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Welsh Ambulance Service, NHS Trust

S4S, WELSH AMBULANCE SERVICE INVENTORY MANAGEMENT SYSTEM, STUDY

In June 2021, the Minister for Health and Social Services approved a full business case and associated investment as the first steps to embedding Scan for Safety principles and practices across Wales. With patient safety at the heart of the programme, data standards and data capture technology are being introduced across NHS Wales. Automating the linkage of uniquely identified products, places and people, will not only assist in the prevention of patient harm with real-time data at the point of care, but it will provide instant traceability of implanted medical devices should a patient recall be required.

In September 2021, a contract was signed with Omnicell for an All-Wales Inventory Management Solution, IMS, (SupplyX) which will utilise these standards and handheld scanning technology to underpin the above benefits.

Inventory optimisation benefits are integral to Supply X, at the same time making ordering and replenishment far less labour intensive and returning clinical time back to key roles.

The Inventory Management System (IMS) solution will initially target the 5 Make Ready Depot MRD WAST locations for Phase 1 of the project. The solution will give real time visibility of stock across the targeted areas and will order via Oracle based on pre-agreed stock PAR and re-order levels.

The implementation will involve using the SupplyX inventory management to manage and order stock, this will be achieved by implementing the system in the stock storerooms across the MRD.

Background

WAST currently order via Oracle, with the MRD leads ordering for multiple MRD locations within their remit. These orders are conducted at store level with the information being e-mailed centrally. The orders are often paper lists with no pre-agreed level, this ordering can be based on legacy information passed from other people or guess work based on staff's experience.

On review of the MRD the storage areas seem tidy with adequate storage solutions in place, there is however no formal labelling solution to help identify products.

WAST do not currently have ambulance level costing. They do have a minimum 'kit level' for each ambulance, but no way of tracking if they have more or less, kit than needed. They also do not have a way of tracking expiry dates to try to help improve wastage.



WAST Progress to date:

- Wrexham and Dobshill both live and using the SupplyX IMS as main order source.
- Wrexham and Dobshill MRD full stock takes.
- WAST Project group formed with key stake holders from WAST and NWSSP.
- Project group meeting scheduled for progress updates, next steps and actions captured
- SupplyX handset configured in line with DHCW guidelines for use within Ambulance station locations.
- WAST Oracle catalogue improvements 95% catalogue coverage over 7,000 lines now available through SupplyX.
- WAST vehicular list added to SupplyX system for ambulance level costing, with the added ability to track and reason code waste.
- Support with training key staff on IMS and Ambulance level costing.

Benefits

Benefits include, but are not limited to:

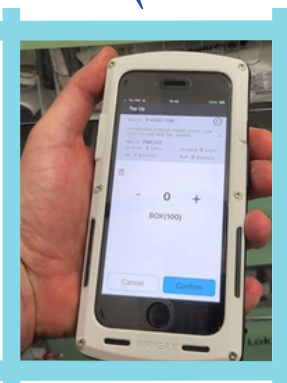
Finance benefits - View amount and cost of stock at all times, fully auditable.

Reports - Sophisticated set of reports, PAR V usage, supplier lead time, zero stock, etc.

Patient safety - Expiry date tracking, GS1/S4S ready less risk of nil stock situations

Staff benefits - Release staff to patient care instead of admin tasks

Accounts Payable benefits - Less IOH's due to GRN and price



Costing savings - Less stock holdings, elimination of waste - estimated 10 - 15% on stock holding

Automation - Contract compliance, no procurement involved in order

Efficient savings - Lower processing costs, less intervention in ordering process and less time chasing orders

Potential to share stock across sites - can view quantity on hand across all areas, more reliable and less time consuming stock takes



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Conclusion



NWSSP & WAST's continued investment in the Supply X implementation project has allowed the NWSSP Supply Chain function to deliver an efficient service and support WAST to Go live in 2 MRD North locations.

- Delivering cost avoidance savings.
- Release staff time back into the organisation.
- End of Year stock take savings removal.

As well as giving the MRD across Wales greater understanding of their stock holdings, stock locations, expenditures in every location within the MRD environment that Supply X covers, it has given a real sense of business continuity, allowing stock levels to be set by data driven information, and no longer set by 'passed down' knowledge or lost when 'key' staff leave.



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Lessons Learnt

Engagement

Team must be engaged in the project to ensure success.

Training

Staff availability must be considered to ensure they are being trained and have the opportunity to discuss any queries.

Commitment

Time and potentially resources will need to be committed to the project to ensure it's successfully delivered and the department can gain the future benefits.

Communication

It is important that consistent communication between the department and business partner is maintained to ensure any changes being updated (new staff, store locations, products, etc).

Data

Stock audit and consignment stock agreements must be made available to establish and agree products that need to be managed along with par levels.

Next Steps...

- Implement within the 3 MRD South.
- Ensure handsets are configured for the next locations in the South.
- Staff training on Supply X system and handsets for South.
- Support with the ordering using the new Supply X IMS.
- Continued progress meeting with WAST working group.
- Benefits one pager to be agreed with WAST finance



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