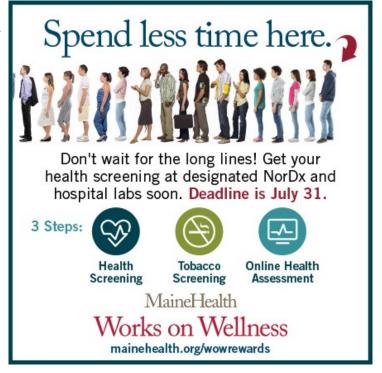
The new system is working. "We've increased efficiency

and decreased frustration," says Luis Soto, Vice President, Supply Chain. "We want everyone to get the supplies they need quickly and without some of the issues we've seen in the past."

Soto says the next initiative for his team is to create a direct interface between Epic and Lawson. Currently, when a clinician orders in Epic, a supply tech must reenter the order in Lawson. In the future, Epic orders will also go directly into Lawson.

Many of these issues were uncovered during a customer service survey. While the staff scored extremely high in terms of delivery of medical supplies, condition of supply rooms, and management, many system opportunities came to light.

"Customer service and improved efficiency is the number one goal of Supply Chain," says Soto.
"Clinicians are here to focus on patient care, and these changes give them more time to do just that."



### July Anniversaries



Kathryn Hale 15 Years

**45 Years** Mary Duffy, Radiology

#### 40 Years

Norma Meehan, Cardiac Surgery N Jean Tourangeau, R9

#### 35 Years

Mary Brennan, ASU Margaret Estee, PACU Cheryl Hall, OR Karen Littlefield, HR Andrew Perry, Oncology Maureen Spencer, R6

#### 30 Years

Beth Andreasen, PACU Martine Eon, Clinical Integration Nicole Irvin, R5 Nancy Jedrey, BBCH Maria Morrow, Outpatient Care Craig Nelson, IS

Ellen Rathbun, NICU

#### 25 Years

Tara Herman, P4C



Nicholas Haar 10 Years

Jane McPhillips, HIM
Jean O'Donnell, Cardiology
Eileen Shanahan,
Infection Control
Amy Strum, ED
Christena White,
Nutrition Services
Susan Willey,
Circulatory Disease

#### 20 Years

Karen Crockett, BMC
Christine Cyr,
Outpatient Care
Lesley Raley, Pharmacy
Sandra Ridel-Dermanelian,
SCU
Ann Marie Rintz, IS

Anne Cairns, BBCH

#### 15 Years

Jessica Charland, BBCH Colombe Cote, R1 Kathryn Hale, OR Carolyn Hall, IS Phuong Le, MMCRI Susie Leighton, Central Supply

Wendy Worcester, IS



Amber Richards
5 Years

Stephanie LeMay, IS Pamela Lucas, Radiology Vicki Michaud, Heart Cath Lab Angela Pecoraro, Radiology Jessica Reed, OR Karen Simone, Poison Control Angela Smith, R2 Angela Smith, SCU Erika Stone, HR Claire Stull, MMCRI Nicholas Trufant, **Nutrition Services** Melinda Walker, Family Birth Center

#### 10 Years

Deborah Barber,
Gibson Pavilion
Moshe Ben-Ami,
Distribution
Cynthia Brown,
Sleep Institute
Barbara Davis, P3CD
Stephanie Fogg, ED
Karen Frohlich, Pharmacy
Paula Gilbert, R2
Erin Godfrey, R2

Nicholas Haar, Pharmacy Laurie Johnson, Outpatient Care Jesse Knowlton, CICU Christina Maiorano, SCU Michele McLaughlin, Psychology Nathan Mick, ED Lawrence Nelson, IS Kimberly Nemec, Clinical Integration Tina Rantala, HR Shannan Reid, SSC Thomas Sharkey, Nursing Offices Danielle Skelton, ED Meaghan Wildes, SCU

#### 5 Years

Robert Anderson, ED Jennifer Bridge, IS Arnold Burchill, Security Nadia Casey,

Patient Care Services Courtney Frost, Finance John Gorham Jr., EVS Arlton Griffin,

Nutrition Services
Melissa Jipson, IS
Heather Lawler, OR
Kelly Marx, Anesthesia and
Pain Management
Margaret McDonough,
Nutrition Services
Dustin Morin, IS
Melinda Obertautsch, OR
Matthew Opacic, ED
Yonatan Resnick, Pharmacy
Amber Richards, ED
Daniel Svenson, REMIS
Lauren Walley, NICU
Tina White,

Family Birth Center



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