





## Our purpose

# Fulfillment at work

### We are **problem solvers.**

Fulfilling our mandate means first understanding you. Our responsibility is to deliver value-added resolutions that uniquely resolve your problems.

### We make things **simple.**

We pursue the art of simplicity, because simplicity is prerequisite for reliability and ultimate sophistication.

### We focus on **patient care.**

We go to work every morning because we believe that better healthcare supply chain management will lead to better patient care.

### We get it done. **Right.**

We will move mountains to deliver on our promises. Our commitment and integrity is uncompromising.



smartbin

smartpanel

## Our approach

# End-to-end SCM platform

ITopia® enables enterprise visibility and control, securing stable business performance and consistent process improvement with the **only true end-to-end supply chain management platform designed specifically for healthcare.**

Unlike point solutions that result in complex integration and fragmented points of control, ITopia® converges supply chain management activity on a consolidated platform, eliminating typically accepted performance gaps. ITopia® helps health systems of all sizes unlock the power to design, review, and develop—all without a single line of code.



Hospitals and health systems have specific needs when it comes to requisitioning, forecasting, meeting patient-centric deadlines, and collaborating with interdepartmental stakeholders. Visibility and control is paramount to operating more effectively with patients, staff, suppliers, and distributors, and add value to your hospitals, while continuing to meet the needs of healthcare users. As you progress towards the goal of self-distribution through a consolidated service center, houseIT is unique in that it supports you throughout your journey, end-to-end.

## Central Stores

houseIT for Central Stores enables hospitals to become significantly more efficient at delivering supplies exactly when they are needed to the point of use so that valuable clinical time is not misspent tracking down missing supplies. Providing visibility and immediate access to supplies anywhere in the facility, houseIT for Central Stores eliminates waste and expiring products, and helps reclaim millions of dollars in poorly controlled inventory.

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## Offsite Warehouse

Effective management of an offsite warehouse for a hospital or health system means coordinating the distribution of medical-surgical products across a network of facilities in an efficient and effective manner. houseIT for Offsite Warehouse allows centralized visibility of those inventories at all locations, streamlining needs assessment and facilitating strategic bulk buying, thus reducing both product and operating costs.

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## Consolidated Service Center

houseIT in the CSC delivers intelligent execution of demand planning, inventory management, central storage and on-time delivery of supplies for patient-centric care, but goes beyond medical-surgical product distribution to include myriad ancillary services with a shared utility technology and physical infrastructure for the entire health system network. From mail and print to pharmaceuticals and sterilization, an effective CSC offers ultimate logistics performance and control.



No other transportation management system 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. moveIT combines best practices of world-class couriers with the specific accountability and security requirements needed to manage hospital and health system transportation networks. Helping to drive down transportation costs with a single, centralized, easy-to-use transportation management system, moveIT suits healthcare transportation operations of any volume or complexity and requires almost no user training. Its capabilities can be adopted progressively, which allows health systems to build towards world-class transportation performance at their own pace.

## Driver & Delivery Management

Simple and intuitive delivery tracking combined with logical driver management puts you in the driver's seat to understand where everything is; every package, every asset, and every resource. This chain of command visibility builds security and reliability throughout your health system's delivery network, and provides the tools to optimize and evolve your logistics activities as your hospital or health system requires it.

## Courier Dispatch Management

Secure and responsive courier dispatch services are possible when both your routed delivery and stat driver services are integrated, with both tasks centrally monitored and managed through operational and tactical dashboards. Leveraging existing routed drivers by adding dispatching, stat pickups, sequenced pickups, and delivery service options can lower your dispatched service costs dramatically while offering substantial customer service improvements.

## Common Carrier

Centrally managing common carrier services for all your customers allows you to negotiate improved carrier rates with big carriers like FedEx and UPS with a complete picture of your volumes, generating significant savings in common carrier costs.

## Home Health

In pioneering the integrated transportation management model for hospitals and health systems, moveIT is built on a platform that is well-equipped to satisfy industry needs as requirements stabilize for home delivery.



In the healthcare industry, useIT is the only point of use solution suite on the market to reconcile every type of material, and every supply environment existent in a hospital. useIT has been designed to accommodate different material flows adapted to the various service areas in a hospital setting, based on item value, traceability needs and status in a case-managed environment. This differentiated approach facilitates customization of the supply chain while significantly improving productivity and lowering process costs per item number, without appropriating clinical time better spent on patient care.

## General Supply Management

useIT for General Supplies encompasses a product portfolio that aims to optimize the replenishment process while minimizing both clinical and back office staff involvement. Featuring replenishment solutions including PAR, as well as barcode- and RFID-enabled two-bin/kanban, useIT for General Supplies ensures the right products are in the right place at the right time, freeing up your hospital staff to be caregivers, not stocktakers.

## High Value Supply Management

Perioperative areas, including catheterization labs and operating room departments, manage high value supplies that require unitary traceability. Whether trunk stock, non-stock, consignment, pharmaceuticals or implantable biomaterials, these supplies must be managed in a highly efficient, reliable and safe manner, without burdening hospital staff with disruptive manual processes. Leveraging RFID and barcode technology to automate data collection processes, not only does useIT for High Value Supplies provide just-in-time inventory management to reduce the on-hand inventory value, it also offers advanced traceability capabilities that prevent product expiry, reduce product loss, and support regulatory compliance.

## Chargeables

Simplify and streamline patient charging by eliminating manual transcription and documentation. Independent of replenishment management, unitary consumption is captured and linked to patients, caregivers and procedures, generating accurate patient billing, improved revenue capture and increased reimbursements.

## Case Management

Integrate and automate all case management activities and materials to optimize inventory management processes, from collection of predictable and unpredictable medical devices for real-time capture of their consumption to the return of unused devices before, during and after an intervention.

## Supporting Modules



Leveraging the ITopia® supply chain platform, analyzeIT consolidates accurate data from across a hospital or health system, and transforms that data into meaningful information — thereby enabling proactive decision making — and provides both value and insight in support of process improvement initiatives. The built-in business intelligence, key metrics, and analytic tools make it easy to monitor and improve supply chain performance on an ongoing basis.



Improvements to the quality of patient care begin with planning for the future. Collaborative planning has proven to be a critical success factor whose benefits impact partners, staff, patients and suppliers alike. Time-phased resupply supported by a forecasting process that is both quantitative and qualitative in nature provides planners and buyers with the tools they need to reduce stock-outs while ensuring optimum inventory levels. Top performing supply chain operations continuously seek to improve forecast accuracy while reducing the cost to serve – they rely on planIT to unlock the door to smarter purchasing.

## Supporting Hardware

TECSYS Healthcare's proprietary technology has been designed specifically to align to clinical workflows, securing the highest level of data integrity and lowest compliance risk.

### smartbin

The least clinically disruptive method to capture consumption data is to seamlessly integrate that data capture into an existing workflow. The smartbin is a receptacle outfitted with an RFID antenna; by virtue of products having been tagged with an RFID transponder, simply disposing of that product's empty packing into a smartbin creates a record of consumption attributable to patients, procedures, physicians, or other, depending on the application.



### smartpanel

The smartpanel represents an important innovation in general supply management; featuring a touchscreen-enabled mini-dashboard and dedicated antennas with LED indicators, the smartpanel introduces an array of interactive visual-based tools used to power the only RFID-enabled two-bin/kanban system that integrates a fully dynamic visual system inspired by Lean best practices. With access to instant feedback on inventory levels and replenishment status, users eliminate the unknowns that often hinder performance and disrupt service levels by clinical and logistics staff alike.





Case Study:  
**Parkview Health**

**\$8**  
million

**In annual savings** estimated to be recuperated from avoided obsolescence costs. This is achieved by right sizing customer needs with the ability to provide demand forecasting and low unit of measure.

**\$6**  
million

**Value of reclaimed revenue from billable items** that had previously been missed charges, while simultaneously reducing manual work by 50% and reassigning manual workers to warehouse operations.



## The **Challenge**

Parkview was using a MMIS system for purchasing and inventory control. The MMIS system fell short of providing proper inventory management, demand forecasting, system-directed functionality for warehouse operations and most importantly, it had no capability to provide visibility for the hospital's inventories across the health system.

## The **Objectives**

- Ensure Parkview's supply chain infrastructure delivers the right supplies at the right place, with little or no intervention by its clinical staff;
- Manage inventories across all Parkview's hospitals and clinics at the lowest possible cost and highest possible efficiency;
- Enable central control of the purchase, movement and replenishment of supplies into the hospital network.

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## The **Solution**

Parkview deployed houseIT for the CSC (Consolidated Service Center); a warehouse-centric software and business process model specific for hospitals and health systems. The solution was coupled with moveIT transportation management software and useIT functionality at the point-of-use. Parkview was the first end-user customer to implement houseIT, moveIT and useIT in tandem to achieve end-to-end enterprise visibility, an achievement that was met with an astounding success, positively impacting the lives of support personnel and clinicians alike.

"TECSYS' suite of software brings government and commercial best practices to your doorstep. It will revolutionize how business is conducted in the healthcare arena. The Return on Investment is solid. If you are looking for innovation to become a front-runner in the industry, then you should look at TECSYS' portfolio of products. I did look and did not find anyone with the same depth and breadth of a superior [warehouse] solution as TECSYS."

**Donna Van Vlerah, Vice President  
Supply Chain, Parkview Health**



Case Study:  
**Concord Hospital**

**53%**

**Reduction in materials management time spent on supply replenishment.** Time-consuming and error-prone inventory demand capture rounds were completely eliminated, and put-away processes were reduced by 29%.

**37%**

**Reduction in clinical time spent on supply requisitions.** This was achieved by reducing requisitions by 27%, and facilitating workflows to minimize clinical involvement.

**63%**

**Decrease in stock wastage costs.** By building in a stock rotation feature, reducing the distributed volume of supplies, and increasing average turns, Concord lowered its shrinkage rate from an estimated 8% to approximately 3%.



## The **Challenge**

Rigorous advocacy for Lean methodologies and efficiency through innovation prompted adoption of a Low-Unit-of-Measure (LUM) model for supply replenishment, but in order to effectively manage Just-in-Time (JIT) inventory levels, Concord Hospital sought to improve labor-intensive demand capture at the point-of-use, as well as data availability for its LUM provider.

## The **Objectives**

- Transfer logistics activities from clinical personnel to materials management personnel;
- Automate demand capture at the point-of-use to reduce manual processes and enable data-driven inventory level optimization;
- Provide real-time statistics and tools for improved JIT management;
- Improve layout ergonomics and product accessibility while reducing physical footprint;
- Integrate product rotation workflows for supply expiry avoidance.

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## The **Solution**

A total of 28 locations were identified as the highest impact areas for initial implementation of the useIT for General Supplies RFID-enabled two-bin replenishment solution to facilitate just-in-time (JIT) supply management. In addition to automating demand capture at the point of use, Concord was able to transfer logistics activities from clinical personnel to materials management personnel within the context of a more efficient workflow.

“This Lean RFID-enabled two-bin system will help us accelerate our adoption of Lean practice throughout the facility; it is an ideal system for Concord that fits into our widely varied workflows most appropriately [and] will also help us focus on continual optimization and error elimination.”

**Donna Millette**  
**Director, Lean Operations**  
**Concord Hospital**

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

[www.tecsys.com](http://www.tecsys.com) // [info@tecsys.com](mailto:info@tecsys.com) // Phone: 514-866-0001 // Toll Free: 1-800-922-8649

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