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## IMPROVING HOSPITAL SUPPLY CHAIN INVENTORY PROCESS

### WIS International partners with Hawaii Hospital to Streamline Supply Inventory Counts

A large non-profit hospital in Hawaii maintained high standards across all areas of its operation and wanted to improve its annual inventory process. Its previous external inventory provider used manual methods to capture information causing long delays in delivering inventory results.

### Hospital Seeks Technology-Based Inventory Service

Hospital supply inventory counts are often more complicated than other industries because currently there is no standard for product identification across suppliers. Unlike the Universal Product Code that assigns unique product codes to an individual item, medical supplies often have the same manufacturer product codes assigned to completely different products. Because of this lack of supplier standards hospital supply inventories are often a very manual process.

Inventory companies that provide hospital inventory services continue to use manual data capture methods, like voice recording. This manual approach does not produce significant efficiencies over an internal count process and often is less accurate.

Due to limited deployment of technology by outside inventory companies, final inventory results could delay providing clients with final reports by as much as four weeks. This time lag creates many unique challenges attempting to reconcile inventory results.

Faced with these challenging choices, the hospital narrowed the selection to two companies within its existing supplier network. The Hawaii hospital then selected WIS based on three primary elements – increasing accuracy, ability to handle complex inventories with multiple part numbers reused by manufacturers, and overall responsiveness. Extensive test counts were completed to choose WIS International to conduct their supply chain inventories.

### The hospital and WIS International Work Side-by-Side for Success

The hospital and WIS International implemented unique solutions to obtain greater accuracy and timeliness. “The WIS International staff was very flexible and allowed us to create a custom-fit solution,” the hospital’s Director of Supply Chain Management, said.

Using the WISard™, (WIS International’s patented, handheld data capture terminal) inventory associates were able to scan supply barcodes, quickly flag any not on file items for efficient master file updates thus enabling greater accuracy and efficiency.

WIS International was able to leverage its industry expertise to develop audit reporting that was not previously available. This reporting helped provide early visibility to count issues and ultimately greater confidence in the results produced. The Director commented, “Because WIS International was technology focused, we were able to do a much more accurate inventory with a much more secure audit process.”

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### **Demonstrable Results**

Reduced inventory cycle timeframes from six weeks down to less than two weeks is just one example of how the hospital measures its results from partnering with WIS International. With new audit tools developed by WIS International the hospital also has the confidence that its inventories are more accurate. More accurate and timely inventories have allowed time to better manage inventory to optimize par levels and reduce supply costs. "I am pleased to have not only reduced inventory count times and increased accuracy by teaming with WIS International. It is also a major benefit to us to reduce operating costs and improve productivity," he added.

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