

CHRISTUS Trinity Mother Frances Achieves Lower Inventory Costs

Case Study

Practice Profile

- CHRISTUS Trinity Mother Frances
- Location: Tyler, Texas
- Hospitals: 7
- Health Clinics: 37
- Size: 593 beds, 4,500 employees
- HealthLine Customer Since: 1996

Results: Reduced nursing inventory cycle to once per week, and the nurse capture rate increased from 35% to 97%. Two new wings were added with no supply staff increase.

Excelling at Both Care & Cost Efficiency

Recognized as one of the nation's 100 Top Hospitals®, CHRISTUS Trinity Mother Frances Health System has been a leader of acute and specialty care across the East Texas region for 75 years. As a faith-based organization, its mission is to enhance community health through service with compassion, excellence, and efficiency.

Despite decades of successful patient care, the leadership team knew that the organization's supply chain management technology was painfully out-of-date and required a robust update to drive down inventory costs, the 2nd-biggest expense for the organization, as well as related labor.

Associate Vice President of Supply Chain Todd DeRoo was concerned that the existing sticker system was only capturing 35% of materials being input or charged — dramatically obscuring the true lifecycle of overall inventory management throughout the system as well as leaving money on the table from loss and waste.

Increase Efficiency & Bring Supply Chain Into the Future

Driven to increase overall efficiency and bring supply chain management into the future, Todd worked with a cross-functional team to uncover the best solution to usher the health system into its next age of supply chain management securely and seamlessly, ultimately yielding several core requirements from the group:

- Solution had to be simple and straightforward for caregivers to prevent any distractions from patient care, the heart of their mission
- Ability to interface with other software solutions was required
- Solution needed to be built for flexibility, growth, and durability, ensuring investment performance in the short and long term

Finding the Right Fit

After consulting with clinical, business, and technology stakeholders, Todd and his team prioritized finding an inventory tool that interfaced effectively with existing investments. The group was leaning toward a popular closed-system tool familiar to the nursing staff. However, a trusted colleague pushed Todd to explore another option: HealthLine Solutions. Todd shares, “He said before you buy anything, you need to take a look at this company. So I did.”

Impressed with the HealthLine Solutions portfolio and flexibility, the team decided to perform a month-long evaluation comparing HealthLine Solutions VisCIMS and the default closed-system tool. As they evaluated both side by side, they realized that closed systems’ higher costs didn’t translate into real value.

The team was committed to helping the hospital get inventory right - improving the flow of both supplies and critical usage data. Even where items weren’t being reimbursed, the simplicity of HealthLine ultimately made it the ideal tool for pure inventory management for two critical reasons:

- ⦿ The flexible solution architecture plugged into everything from central supply to high-profile OR locations
- ⦿ Technology requirements included effortless integration and worry-free dependability, and VisCIMS relied on tried-and-true barcode technology

Driving Outcomes Through Insight & Efficiency

The simplicity of integrating VisCIMS into the existing infrastructure led to a rapid adoption. In present day, the technology is actually deployed across all nursing units, cath Labs, GI labs, dialysis centers, as well as pre-op and post-op surgery units, monitoring thousands of products and paying off big benefits for Todd and his team.

For Todd and team, the results were both immediate and immense. “You barcode it, you hang up your scanner; you’ve again decremented your supply and you’ve charged the patient. It is such a simple process that we have strong compliance. In the month of July, we just looked at our report, we had the strongest month ever. We had a charge capture rate of 97%. That’s phenomenal.”

Decision-makers are also leveraging analytics driven by all-time high compliance rates, and it’s given them the information to drive and report on key strategic initiatives such as renegotiating supplier contracts and consolidating vendors — efforts that have lowered the daily cost of patient care.

From the board room to the hospital floor, there’s simply a new confidence and understanding of how to further drive new levels of efficiencies and care throughout the hospital system. Empowered by the ability of VisCIMS to transform their supply chain management, CHRISTUS is also actively exploring how HealthLine Solutions next-generation Windows-based NuSIMS technology can further modernize their inventory platform, ensuring even better care and stronger bottom lines.

“Now we only do cycle counts for losses on our nursing units once a week. We used to do five days a week, then we went to three, and then two, and then one.”

— Todd DeRoo, Associate VP Supply Chain, CHRISTUS Trinity Mother Frances