InnerTrack™ Receiving and Package Tracking: Anne Arundel Medical Center

Overview

Anne Arundel Medical Center (AAMC), a regional health system headquartered in Annapolis, MD, serves an area of more than one million people. Founded in 1902, AAMC includes a not-for-profit hospital, a medical group, imaging services, a substance abuse treatment center and other health enterprises. In addition to a 57-acre Annapolis campus, AAMC has outpatient pavilions throughout the region. AAMC is nationally recognized for its joint replacement center, emergency heart attack response and cancer care.

AAMC consistently receives awards for quality, patient satisfaction and innovation. The health system was recently named one of the nation's Most Wired® healthcare organizations, a designation recognizing the medical center's use of technology for an enhanced patient experience. AAMC is also on the US News & Health "Most Connected" list, Becker's Hospital Review Top 50 "Greenest Hospitals," making it the first hospital in Maryland to receive LEED status, and recently named to Supply & Demand Chain Executive's "Top 100" Projects.

The Situation

AAMC supply chain leader Dena Jackson, Director, Supply Chain and Sustainability, has focused on driving change since joining the organization in 2010. Jackson identified some key challenges in supply chain business processes, including:

- Minimal visibility with executive team
- Limited technology investments
- Mostly manual processes
- No staff increase to support growth within the organization, as well as scope of responsibility of the supply chain team
- "We've always done it this way" approach

Working with the existing framework, yet recognizing an opportunity for the improvement of both systems and processes, Jackson set out to:
- Elevate supply chain visibility
- Create value to the executive teams
- Automate everything possible
- Manage staff adoption of change
- Develop effective partnerships

The Challenges

AAMC had recently moved from a Meditech Enterprise Resource Planning (ERP) system to a new PeopleSoft solution, yet they were still dealing with legacy processes in a number of areas, including receiving and supply chain management.

"Before we implemented the InnerTrack™ solution, we were working from very manual, paper-based processes," said Dena Jackson. "Members of the receiving and supply chain teams were spending disproportional amounts of time handling things that should have been simple. Receiving was handling a lot of paperwork, supply chain was dealing with phone calls from staff members looking for incoming supplies, and managing the related tracking."

As packages came into AAMC, receiving team members signed for deliveries, but did not have specific information about what to expect within shipments. Every package would be opened and receiving would locate the packing slip to get the purchase order (PO) number. The team member would type the PO number into Meditech to receive lines from the PO, then print a paper receiving document that was routed with the supplies and signed for on hard copy when packages were delivered. This step was done for every line on a PO, even for multiple recipients if needed.

Jackson concluded, "We knew that to improve, we'd need to find a solution that would move us from paper-based work to an online solution that would be easy to implement, eliminate manual paperwork and keying, work with our new PeopleSoft system, and importantly, give us visibility to incoming packages throughout our entire internal process. Specifically, I was looking for a cloud-based system that used inexpensive mobile devices, and would be easy to manage without needing a lot of extra effort from our IT team," added Jackson. "In a health system, IT resources are always stretched. I knew a cloud-based system would help make implementation easy, would let us upgrade and scale as we needed without using more internal resources, and give us more flexible functionality."

"We wanted to eliminate as many of the old manual processes as we could." – Dena Jackson

The Solution

To help solve the challenge of legacy processes and technology, Jackson considered a number of available solutions, finally selecting the InnerTrack™ receiving and package tracking solution from Jump Technologies, Inc.

"We're a very collaborative organization, and we work to build strong partnerships both with our external vendors and internal teams. For this decision, supply chain, receiving and IT came together to select the solution that would best meet our needs. With the move from Meditech to PeopleSoft, we wanted to eliminate as many of the old manual processes as we could."

Jackson and the team at AAMC selected InnerTrack to help efficiently manage the movement of packages throughout the organization – automating manual processes, creating visibility, and documenting an electronic record of every transaction. As a cloud-based mobile solution, InnerTrack provides smart workflow to manage the receipt and tracking of materials, creating visibility to every incoming package from dock-to-destination.

Incoming deliveries are managed with a simple mobile interface on a smart device such as an iPod, iPhone or iPad. With visibility to the entire end-to-end transaction, web-based users can track the progress of deliveries anywhere in the hospital. Reporting capabilities provide real-time status based on the latest scans, so users can track route and delivery efficiencies, review integrated carrier details and analyze overall performance.

Installation, Implementation & Training

To get started with InnerTrack at AAMC, the JumpTech team worked with IT, the PeopleSoft implementation team, and resources within supply chain and receiving. JumpTech was onsite for go-live and team training.

At AAMC, InnerTrack users with a smart device and a LineaPro scanner begin capturing data at the loading dock, as packages are loaded off the delivery truck. Packages often arrive without a final delivery location designated on the outside shipping label, so InnerTrack integrates with major delivery carriers, including UPS and FedEx. As packages are scanned into the system, they are matched to the purchase order (PO) in AAMC's PeopleSoft system. InnerTrack identifies the final destination within the health system, prints a label for each box, and packages are staged for delivery, making routing and delivery faster and simpler. Once loaded onto carts for delivery, packages assigned to each route are scanned, creating tracking of the package as it's routed within the organization.

As contents of packages are validated against PO data, completed POs can be instantly closed for processing and payment. POs with line items not yet delivered are easily visible so they can be managed.

Rande Cady, Manager, Supply Chain Analytics at AAMC was involved in both the implementation and training, and commented that "The receiving techs really do love it. They were excited to be involved in something new."

Benefits and Results

"We're in the early stages of our new receiving processes and very pleased with the results," said Jackson. "Immediately, we saw the benefits of being able to track everything electronically. As soon as we went live, we started receiving tracking emails – I shared one with our CFO Bob Reilly, who noted how beneficial it will be to our organization to have electronic documentation and tracking, with such high levels of visibility."

"We're seeing great buy-in from the team and users who are involved in InnerTrack. The receiving team has expressed great pride in the successful implementation of the new system and in being leaders in adopting new business processes. They are proud of their new system and look forward to growing it's applications to their business."

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Jackson continued, "We've begun putting new KPIs in place to measure results and I believe we'll see great increases in productivity and accuracy. With InnerTrack, we'll have visibility to all incoming shipments from our dock to the final internal destination. As users throughout the organization begin tracking the status of their incoming supplies, we'll see calls to supply chain decrease and more time dedicated to more strategic supply chain efforts. We'll also recognize the many benefits of electronic chain of custody/proof of delivery for our internal auditing processes."

In Summary

"Moving forward from old legacy processes has brought many positive changes at AAMC," said Jackson. "Our organization is committed to excellence in patient outcomes, and supply chain has an impactful role in that goal. Greater automation, more accuracy and enhanced visibility will help us advance efforts toward understanding cost, quality and outcomes, and allow us to use both human and technology resources to have the greatest impact on the services we deliver."

For more information about Jump Technologies, visit www.jumptech.com.