

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.”

Spend less time here.



Don't wait for the long lines! Get your health screening at designated NorDx and hospital labs soon. **Deadline is July 31.**

3 Steps:



Health Screening



Tobacco Screening



Online Health Assessment

MaineHealth

Works on Wellness

mainehealth.org/wowrewards

JULY ANNIVERSARIES



Kathryn Hale
15 Years



Nicholas Haar
10 Years



Amber Richards
5 Years

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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

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

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Martine Eon,
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Nicole Irvin, R5
Nancy Jedrey, BBCH
Maria Morrow,
Outpatient Care
Craig Nelson, IS
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25 Years

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Nutrition Services
Susan Willey,
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20 Years

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Christine Cyr,
Outpatient Care
Lesley Raley, Pharmacy
Sandra Ridel-Dermanelian,
SCU
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15 Years

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10 Years

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Sleep Institute
Barbara Davis, P3CD
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Karen Frohlich, Pharmacy
Paula Gilbert, R2
Erin Godfrey, R2

5 Years

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Courtney Frost, Finance
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Yonatan Resnick, Pharmacy
Amber Richards, ED
Daniel Svenson, REMIS
Lauren Walley, NICU
Tina White,
Family Birth Center



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