

BIZCAPS FOR HEALTHCARE: STREAMLINING PROCUREMENT FOR NSW HEALTH



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Valentino Bulaon
Manager Catalogue Services/Procurement,
HealthShare NSW

PRODUCT DATA IN SYNC

Electronic trading brings the promise of significant supply chain efficiencies, procurement standardisation and a more accessible global market, but also holds its own challenges that centre on data synchronisation, security and transparency.

For NSW Health, Australia’s largest public health system, the challenges and opportunities are magnified with 18,000 individual facilities spread across 246 hospitals, each purchasing their own supplies using an internal catalogue of over 200,000 product lines.

With the introduction of the National Product Catalogue (NPC) by the National E-Health Transition Authority (NEHTA), healthcare buyers and distributors have electronic access to a central repository of accurate information about products including medicines, medical devices and equipment.

Searching for technology that would enable this vast and complex organisation to operationalise the NPC data, Valentino Bulaon, HealthShare NSW’s Manager, Catalogue Services/Procurement, discovered that Bizcaps MCISTM not only met this key need, but also offered other efficiencies and quality improvements.

EFFICIENT SUPPLY CHAIN, IMPROVED PATIENT SAFETY

Bizcaps MCIS enables buyers and distributors in any industry to synchronise their existing systems with product, pricing and supply chain information from suppliers, published through international datapools such as the NPC.

“The MCIS directly addresses our key procurement information requirement by eliminating the need for logging into a number of datapools to extract product and pricing information. MCIS provides this level of data automation and customisation,” said Valentino Bulaon.

“Once data is downloaded into our system, validation is automated and internal catalogue management is streamlined with MCIS’s highly customisable web-based search facility. When we first introduced our master catalogue, health professionals were unable to find some products they needed as the catalogue was based only on generic terms to comply with global standards. Now MCIS also allows them to easily search by their own descriptions, even colloquial terms, as well as supplier and NPC descriptions.”

Bizcaps MCIS is so highly configurable that NSW Health was able to incorporate a product safety feature that will improve patient safety and reduce manual processing in the long term. “MCIS now automatically reports back to suppliers and key NSW Health business units any product that is reported as malfunctioning,” said Valentino Bulaon. “It will also alert the Therapeutic Goods Administration where appropriate, as well as other relevant NSW Health staff.”

“Other procurement processes that used to be done manually with individual follow-up, such as resolving invoices on hold due to inaccurate product information, are automated.

With up to \$5 million of invoices on hold at any given time, MCIS will deliver enormous savings and productivity improvements.” NSW Health is also using MCIS to support the convergence of internal and Government-wide procurement information, quality reporting systems and clinical evaluation registries, and the use of NPC data in other NSW Health requisitioning and procurement systems.

Bizcaps MCIS dramatically improves procurement processes and patient safety by ensuring the right products are purchased at the right price, and delivered at the right time and place.

ONE SOURCE OF TRUSTED DATA

Giving suppliers and buyers visibility of the entire supply chain to streamline workflows and simplify logistics, and enabling the secure sharing of accurate product information, Bizcaps solutions get trading partners speaking the same language and powers the efficiencies promised by electronic trading.

Bizcaps PIM (Product Information Management) helps the healthcare industry create and maintain product data for the NPC, validated against industry and business rules and in the format that your trading partners need.

Bizcaps MCISTM enables ongoing data synchronisation of product and pricing information between buyers and suppliers. It streamlines procurement processes and other internal systems through their close integration with the NPC and other datapools.

Bizcaps PIM and MCIS increase efficiency across the entire healthcare supply chain and help improve patient safety by:

- reducing order and invoice errors and slashing invoice claims
- reducing out-of-stock products
- reducing the time to market for new products
- improving medications management and product recalls
- improving product authentication and the ability to track and trace products.

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