



Transportation Management

Designed for Healthcare

A world-class
healthcare supply
chain requires
**world-class
logistics**



Whether it's med-surg replenishments to the hospital or a critical patient specimen that needs to be delivered to the lab within 1 hour, logistics is everywhere, and costs something – about 25% of the total cost of supply chain operations in fact. Despite this, most healthcare organizations never properly account for or manage those costs.

With rapidly increasing points of care, along with tightening government regulations, how long can your organization run without a well-designed and well-managed centralized logistics plan that makes sure deliveries happen when they should, as they should, and in the most efficient, cost-effective way?

moveIT brings together the best practices of world-class couriers to manage delivery networks specifically for health systems and hospitals. It helps them drive down logistics costs with a single, centralized, easy-to-use transportation management system.

Logistics for **all stakeholders**



CUSTOMER

A simple and accessible portal offers customers real-time information about inbound orders, and insight into dynamic delivery statistics.



DRIVER

All driver activities and movements are captured via mobile devices; these devices likewise guide drivers through daily routes and special pickup instructions.



DISPATCHER

A control tower provides the dispatcher with delivery status alerts, workload backlog and driver activity updates.



SUPPLY TECH

Hospital replenishment orders are easily routed and tracked, enabling complete visibility into deliveries in transit and those fulfilled.



MANAGER

Performance metrics and scorecards provide an overview of delivery network activity, highlighting problem areas and preventatively flagging any latent or emerging issues.

Healthcare-focused

moveIT has been conceived, developed and deployed specifically and exclusively for the healthcare industry, exactly responding to the unique needs of the delivery networks of hospitals and health systems, including the specific accountability and security requirements needed to manage hospital and health system transportation networks.

TECSYS recognizes that there are many different parties involved in healthcare logistics (clinicians, supply chain, transport); moveIT offers features tailored to each logistics role within a health system, collectively leading to world-class customer service and world-class patient care.

Quick to implement but able to grow

Because each individual healthcare organization has its own set of challenges and priorities for logistics management, moveIT suits healthcare transportation operations of any volume or complexity, and requires minimal user training. It is quickly and easily adoptable through simple step-by-step phases, each building on previous progress, and each providing value on day one of implementation. This allows health systems and hospitals to implement moveIT and build toward world-class transportation performance at their own pace.

A comprehensive, end-to-end solution

Healthcare logistics has a far reach – both within the walls of a healthcare organization and beyond. It touches and is touched by numerous departments and individuals. moveIT effectively addresses every link in the logistics chain because missing even one key player or component opens the door to significant risk.



Three **critical areas** of healthcare logistics

Logistics is an area of significant cost and waste in healthcare, but most hospitals and health systems are unaware that they are losing millions annually in easily avoided expenses. Proper management in the movement of healthcare goods has a significant role in reducing risks to patient outcomes, satisfying drug tracking regulations and eliminating liability due to breaches of patient privacy. Top performing healthcare organizations take a proactive stance in managing their logistics with a well-considered, cohesive plan that manages all the movement of goods throughout the entire network of healthcare facilities.

In today's environment, where healthcare organizations are facing declining revenues and reimbursements, coupled with pressures to improve quality of care, they can no longer ignore the hidden cost of logistics. Healthcare industry leaders using moveIT have demonstrated how to provide security and accountability for all aspects of logistics, and open a portal for clinicians and managers alike into exactly what is going on and where everything is. Over and beyond cutting costs and improving operational efficiency, this ultimately enhances patient care quality.

Warehouse



The tracking and control of the movement of purchased goods into and out of health system warehouses or hospital store rooms is the central hub for managing healthcare supply chain logistics. Maintaining a complete and secure chain of custody with full visibility of all replenishments and orders, from controlled substances or high cost items all the way to simple but critical items like gloves or masks, moveIT will ensure that everything gets to the right destination at the right time, flawlessly.

Hospital



Many healthcare logistics operations used to deliver 'to the hospital dock', and once there, the goods were no longer a courier problem. That trend is changing quickly as ownership of logistics follows everything in motion all the way to the point of consumption. Answering that difficult "where's my stuff" customer question with "I dropped it on the dock" is not a good enough answer today. To accommodate these new demands, healthcare logistics leaders are applying best practices from courier and supply chain industries to management of the movement of goods inside the hospital or clinic. With moveIT, it is possible to take your logistics that last mile, right to the hospital department storeroom or all the way to the surgeon's office, and ultimately to provide the level of service your customers are expecting.

Courier



On average, 80 percent of healthcare logistics volume is comprised of hospital and clinical items that are used by services performed within the clinical environment. These "clinical service items" include patient specimens, records, print shop, mail, IT equipment, lab supplies, linen and laundry, biohazards, food trays and so forth. Approximately 95 percent of a health system's logistics dollars are spent on managing these non-warehoused items by the health system's 'courier' operation. Consolidation of this diverse range of clinical services into a single courier operation logistics plan, where one driver performs many services at a single stop rather than many couriers each performing a single service, creates huge efficiency gains.

The cornerstones of a **world-class healthcare courier**



SECURITY AND ACCOUNTABILITY



VISIBILITY



EFFICIENCY

The three cornerstones of a world-class healthcare courier operation are security, visibility and efficiency. By handling critical goods with these core values framing its operations, a health system safeguards its logistics against liability and risk, provides its clinical staff access to critical information, and simply controls its logistics spend. Every health system must move patient specimens with temperature and time control, package patient records properly with complete chain of custody and secure clinical receipts with full visibility and proof of delivery. Whenever logistics are in play, these three tenets are guiding principles for world-class operations.

One example of logistics liability is the mismanagement of logistics for used IT equipment, including laptops, as a significant source of healthcare data breaches. Proper planning and logistics management of the chain of custody of used IT equipment is often a serious area of liability for a health system.

- In January 2016, loss of a laptop from Premier Healthcare's Billing Department, a Bloomington based physician-led multispecialty provider healthcare group, affected over 200,000 patients.¹
- In March 2016, loss of a laptop from a doctor's office in the Imperial Valley Family Care Medical Group led to the loss of protected health information, including names, addresses, dates of birth, health information and Social Security numbers.²
- In December 2015, loss of a laptop belonging to an employee of Valley Hope Association, a Kansas-based non-profit that provides drug and alcohol addiction treatment, resulted in the theft of 52,076 patient records.³

68%

Since 2010, 68 percent of all healthcare data breaches have been due to device theft or loss.⁴

How are you managing the logistics of used IT equipment?

¹ Premier Healthcare reports possible data breach after laptop is stolen, WTTV, March 8, 2016

² Hackers Access EHR Data in Potential Healthcare Data Breach, Health IT Security, May 19, 2016

³ Stolen Laptop Leads to Possible Healthcare Data Breach in KS, Health IT Security, March 9, 2016

⁴ 68% of Healthcare Data Breaches Due to Device Loss or Theft, Not Hacking, HIT Consultant, November 4, 2014

Security and accountability

Security and accountability throughout your entire delivery network is the most important qualification for a world-class healthcare courier. A dependable operation where everything that is picked up is delivered to exactly the right place at exactly the right time and be handled in the right way is paramount to success. Short of this, and your customers will quickly find alternate sources for their logistics. moveIT has a razor-sharp focus on recording everything that happens throughout all the hospitals, clinics and on the road, every move, every pickup, every delivery, every time.

From pick-up to drop-off, everything that happens to an order is recorded and tracked throughout the delivery cycle, ensured through signature or employee badge proof-of-activity and real-time mobile traceability. Sensitive patient records or controlled drugs sealed in a delivery container are managed as a sealed box, tote or cage throughout the transportation process ensuring that they arrive exactly as they were picked up.

Visibility

Being able to reliably answer that age-old question, "where's my stuff?" is vital to your success as a world-class healthcare courier operation. Today, you are being measured against commercial courier benchmarks, and saying "it's in transit" or "on it's way" are simply not good enough and your customers expect more. moveIT brings all the best principles of a UPS or FedEx to your operation; from a web-based, self-service portal offering shipment tracking for internal and external users on one end, to a customer self-service call for package pickup that automatically syncs up to your driver's mobile device on the other, moveIT provides all the visibility your customers demand.

Efficiency

Efficiency throughout the entire chain of delivery is a critical driver for sustainability in the new healthcare logistics landscape; by managing the pre-sortation of deliveries into totes and onto pallets, moveIT gives drivers the ability to deliver many orders and packages with a single scan. Using advanced routing techniques, moveIT will manage the sorting and staging groups of orders and packages to similar destinations, driving significant efficiencies and accuracy gains in downstream deliveries.

Providing the driver with all the detailed work instructions at every stop on his route allows that driver to perform many different tasks at every stop, maximizing efficiency and removing miles and time off the route. Understanding everything that is picked up and delivered while on-route means that both driver and vehicle resources are properly assigned, with the right-sized vehicle on every route and the right number of stops on a driver route to provide the best level of customer service while maximizing your fleet efficiency.

About **TECSYS**

TECSYS is the leader of supply chain management solutions for health systems. TECSYS' robust software and industry expertise enable health systems to transform their Consolidated Service Center, Transportation, Point of Use and Operating Room into efficient supply chains; saving millions of dollars, gaining total inventory visibility and freeing up clinicians to focus on quality patient care.

As a result, TECSYS has been recognized by Gartner that, "It [TECSYS] has dominant market share, it is highly regarded and is involved in most of the conversations for CSCs (Consolidated Service Centers) forming today."¹

For over thirty years, TECSYS has been providing supply chain management solutions. The Company employs a seasoned team of experts who have extensive experience in supply chain management and in deploying TECSYS' technology in high-volume distribution environments, enabling customers to significantly streamline logistics operations, reduce costs and improve customer satisfaction.

Every day, TECSYS' employees help a supply chain across North America improve performance and deliver better service to customers. TECSYS' foundation is a strong core of employees with expertise and experience who differentiate the company on the competitive landscape.

TECSYS' dominance in health systems is not just about robust software technology; it is more about extensive expertise, experience and industry know-how that enable health systems to be totally informed before, during and after their supply chain transformational initiative.

¹ Gartner: To CSC or Not to CSC...that is the Question for Healthcare Providers report by: Eric O'Daffer, Hussain Mooraj.



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1 Place Alexis Nihon, Suite 800, Montreal, QC, Canada H3Z 3B8

www.tecsys.com // info@tecsys.com // Phone: 514-866-0001 // Toll Free: 1-800-922-8649

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