

SUCCESS STORY

LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST



ZEBRA



NHS Hospital Trust Delivers Industry First, Deploying Zebra's MC18 Personal Shoppers For Scan To Patient

ABOUT LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST

Lancashire Teaching Hospitals NHS Foundation Trust (LTH) provides health and wellbeing services for a population of more than 1.5 million and employs approximately 6,500 members of staff. The Trust balances the provision of highly rated specialist services with providing acute services in Lancashire and South Cumbria.

Challenge

LTH has been working hard on GS1 compliance in line with the Department of Health's regulations to ensure the correct identification, capture and sharing of key information relating to products, locations, assets, patients and more in the NHS. Previously LTH had time-consuming, sometimes inaccurate, manual stock checking and reordering processes in place, on a department-by-department basis. And, although LTH could track products it was purchasing, through procurement, it did not have an accurate overview of which products it was using and inventory. LTH has been working with partner Ingenica for four years now, to evolve its supply chain practices.

Together they have been investigating ways in which LTH can save costs and improve efficiencies across its sites. Once LTH decided to deploy Ingenica 360 software, which was the first GS1-compliant healthcare-specific inventory and supply chain management system on the market, it needed to equip its staff with the most user-friendly and reliable devices for the solution, in line with the different departments' requirements. Following extensive research, Ingenica recommended Zebra's MC55 Mobile Computers and Zebra's MC18 Personal Shoppers; although the latter are traditionally used in the retail environment, Ingenica could see their absolute suitability for LTH and the benefit of introducing a recognised shopper-like experience for clinical staff adopting the system.

Solution

LTH has now deployed Ingenica 360 at its two sites, Royal Preston Hospital and Chorley and South Ribble Hospital. Most departmental staff on the wards and store areas access Ingenica 360 via Zebra's MC55

SUMMARY

Lancashire Teaching Hospitals NHS Foundation Trust

Customer

Lancashire Teaching Hospitals NHS Foundation Trust (LTH)



Certified Solution

Partner

Ingenica Solutions Ltd

Industry

Healthcare

Challenge

When LTH decided to deploy an automated stock control and reordering system, it needed easy-to-use, reliable, future-proof scanners

Solution

- Zebra MC18 Personal Shoppers
- Zebra MC55 Mobile Computers
- Ingenica 360 Full IM including Atticus™ Software
- Zebra's SOTI® MobiControl™
- Zebra HC100 Wristband Printers
- Zebra Z-Band Direct Thermal Wristbands

Results

The total solution is delivering significant benefits:

- £5 million of balance sheet adjustments recovered through stock visibility
- Improved stock and data management
- Time savings of 10,000 clinical hours, which equates to 12 full-time employees annually
- 25% reduction in stock holdings, which has freed up rooms for clinical use
- Improved reliability, greater transparency and increased visibility in the Trust's supply chain
- Reduction in consignment stock holding by 35%
- Minimised wastage
- Improved patient care

Benefits relating to the MC18s:

- Very positive user feedback
- Easy-to-use, recognised device, seamlessly transferrable to the healthcare environment
- Light, ergonomic design with a small footprint and excellent battery life
- Reliable first-time scanning

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for stock movements, distribution, goods receipt and inventory checks.

However, teams in diagnostic areas, such as the modern x-ray department at Royal Preston Hospital, are using Zebra's MC18. X-ray clinicians start the procedure by scanning the GS1-compliant barcode on the patient's wristband or on the duplicate wristband attached to the patient notes. Then, every time they administer any item or medication to a patient or open an item in a sterile wrapper, for example, they scan that barcode. This information is wirelessly uploaded onto Ingenica 360, which in turn relays it to LTH's QlikView® data discovery platform. In this way there is an easily accessible, detailed and accurate history of all products and procedures, and associated costs, used on each patient: critical from both a hospital and a supplier's point of view, in case of a product recall, for example. Correct stock levels are also kept up to date in real time, to enable efficient and timely reordering and on-site stock movements and replenishments.

LTH also uses a range of other Zebra products, including Zebra HC100 Wristband Printers and Zebra Z-Band Direct Thermal Wristbands, for GS1-compliant patient-ID. Users again praised the reliability and ease of use of these printers. Finally, all devices on site at LTH are remotely managed, updated, supported, secured and tracked by Ingenica via SOTI MobiControl.

Results

The MC18s are perfectly suited for operation in the x-ray department; staff like and use them, as they are very light and portable, easy-to-use, reliable and have a long battery life. Moreover individual x-ray rooms are usually too small to house a PC: another reason why MC18s, unlike standard USB scanners which need to be connected to a computer, are ideal for this department. Following the success of this deployment, MC18s will now also be rolled out in the x-ray departments in Chorley and other departments, such as endoscopy.

Meanwhile Ingenica has deployed other NHS sites with Ingenica 360 running on Zebra's TC70 Touch Computers and is also looking at Zebra's TC51-HC Touch Computers; LTH will probably follow suit and update its fleet of MC55s with one of these models in the future.

The usability, robustness and reliability of the Zebra devices have all been key to the success of this project. The total solution, driven by the optimal user uptake, has allowed a huge improvement in product traceability and visibility into what clinical and product choices are driving costs within the NHS. Wards can assess monthly costs and diagnostic departments can monitor individual patient level costing. More importantly, the solution has released clinical time back to departments and ensures patients receive the right care, the right product, at the right time.

"With any new system, user adoption is the key to success. Our staff had previously used manual processes, so it was a huge cultural and technical change when we decided to deploy Ingenica 360 software for inventory and supply chain management. Ingenica realised that, for staff acceptance, we needed robust, reliable and, most importantly, easy-to-use scanners. The NHS uses a lot of solutions from Zebra Technologies, so we were more than happy to follow Ingenica's recommendations of Zebra's mobile computers and the MC18 scanner; although traditionally for the retail sector, our x-ray department teams have adopted the MC18s as their own. The MC18s are easy-to-use, reliable, flexible and light. The total solution has delivered massive cost and time savings, which have been passed on to frontline care, and ensures we are GS1 compliant."

Deborah Watson,
Deputy Supply
Chain Manager, LTH

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