In Pursuit of the “Touchless Order”

Franciscan Missionaries of Our Lady Health System (FMOLHS) seeks to improve excellence by implementing GS1 Standards

In November 2013, the Franciscan Missionaries of Our Lady Health System (FMOLHS) began implementing GS1 Standards in a two-year pilot to develop a high performance, streamlined and automated supply chain. FMOLHS’s main goal for this project is to improve supply chain replenishment throughput via the **Touchless Order Process**. This process calls for the elimination of human error and bad data while putting into place supply chain processes that are automated from end-to-end, from the time an order is placed in the hospital’s materials system, through product delivery, product use by the patient and accurate recording into the electronic health record, and beyond.

FMOLHS is pursuing system-wide adoption of the Global Location Number (GLN) for unique location identification, the Global Trade Item Number® (GTIN®) for unique product identification (and FDA unique device identification), and the Global Data Synchronization Network™ (GDSN®) to store and share product information for faster standardization and better communication across the industry.

The hospital system is working with its solutions provider, Infor (formerly Lawson, on version 9.1.03), which is already able to accommodate GS1 Standards, including the GTIN, and the UDI. Its supplier partners for the initial phases of the project are Cook Medical, BD and Abbott Laboratories.

FMOLHS has completed the planning phase for the GS1 Standards implementation project, which included designing the master program, and establishing key benchmarks, project timelines and priorities. Upcoming project phases include:

- Identify and communicate with parallel projects (e.g. launch of FMOLHS’s new, centralized distribution center and alignment with ROI)
- Internal certification of system readiness certification
- Rollout
- Transition to Operations (30-60 days post pilot)

The implementation team at FMOLHS has established benchmarks around the following areas:

- Accuracy in purchase order, invoicing and payment.
- Revenue reporting factors (charge accuracy, claims processing efficiencies, real-time product usage and consumption, automated replenishment, demand-driven supply chain, and point-of-use systems and processes).
- Inventory management (value of inventory on hand, reduction in inventory, re-labeling activities, recalls, expiration date management).

Throughout the implementation, at various time points FMOLHS will assess and report progress, and make adjustments where needed.

*To learn more about the FMOLHS GS1 Standards Implementation Project, contact Sandi Michel, Director of Supply Chain Systems and Quality at FMOLHS: Sandra.Michel@fmolhs.org*
FMOLHS Snapshot:
Based in Baton Rouge, the Franciscan Missionaries of Our Lady Health System (FMOLHS) is the leading health care innovator in Louisiana. FMOLHS brings together outstanding clinicians, the most advanced technology and leading research to ensure that its patients receive the highest quality and safest care possible.

This commitment is grounded in a history that is more than 100 years old, but reflected today by its strategic vision of transforming healthcare through superior performance and excellent patient care.

In the last fiscal year, Franciscan Missionaries of Our Lady Health System had:

- 1,581 Licensed Beds
- 61,936 Admissions
- 39,143 OR Procedures
- 11,624 Employees (9,268 Full Time)
- 319,772 Inpatient Days
- 1,930 Active Medical Staff
- 261,651 Emergency Visits

As a nonprofit, mission-focused Catholic healthcare ministry, FMOLHS provided $1.2 million in unreimbursed care and community support to the underprivileged in 2013.

For more information on GS1 Standards in healthcare and to access complimentary industry resources, please visit www.gs1us.org/healthcare