**Organization:**
The Johns Hopkins Hospital
Materials Management Department

**Solution Title:**
Supply Chain: A Link to Keeping Patients Safe

**Focus Area:**
- Medical Equipment
- Device Safety
- Patient Safety
- Teamwork
- Education
- Patient Centered Supply Chain

**Program/Project Description, including goals**
The JHH Materials Management Department is a 24/7 patient-centered operation that is responsible for providing supplies and equipment to all patient care areas at The Johns Hopkins Hospital (JHH). The department is committed to both patient and staff safety. As an operational support department, most clinicians are unaware of the expansive role that supply chain has in order to provide clinically acceptable products while balancing the need for fiscal responsibility. After labor costs, the purchase of supplies and equipment are generally the second largest cost to health care organizations. Although the actions of the department are an on-going process, the department has the following guiding goal:
- Provide the timely & efficient delivery of clinical products and equipment to patient care areas.

**Process**
The Materials Management Department uses several processes to handle supply chain requests and issues by:
- Providing supply chain expertise as needed;
- Utilization of JHH’s Materials Management Information Systems (MMIS): SAP for the management of the flow of supplies;
- Participating in various hospital committees teams and workgroups;
- Educating staff on the supply chain process in formal and informal settings;
- Identifying supply issues for product availability;
- Investigating supply issues as it relates to patient injury & safety concerns;
- Assisting with the introduction of new products;
- Collaborating with affiliate-wide supply chain staff;
- Collaborating with interdisciplinary staff members;
- Collaborating with industry vendors & partners;
- Managing product recalls, substitutions and supply disruptions;
- Assisting in the development of hospital & affiliate-wide policies & procedures related to supply chain.
Solution
The Materials Management Department is staffed by experienced, dedicated supply chain professionals & staff whose goal is to provide service, solutions & products to our patients. Supply Chain staff are represented on many committees related to patient care to ensure that product issues are addressed. Some of the committees & activities are:

- Hospital Epidemiology & Infection Control
- Clinical Products Value Analysis Committee
- Hospital Operations
- CPR Advisory Committee
- Pediatric Environmental Monitoring Rounds
- Heart Valve Tissue Workgroup
- PCA Steering Committee
- Enteral Connections
- Clinical Supply Breakthrough Collaborative

Measurable Outcomes
The JHH Materials Management Department is able to measure success by several methods:

- Monthly JHH Supply Chain Metrics Report;
- CareFusion Pyxis Knowledge Portal is able to provide detailed information from the Pyxis Supply Cabinetry regarding: product availability; usage; and staff compliance;
- Receiving Department Daily Same-Day Package Delivery Rate;
- Reduction in phone calls from nursing units requesting additional supplies;
- CPR Cart Monthly Restocking Report;
- Daily Shift Staff Productivity Reports.

Sustainability
The JHH Materials Management Department is able to sustain their patient-centered supply chain successes due to the dedicated staff. There are continual efforts to improve service and workflow.

Role of Collaboration and Leadership
Supply Chain decisions are generally made using an interdisciplinary collaborative process. Both clinicians and non-clinicians assist in the process. The overarching premise is to provide clinically acceptable supplies and equipment and have them available when needed. The products provided must be safe for both patient and staff use. Supply chain leadership is active in all aspects to ensure that supply chain processes are handled.
Clinical supplies and equipment are used virtually in every clinical role & in every type of clinical setting. The Materials Management Department has incorporated some innovative solutions to improve supply chain efficiency and workflow:

- Assist in the development of new SAP processes to manage the flow of supplies to clinical areas;
- Utilized a Real-Time Locating System (RTLS) to assist in the location of hospital-owned equipment;
- Incorporate the process of using hydrogen peroxide vapor to bio-decontaminate supplies to reduce supply waste;
- Design custom supply kits to reduce nursing time.

Supply chain professionals at JHH use a variety of reports, tools and resources to manage supplies and equipment:

- SAP: JHH’s MMIS operating system for supply chain activities;
- CareFusion Supply Cabinet Management Knowledge Portal & Analytics
- RASMAS Recall Management System: To track product recalls
- Real-Time Locating System (RTLS): Used to locate hospital-owned equipment;
- JHH Physician Order Entry System: Review the number of orders as it relates to equipment needs;
- EPIC;
- UHC Patient Safety Net Reporting System: Used to report supply & equipment issues;
- UPS Trackpad System: Tracks packages for internal delivery
- External sources (FDA Maude Reports; CDC)
- Clinical Value Analysis Staff

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