

Central Florida Health Modernizes Supply Chain Management

Case Study

Practice Profile

- Name: Central Florida Health
- Location: Central Florida
- Hospitals: 2
- Size: 605 beds and growing
- HealthLine Customer Since: 2014

Results: Nursing staff on track to achieve 90% utilization due to the solution's intuitive interface. Decision-makers have gained new visibility into operations, driving efficiencies to reduce labor and supply costs.

Growth, Modernization, and Kanban

The most comprehensive health provider in its region, Central Florida Health (CFH) has been serving patients for over 50 years. The challenges of supply chain management for the organization had compounded due to dramatic growth. As Supply Chain Manager Jennifer Kehde explains, "We're constantly building, expanding, and increasing our services. Our second location, The Villages® Regional Hospital, has actually tripled in size since opening in 2002."

Though CFH has always offered cutting-edge medical services, its legacy inventory management system was outdated and not scaling to match the system's growth. However, it was this same continuous expansion that finally gave Jennifer the opportunity to update their entire inventory and supply chain management ecosystem. New construction at The Villages fostered frank discussions about the lack of analytics with existing tools as well as the chronic lack of compliance due to clunky, time-intensive interfaces. More important, this construction opened up critical budget dollars that would support an inventory management upgrade for the entire network, not just the one site. But despite this good news, the CFH team faced several key challenges, including:

Finding the Right Partner

Committed to a system-wide overhaul, the CFH team knew their decision would have significant implications for years to come. Determined to find the best solution for both CFH's aggressive growth pattern and cost-saving needs as a not-for-profit entity, the team ultimately selected HealthLine Solutions VisCIMS™ after a rigorous vetting process for four critical reasons:

- Ease of use – intuitive interfaces that make inventory control second nature
- Kanban capabilities – only vendor offering this supply methodology
- Highly configurable – tooled to fit CFH's unique needs
- Cost – the perfect marriage of key functionalities and economy

Poised for Growth and Easy Scalability

Always cognizant of CFH's accelerated fiscal deadline for installation, HealthLine Solutions worked relentlessly with the supply chain team and other staff to quickly configure and implement VisCIMS across the network. The need for a few more configurations was identified in the early testing of CFH's unique environment, and an additional surgery area and cath lab were added to the project scope. Despite these additional needs, VisCIMS was fully operational 10 days ahead of schedule. The team also appreciated HealthLine staff's flexibility during early implementation. "They were very patient, very helpful, very positive through the whole thing. We had days where we'd go to a supply room expecting to install, but the network jack wasn't live or it was on a different LAN line — those kinds of things. But they just worked their way around any issues and just got it done."

The solution now serves as the backbone for all supply chain management in CFH's day-to-day operations, delivering key insights to the right people at the right time and freeing caregivers to focus on patients, not on tracking down supplies. The VisCIMS solution has provided:

- ◉ Ease-of-use and reporting visibility that helps enable inventory savings and labor efficiencies across the system
- ◉ Steadily increasing compliance rates thanks to an intuitive user experience that doesn't take time away from patient care
- ◉ Ability to pinpoint compliance trouble spots by exact location and even individual

"After evaluating several systems, we found VisCIMS to be of superior quality as it includes a kanban application. The other systems we considered didn't have that functionality at all."
— Jennifer Kehde, Central Florida

CFH has also enjoyed the benefits of adding the much-anticipated kanban to their inventory control workflow. Victor Rodriguez, Administrative Director of Supply Chain, relates, "Kanban was unheard of here a year ago collectively. Now we've done a dozen or so kanban locations, achieving one of our main goals. Kanban is pretty easy to implement, particularly so with HealthLine. And it helps staff spend less time on inventory tasks and eliminate stock-outs."

The team also rests easy with the support and service CFH receives well past initial implementation. Follow-up occurs on a routine basis, and all upgrades have gone smoothly and received positively. Any other issues have near-instant resolution.

Ultimately, CFH is now confidently prepared for upcoming waves of growth and expansion, trusting in HealthLine Solutions as their inventory and supply chain management partner.

"The ease-of-use for the staff has been game changing, and the data I have now helps drive us toward our compliance and cost-savings goals. The information and custom data I can now access has brought us light years from where we were."
— Jennifer Kehde, Supply Chain Manager, Central Florida Health