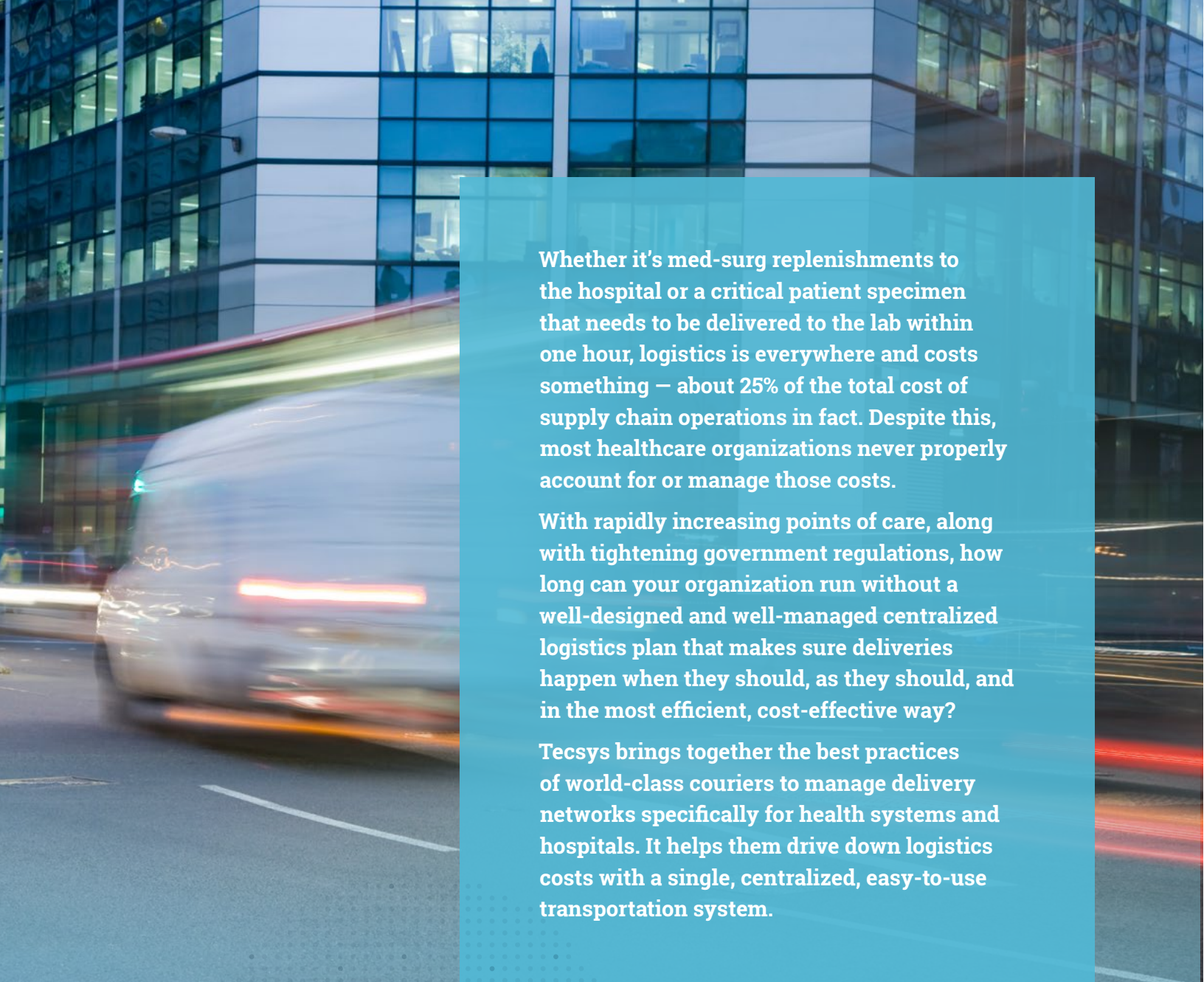




# Elite™ Healthcare TMS

Transportation Management  
for Healthcare





Whether it's med-surg replenishments to the hospital or a critical patient specimen that needs to be delivered to the lab within one 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?

Tecsys 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 system.

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

# Logistics for **all stakeholders**

## ● **Customer**

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

## ● **Supply Tech**

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

## ● **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.

## ● **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**

Tecsys' Elite™ Healthcare TMS solution has been conceived, developed and deployed specifically and exclusively for the healthcare industry. Our solution addresses the unique needs of a hospital and health system's delivery network, including specific accountability and security requirements.

We recognize that there are many different parties involved in healthcare logistics (clinicians, supply chain, transport); Elite™ Healthcare TMS 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, Tecsys' Elite™ Healthcare TMS solution 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 Elite™ Healthcare TMS 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. Tecsys effectively addresses every link in the logistics chain because missing even one key player or component opens the door to significant risk.



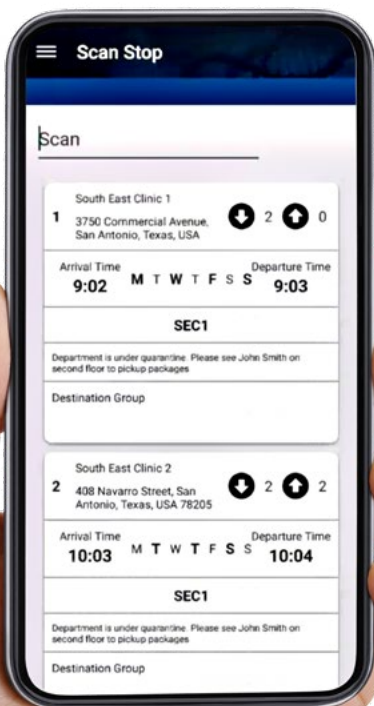


# Three **critical areas** of healthcare logistics

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 Tecsys 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, the Elite™ Healthcare TMS solution 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 Tecsys, 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% 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% 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



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.

**68%**

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





The mismanagement of logistics for used IT equipment, including laptops, is 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.

## Example of logistics liability

- In January 2016, loss of a laptop from Premier Healthcare's Billing department, a Bloomington-based physician-led multispecialty provider healthcare group, **affected more than 200,000 patients**.
- 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.
- 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**.



## About **Tecsys**

Since our founding in 1983, so much has changed in supply chain technology. But one thing has remained consistent across industries, geographies and decades – by transforming their supply chains, good organizations can become great.

Our solutions and services create clarity from operational complexity with end-to-end supply chain visibility. Our customers reduce operating costs, improve customer service and uncover optimization opportunities.

We believe that visionary organizations should have the opportunity to thrive. And they should not have to sacrifice their core values and principles as they grow. Our approach to supply chain transformation enables growing organizations to realize their aspirations.



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