

“Where’s the Thing”?

The Red Book and Our Visual Database - Improvements In Our Supply Chain

The Problem

The problem with our supply ordering system was a lack of search ability and resources around identifying the supplies we need and use for day to day patient care. Items would get ordered and delivered to floors only to be returned because they were the wrong item.

Aim/Goal

The goal was to create an online resource with search capabilities that would make it easy for the end user to identify and confirm the items they were ordering before delivery. This capability will reduce the time spent by materials handling staff that then retrieve and restock incorrectly ordered products. There will also be less rework for the end user by being able to verify the proper item prior to ordering.

The Team

- Ryan Erskine, Project Manager (Materials)
- Brian Bertrand, Supervisor (Materials)
- Bill Pyne, Director (Materials)
- Jeff Berry, Materials Contract Manager (Contracting)

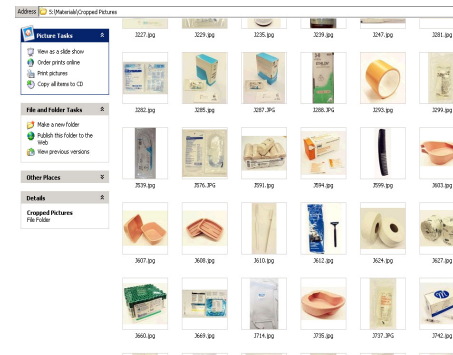
The Interventions

Through our Rapid Improvement Events (RIE) we look for ways to improve upon the foundation of established processes we have already put in place here at BIDMC.

- Through ongoing discussion with the purchasing department we took ownership of the Red Book from them as we have a more direct relationship with the end user for supply consumption.
- After taking over the process we were able to add a column to the current Red Book called AKA names. This column will allow a better search ability for the end users as the names more commonly reflect the true items use or purpose as opposed to the standard generic description set forth by the distributor.
- Over the past couple of years we have been compiling and updating an AKA database from the units that we have Leaned. This data was key in adding the new column to the Red Book.
- To create an online database for a visual representation of the items we spent many hours photographing items with their respective packaging to show not only how the item may come individually but as a box or sometimes a case.
- Once the items are photographed they are then photo shopped and uploaded to our online materials shared drive.

The Results/Progress to Date

- For our Visual Database found on our shared drive we have over 1000 photos taken and available for viewing to date.
- As of today we have uploaded the new formatted Red Book with the addition of the AKA Names Column. We currently have updated AKA Names for 648 of 1448 names in the Red Book.



People	File Name	Description	AKA Names
55	4248	BACTEC LYTIC/ID AERIF MEDIA B/C BOTTLE PURPLE TOP	Purple Blood Culture
56	7380	UNIDONALAT BACTEC MYCOF LYTIC MEDIA B/C BOTTLE WHITE/RED TOP	Blood Culture Fungal (white)
57	7375	UNIDONALAT BACTEC PYES PLUS MEDIA PINK TOP	MVA
58	3047	UNIDONALAT BACTEC ST/ID AERIF MEDIA B/C BOTTLE BLUE TOP	Blue Blood Culture
59	7937	LATEXFREE BAG AEROSOL DRAINAGE	Aerosol Drainage Bag
60	1566	LATEXFREE BAG AUTOCHANGABLE 2000	Aut Change Bag (all)
61	4190	LATEX BAG BLE DRAINAGE	MVA
62	4138	LATEXFREE BAG BIOHAZARD LARGE 120"3" BAG SPECIMEN TRANSPORT	MVA
63	3802	LATEXFREE BAG BIOHAZARD RED 37"4"8"	Small Bag (Red)
64	1645	LATEXFREE BAG BIOHAZARD 2P/COOL 80"3"2"	Jaytek Biohazard Bag
65	1648	LATEXFREE BAG CHEMO DISP CLEAR 120"	MVA
66	10746	UNIDONALAT BAG CSP COLLECTION 100ML INS/STU	CSP Drainage Bag
67	1809	LATEXFREE BAG DRAINAGE FLUOR	MVA
68	3078	LATEXFREE BAG DRAINAGE ICP MONITOR	ICP Drainage Bag
69	4013	LATEXFREE BAG LES URINARY DISPOSABLE	Urinary Bag Lay Disp
70	4093	LATEXFREE BAG PAPER 1 LB	Paper Bag
71	40191	LATEXFREE BAG PAPER 2 LB	MVA
72	4200	LATEXFREE BAG PAPER 2 LB	MVA
73	41709	LATEXFREE BAG PATIENT BELONGING	Pt Belongings Bag
74	1462	UNIDONALAT BAG PERICARDIAL FLUID ASPIRATION 100CC REPLACEMENT	MVA
75	10734	UNIDONALAT BAG PERITONEAL EFFLUENT SAMPLE	Effluent Sample Bag
76	142	LATEXFREE BAG PLASTIC 11 x 11 1/4"	Plastic Bag
77	4034	LATEXFREE BAG PLASTIC CLEAR 20x26"	MVA
78	40740	LATEXFREE BAG PLASTIC CLEAR 30x47"	MVA
79	4033	LATEXFREE BAG PLASTIC CLEAR 30x47"	MVA
80	41196	LATEXFREE BAG PLASTIC RED 30x30"	MVA
81	4709	LATEXFREE BAG PLASTIC RED 40x48"	MVA

Old & new photos available on our shared drive. Red Book with AKA names.

Lessons Learned

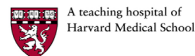
- AKA names vary from unit to unit and may cause confusion going unit to unit.
- There are many items that need to be updated still and there are many ways we can still enhance the Red Book functionality.
- Photographing and updating our database is very time consuming but well worth the effort for the end product.
- The pictures have been an amazing tool for our own department use as we deal with day to day activities within BIDMC.
- We cannot give access of our shared drive to the whole institution due to the volume of people, so access is given per request of end users or through staff participants of our RIE events.

Next Steps/What Should Happen Next

- We will try to finish the AKA names for all missing items by reaching out to staff.
- We will strive to update all missing photos for our Leaned floors.
- We will update old or outdated photos with new photos for correct representation.
- Look at ways to incorporate our tools to the portal, with possibly our own page.



Beth Israel Deaconess Medical Center



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For More Information Contact

Ryan Erskine, Project Manager/rerskine@bidmc.harvard.edu