

Monash Pharmacy Project

PHASE 2 REPORT

Executive Summary

Phase 1 of the Monash Pharmacy Project was an influential demonstration of electronic messaging using the GS1 System in the hospital pharmaceutical supply chain. It successfully proved the application of the GS1 System of identification, bar coding and electronic messaging in the areas of hospital pharmaceutical ordering, picking, packing, despatch and receipt of goods.

The benefits measured during Phase 1 included a reduction in stock receipt time of 25 per cent at the hospital pharmacy, improved accuracy in order fulfilment, and an embracing of the new processes and technologies by staff.

The Phase 2 project furthered the Phase 1 concept, by broadening both the project team and the implementation scope, whilst focussing on ease of implementation and further roll out of the standards.

The overall project objectives were to:

- Demonstrate increased efficiency in receiving, order placement, order acknowledgement, invoicing and associated processes
- Ensure improved accuracy of both information exchange and order fulfilment
- Lay foundations that work towards the goal of improving patient safety

Three areas of implementation of the GS1 System were identified for the Phase 2 project scope. These related to the project objectives outlined above and were driven by the learnings from the Phase 1 demonstration:

- Identification and bar coding of trade items
- Electronic messaging (using GS1 EANCOM) and improving order fulfilment accuracy
- Data synchronisation via the National Product Catalogue (aligning with the objectives of the National E-Health Transition Authority)



Participant organisations selected their scope from the sub-project options, in line with their organisation's business goals, objectives and short-term capabilities. As the project proceeded and participants understood the benefits of their chosen project implementations, some began to introduce aspects of this with other trading partners outside of those originally selected.

Quantitative Key Performance Indicators (KPIs) were defined for each of the possible sub-projects. In addition to these, structured interviews were conducted with key project participants to ensure anecdotal, qualitative data was captured.

"The success of this project has been in extending the scope of the implementations to include additional suppliers; and to propagate electronic messaging and the use of the GS1 System beyond the scope of the Monash Medical Centre Pharmacy."

"The work we are doing now will lay the foundations for effective patient safety routines such as the bedside scanning initiatives being implemented by the New Zealand Ministry of Health. These sorts of processes will become crucial in Australia in the future."

Ian Larmour
Directory of Pharmacy
Southern Health

Key outcomes from the project included:

- Scanning Serial Shipping Container Codes (SSCCs) and matching these with the electronic Despatch Advice resulted in a quantitative reduction of 60 to 92 per cent in time taken to receive stock into the Southern Health pharmacy system
- The Southern Health purchasing staff recognised that the benefits are increasing as more companies implement standards-based electronic messaging
- Implementation of the project electronic messaging methodology beyond the current project team – to other customers and suppliers – was undertaken by organisations such as Abbott, Baxter, CH2 and Symbion
- Varying degrees of discrepancy were reported as part of the Baxter NPC to Southern Health Pharmacy system data analysis: trade item description and label name (100 per cent discrepancy), brand (92 per cent), Baxter internal code (29 per cent), selling unit of measure (73 per cent) and classification (15 per cent) highlighting the need for data synchronisation via the NPC in healthcare
- One Southern Health staff member has been allocated the task of post-tender internal data cleaning, which will take an estimated two weeks. This highlights the need for further data alignment and quality control in Australian healthcare
- Anecdotal reports from the project team indicated that working in a collaborative environment mean implementation timeframes for electronic messaging could be reduced from 2–3 months to 2–3 weeks due to sharing of learnings – a significant saving of time and money
- A number of project learnings were documented for sharing with the broader industry

Whilst a number of the Phase 2 project implementations are still in progress, all of these are nearing completion. The need to continue the momentum created by the Monash Pharmacy project and open participation to additional interested parties via Phase 3, commencing in early 2008, has driven the requirement to finalise this phase.

Phase 3 is intended to further refine and improve the supply chain efficiency of those organisations involved. As such it will again encompass the ongoing promotion of electronic commerce and its applications, benefits and opportunities, as well as the application of new standards and technologies.



Further Information: The full report about the Monash Project Phase 1 and Phase 2 can be downloaded from the Information Library of the GS1 Australia web site, www.gs1au.org/

