

Lee Memorial Health Deploys HealthLine Against Growing Inventory

Case Study

Customer Profile

- Lee Memorial Health System
- Location: Florida
- Acute Hospitals: 4
- Specialty Hospitals: 4
- Outpatient Centers: 14
- Size: 1,423 Beds
- HealthLine Customer Since: 2004

Results: Lee Memorial has added 349 hospital beds since first implementation, and their HealthLine Solutions technology has easily scaled, now tracking 90 percent of total inventory.

A Growing Inventory Challenge

Lee Memorial Health System is dedicated to meeting the healthcare needs and improving the health status of the people of Southwest Florida. As Lee Memorial has grown its organization and patient network through acquisition, expanding facilities and services to serve the community, they have faced a familiar IT challenge. How could they integrate dissimilar supply chain systems, especially when one system was hurtling towards obsolescence at a quick pace? They turned to the experts on the ground, nursing staff, and heard one message: point-of-use was the way forward.

Working with staff at existing and newly acquired hospitals, Lee Memorial searched for an open point-of-use system to replace the current technology patchwork. They needed to address several core challenges, including:

- Connecting inventory to patient charges and other data points
- Ensuring platform stability and easily customizable interfaces
- Finding a solution that was simple to use, support, and scale

The difficulty was finding a tool that was powerful enough to meet evolving inventory needs going forward but simple enough for immediate deployment with minimal disruption and no increased IT workload.

The Beginning of a Long Partnership

Lee Memorial's supply chain leadership and IT leaders knew the selection was critical, especially in the face of rapid growth. The decision they made would guide inventory management practices for a long time going forward, reducing cost and boosting efficiency while ensuring the right supplies were always at hand. After thorough investigation and consideration, Lee Memorial chose VisCIMS™ from HealthLine Solutions for three critical reasons:

- Solution simplicity – reliable technology foundation
- Focused flexibility – precisely engineered software, open-ended interfaces
- Industry expertise – helped solve change management challenges

Designed to Work, Built to Grow

Ultimately, while the technology was the deciding factor, it was the HealthLine team's experience and attitude that made all the difference, giving Lee Memorial the confidence they needed to proceed.

“They were just so knowledgeable about healthcare in general that they could offer solutions throughout the process, and their implementation team could actually put them into practice.”

— Terry Marsh, Supply Chain Manager, Lee Memorial Health System

From the start, HealthLine Solutions worked closely with Lee Memorial's technology, clinical, and supply chain teams to design an implementation that could be rolled out as a configurable template to new hospitals and locations. VisCIMS would form a critical link between daily point-of-use operations and their enterprise-wide supply chain solution that couldn't currently meet specific healthcare needs. The VisCIMS solution provided:

- ⦿ A user experience designed to take less time and effort from caregivers
- ⦿ Data interfaces that could easily be connected to patient and financial information systems
- ⦿ The confidence that no matter what, the system would always be ready and available

The system was up and running in almost no time. And, as Lee Memorial IT leader Jeff Ward noticed, HealthLine Solutions didn't leave until everybody signed off. “The people from HealthLine actually rolled up their sleeves and stood side-by-side and made sure all the devices were working. They walked the floors night and day, making sure the nurses were happy with everything installed.”

The solution now serves as a critical source of accurate, up-to-date information on the flow of inventory throughout the entire healthcare system, tracking up to 90 percent of inventory flowing across all locations and teams. Caregivers get the supplies they need, material managers get better peace of mind, and leadership has instant visibility into the information that really matters.

The team at Lee Memorial continues to lean on HealthLine Solutions' experience and expertise. New features like kanban and continued customer-driven product improvements mean that Lee Memorial will continue to be an industry leader in healthcare supply chain management well into the future, supported by the HealthLine team and technology. New implementations continue, even into non-traditional areas such as linen tracking. Each deployment is as easy as the first, just as Terry, Jeff, and the rest of the Lee Memorial team expect.

“Typical implementation? They're in and out in a week. We recently did an upgrade in three days' time. It was really one person and myself. I just kind of walked around with him and made sure he didn't get lost.”

— Terry Marsh, Supply Chain Manager, Lee Memorial Health System