

RIGHT ON

PRODUCT
QUALITY
LEVEL OF SERVICE
TIME
PRICE

SUPPLY CHAIN OPTIMIZATION



NEWS AND INFORMATION

Fall 2016

Welcome to the 2nd Edition of our Supply Chain Newsletter. As you may recall, our SCO Team released the very first issue of Right On back in June. Since then, we have received an abundance of feedback and want team members to feel empowered that your voices will be heard – questions answered, comments and concerns addressed. The Supply Chain is committed to building a strong team with solid values and clear communication. We strive to promote optimism, health and happiness. Together we are stronger. Together we will fulfill our mission.



"We Improve Health Every Day".

A Special Thanks to our Team...

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Improving Processes: Reprocessed, Recalls, and Introducing New Products into Sentara

Quality patient care is one of Sentara's core values and commitments to our customers. As a nationally recognized leader in the healthcare industry, Sentara continues to evaluate its products, improve and standardize processes, and control expenses so that we can provide the right product at the right price.

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"Only when we have something to value, will we have something to evaluate." – Lee Shulman
.....

To assist in these efforts, the Supply Chain has established a dedicated Clinical Team. Comprised of product specialists, senior management, and licensed clinicians, this group helps to facilitate the processes of selecting which products are brought into Sentara, which are removed, and ways to provide greater savings by offering a remanufactured substitute.



Teri Morgan – Recall Manager

Teri has been with Sentara for 38 years. Prior to working in the Supply Chain, Teri worked at Sentara Norfolk General and Sentara Leigh as a Laboratory Manager. When asked by colleagues how they would describe Teri – passionate, kind, and determined were just a few of the qualities.

Teri also compiles a monthly report for the Recall System, which is then directed out to Sentara Leadership as well as Risk Management. Below you will find a sample of the most recent to date, July 2016. Check back with Teri or your on-site Materials Management to receive future reports.



Recalls: Process and Procedures

Tracking supply and equipment recalls is critical to the safety of our patients and employees. With the aid of Recall Manager, Teri Morgan and a network of designated people – hospitals, nursing homes, physician practices and Sentara Enterprises are included in this effort. As Sentara grew, a more efficient process was needed to help manage non-conforming products and equipment. In the summer of 2008, Materials Management led a Sentara-wide team to redesign the recalls process and looked at several vendors to achieve this. RASMAS was selected in November 2008 and was fully implemented in March 2009. This unique system allows the recall team to effectively receive, distribute, and document action on all applicable recalls as well as screen-out those that do not apply.

Sentara receives approximately 300 recalls from the RASMAS system each month. Teri and team review these distribution lists on a daily basis. All recall notices are reviewed and documented. If necessary, action is taken immediately. No time is wasted. At times, Sentara has received upwards of 450 recall notices per month. When asked how this process has been beneficial to Sentara, Morgan responded, “It has made it easy to do the right thing... I don’t know how a hospital could do it without some sort of automation.” One of the greatest parts of RASMAS is that it allows for two-way communication between the Supply Chain and end users, making each individual accountable. Additionally, it has greatly raised awareness for all employees regarding the importance of recalls and the impact on patient safety.

Overall, this process has been an enormous success and extremely valuable to Sentara team members and our patients. Current procedures combined with RASMAS have enabled a stronger communicative network while reducing risks amongst Sentara and is one of many ways the Supply Chain continues to fulfill its mission of Improve Health Every Day.

Snapshot: Trend Recalls of Products and Supplies

| Sentara Healthcare 2016 Trend Recalls of Products and Supplies | | | | | | | | | | | | | |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-------------------------|
| DNV Accreditation: ISO 8.3 Control of Non-Conforming Products | | | | | | | | | | | | | |
| Percent Closed Work Items by Domain and Facility: JANUARY - DECEMBER 2016 | | | | | | | | | | | | | |
| For Work Items Released 1/01/2016 to 12/31/2016 | | | | | | | | | | | | | |
| Per Sentara policy, alerts will remain open until completed. | | | | | | | | | | | | | |
| Green: 97% or more closed. Yellow: 93-96% closed. Red: Less than 93% closed. | | | | | | | | | | | | | |
| | Jan 2016 Percent | Feb 2016 Percent | Mar 2016 Percent | Apr 2016 Percent | May 2016 Percent | Jun 2016 Percent | Jul 2016 Percent | Aug 2016 Percent | Sep 2016 Percent | Oct 2016 Percent | Nov 2016 Percent | Dec 2016 Percent | Average per Month |
| Total # alerts released by RASMAS | 198 | 199 | 225 | 230 | 208 | 260 | 225 | | | | | | 221 |
| Albemarle Medical Cntr - SAMC ¹ | | | | | | 100% | 100% | | | | | | 100% |
| Careplex Hosp - SCH | 100% | 100% | 100% | 97% | 100% | 100% | 97% | | | | | | 99% |
| Leigh Hosp - SLH | 100% | 100% | 100% | 100% | 100% | 100% | 98% | | | | | | 100% |
| Martha Jefferson Hosp - SJUH | 93% | 94% | 99% | 97% | 98% | 92% | 98% | | | | | | 96% |
| Norfolk General Hosp - SNGH | 100% | 100% | 100% | 100% | 100% | 98% | 97% | | | | | | 99% |
| Northern VA Medical Cntr - SNVMC | 100% | 100% | 100% | 97% | 99% | 100% | 100% | | | | | | 99% |
| Obid Hosp - SOH | 100% | 100% | 100% | 100% | 100% | 100% | 97% | | | | | | 100% |
| Princess Anne Hosp - SPAH | 100% | 88% | 100% | 100% | 100% | 100% | 97% | | | | | | 98% |
| RMH Medical Cntr - SRMH | 95% | 100% | 100% | 100% | 100% | 99% | 98% | | | | | | 99% |
| Virginia Beach General Hosp - SVBGH | 100% | 100% | 100% | 100% | 100% | 100% | 97% | | | | | | 100% |
| Williamsburg Regional Medical Cntr - SWRMC | 100% | 100% | 100% | 100% | 100% | 100% | 97% | | | | | | 100% |
| Kitty Hawk Ambulatory Surgery Cntr - SKH ¹ | | | | | | 100% | 100% | | | | | | 100% |
| Princess Anne Ambulatory Surgery Cntr - PAASC | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% |
| BelleHarbour | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% |
| Independence - SI | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% |
| Enterprises - SE | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% |
| Therapy Cntrs (Outpatient Rehab) | 100% | | 100% | | | | | | | | | | 100% |
| Medical Group - SMG | 100% | 100% | 100% | 100% | 100% | 96% | 100% | | | | | | 99% |
| Lifecare Nursing Cntrs - SNC | 100% | 100% | 100% | 90% | 100% | 100% | 100% | | | | | | 99% |
| Service Center Warehouse - SSC | 100% | 100% | 100% | 100% | 100% | | 100% | | | | | | 100% |
| Percent | 99% | 99% | 100% | 99% | 100% | 99% | 99% | | | | | | 99% |

Notes for the month of July:

1. SAMC and SKH: Implemented RASMAS on June 13. Very successful implementation. Continue to provide support and training classes.

RASMAS education conducted:

1. Weekly 1 hour webinars to train SAMC Recall Facility Manager: continue to develop recall network in RASMAS.

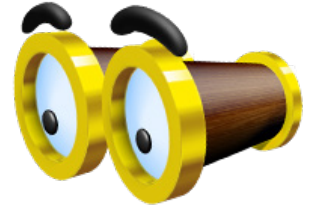
2. Presentation regarding Recalls and Non-Conforming Products to Hospital Materials Management Managers' workgroup on 7/13/16.

3. Group webinars to train new users: July 14 and July 26.



Quick Glance at MedApproved – 5 things to know

- What is it? MedApproved is a web-based system that Sentara uses for new product requests. It houses all information pertaining to the product from the time requested until it is approved or declined.
- Can MedApproved help me? Absolutely! It provides an easy method to request a new product. By allowing vendor submission it takes the burden off the clinician. The system also ensures that all product information such as evidence, cost analysis and evaluations can be retrieved when necessary.
- Who can access MedApproved? All Sentara employees with WaveNet access can submit a new request. Preferably, the product vendor will submit the request, naming the staff member as the sponsor. Once it is verified that both parties are in agreement, Supply Chain will begin its process.
- Where can I locate the MedApproved site? Vendor Reps: www.medapproved.com Sentara Employee: WaveNet -> Support Services -> Materials Management -> [New Product Requests](#) link.
- Who can I contact with more questions? Contact [Torry Hill](#), [Cathy Gray](#) or [Carol Norville](#).



Improving the Health of Others and Our Own



L to R: Sarah Childree, Rachel Eley, Toni Ziemba, Rafael Gonzalez, Corie Smock, Blair Miles, Meredith, Elizabeth, Joe Kemple, Brian Anderson, Cathy Gray, Gellina Baez, Brian, Brian Gadsby, Andrew

The Supply Chain has been working hard this year to promote healthy lifestyles, team work, and giving back to our communities. On August 6th, we participated in the ASYMCA 8K Mud Run located at the Little Creek Joint Expeditionary Base. For five miles we ran the hot beaches, conquered demanding obstacles, climbed over walls, and trudged through mud-drenched pits. Proceeds from the Mud Run help fund various programs designed to strengthen families of junior enlisted service members. An estimated eighty-five cents of every dollar raised goes directly to these efforts, including childcare, youth development and activities which promote health living.

Next Up: The Supply Chain will be taking on a new challenge at the [Susan G. Komen, Tidewater Race for the Cure](#).



Fall Is Coming ~ Diet Humor

With the colder season and holidays fast approaching, it's best to maintain a healthy fitness regimen. Diets don't work. Regular exercise, healthy foods and smaller portions do. If you don't believe us, here are just a few comments from those who have tried the diet "thing."

"I'VE BEEN ON A DIET FOR TWO WEEKS AND ALL I'VE LOST IS FOURTEEN DAYS." – Totie Fields

"THE SECOND DAY OF A DIET IS ALWAYS EASIER THAN THE FIRST. BY THE SECOND DAY YOU'RE OFF IT." – Jackie Gleason

***"I TRIED EVERY DIET IN THE BOOK. I TRIED SOME THAT WEREN'T IN THE BOOK. I TRIED EATING THE BOOK.
IT TASTED BETTER THAN MOST OF THE DIETS." – Dolly Parton***

"THE FIRST THING YOU LOSE ON A DIET IS YOUR SENSE OF HUMOR." – Unknown

What's Up Next?

The first round of Supply Chain Survey results are in and we hear you. Here are just a few follow up actions we are committed to in the very near future:

- Automated email to notify end user of backordered/killed requisition.
- More current and user friendly search engine for item lookups.
- Updated WaveNet page to provide easy navigation and remove obsolete links.
- Improved Supply Chain performance metrics. Ex: stock order fill rate ratio, customer support calls/emails answered, purchase order response times.

If you would like to share your thoughts, please take our survey by clicking [here](#). We will continue to provide results and progress in our monthly newsletters. We appreciate your continued input and suggestions on how we can improve our services in the Supply Chain.



Sentara Is Recognized by Vizient, Inc. for Achievements in Supply Chain Savings



IMPACT Award Winner, Sentara Healthcare, received recognition for work in the Executive Savings Program which requires a minimum of at least \$250,000 in rebates.

"In today's healthcare environment, hospitals nationwide are doing everything possible to contain operating costs and reduce supply expenses. This program is a time proven, effective way for hospitals to drive a reduction in supply variation across their locations to lower costs while also purchasing high quality products," said Andy Siefkin, Director of Program Services, for Vizient. For full article, click [here](#) ©2016 Business Wire.

A Word from our VP, Doug Farley –

I am very excited to share this recognition with Sentara. This award was achieved in great part due to the diligent efforts of **Nancy Grunewald**. Sentara Supply Chain has and will continue to be committed to finding new and innovative ways to drive out supply variations and reduce expense. Our goal is to ensure our clinicians have the supplies and services needed to "improve health every day".

The Supply Chain has undertaken many initiatives to prepare us for the ever changing healthcare environment. As you read this and future Supply Chain newsletters you will learn how we are meeting the needs of our business units.

Doug Farley
Vice President, Supply Chain

Improve Your Skills – Sign Up for SCMeP/HSS Training

Join a team of experts who in one hour can teach you the ins and outs of navigating the Supply Chain online ordering system. Common errors, how-to's, and frequently asked questions will be discussed. Offered via WebEx every third Tuesday of the month.

Upcoming Training: **October 18th, 2:30 – 3:30 pm**

Mark your calendar and click [here](#) to RSVP. Be sure to include your name and any specific topic(s) you would like covered. See you then!



In the Spotlight

Each newsletter, the Supply Chain will select an individual or group to recognize for outstanding achievement. If you would like to make suggestions for upcoming articles, please reach out to anyone on our Newsletter staff or you may send an email to MM_SCO_Team@sentara.com.

Betty Davis: A Day in the Life

Sentara Healthcare is fortunate to have thousands of hard working employees throughout the company. The Supply Chain staff, while not part of direct clinical care, is just as responsible and accountable for the outcome of Sentara patients' experience. Part of our mission with this newsletter is to not only improve communication and relationships within the Supply Chain but to share success stories as well.

Recently, we had the opportunity to shadow a 23-year employee of Sentara Martha Jefferson Hospital. Betty Davis was hired into Materials Management when she first began her career with Sentara and has been loyal to that department since. As part of her regular duties, Betty inventories and orders supplies for the entire hospital, covering well over fifty supply areas.



"If I see drips, bandages or any medical supply moving faster than normal, I ask the nurses if they want me to order more so they have what they need for their patient. Every nurse manager has my cell number, you can call me 24/7," Betty shared with us.

On her daily trek throughout Martha Jefferson, she will walk more than nine miles per day. While in the ED, Betty carefully arranged the fluids to ensure all were facing forward, interlocking and lined neatly. When asked why she does this, she told us –

"I place them like you do hay, so they stack well. . . the nurses will see what they are grabbing. It helps them".

As we traveled with Betty into many of her other supply rooms, we saw several products with a small circle around the date. Curiosity getting the best of us, of course we had to ask why?

"If something is nearing expiration I circle the date so I know to watch out for it, you will not find expired product on my shelves. Look all you want, you won't find any," she said with a smile and full of confidence.



Betty told us that she's retiring in exactly two years and ten months, (that was at the time of our visit). Why is she so specific? She wants her leadership to find someone who she can train and mentor so that when the time finally comes, she will rest easy knowing her "baby" will be looked after. Frankly, these shoes will be big ones to fill.

"Betty-isms"

"MY ROOTS ARE IN MARTHA JEFFERSON. I WAS BORN HERE, MY DAUGHTER WAS BORN HERE. I TOLD MY HUSBAND IF HE HAS TO CALL IN AN EMERGENCY MAKE SURE NOT TO TELL THEM I PASSED OUT SO THEY WON'T DIVERT ME TO UVA. I WANT TO COME HERE."

"MY DADDY SAID — WHEN YOU GET TO WORK FOR SOMEBODY GIVE IT THE BEST YOU CAN."

"WHEN YOU GET A PAYCHECK, KNOW YOU EARNED IT."

"I DON'T TAKE VACATIONS. I HAVEN'T TAKEN TWO CONSECUTIVE DAYS OFF IN THE PAST FIVE YEARS."

Thank you Betty for your many years of service and dedication. You are much appreciated!

~ The Supply Chain



Below is the Sentara Martha Jefferson Materials Management Team.

