2022

STRONGER

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MAYO CLINIC

Powering Mayo Clinic Supply Chain Analytics Through Product Information Management

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Learning Objectives

- Explain the benefits of using a product information management system.
- Describe successful strategies to streamline pharmaceutical formulary workflows within a health system.
- Differentiate device and supply management versus pharmaceutical formulary management.

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Mayo Clinic and Mayo Clinic Health System

Charitable, not-for-profit, academic medical center

In 2022, Mayo Clinic

Ranked Best Hospital in the Nation and #1

in more specialties than any other hospital

$15.7B

revenue
(net and other sources)

73,000

Personnel consisting of physicians, scientists, allied health staff, research associates, fellows, residents and students

22

Hospitals, locations in MN, AZ, FL, WI, IA, London, UAE

Provided essential health care services to more than

1.3M patients

50 states

130 countries

Why a Product Information Management (PIM) System?

Improve data management

Master repository of standardized data

Create a Supply Chain data governance culture

Re-engineer current processes

Design new processes to reduce inefficiencies

What is the Mayo Clinic Pharmaceutical Formulary?

- Enterprise-wide list of medications that are approved for use at Mayo Clinic.
  - Acute Care Hospital
  - Outpatient Clinic and Infusion Centers
  - Mayo Health Insurance Pharmacy and Medical Benefits
- Developed by specialty task forces consisting of physicians and pharmacists who are subject matter experts
  - Establish evidence-based use criteria for medications with high clinical and/or financial impact based upon safety, efficacy and cost.
    - Utilize restrictions, algorithms, prior authorization policies and guidelines
- Joint Commission Accreditation requirement to review all medications on formulary: Medications designated as available for dispensing or administration are reviewed at least annually based on emerging safety and efficacy information.

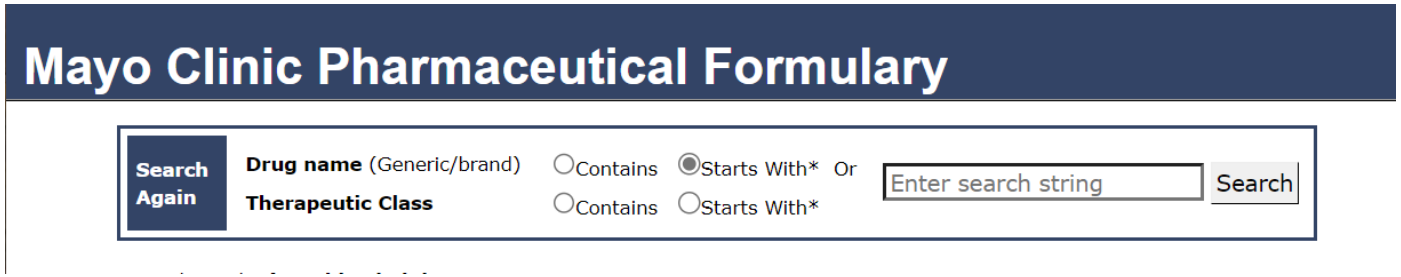
Where We Were…

Products

- Approximately 20% of our contracted products were in the ERP item master
- No way to view Mayo Clinic's full contract catalog
- Minimal visibility to approved substitutes
- Reactive, not proactive

Formulary

- Access Database built in 2001
- Custom tables that integrate FDB data with formulary data
- Data is searchable to clinical and non-clinical staff outside of EHR via intranet



Decision Point

Products

- Proactive with product data
- Limited attributes to only what the ERP provided
- Data accuracy
- Better support for clinical workflows
- Wants and needs outgrew the current capabilities

Formulary

- 2020 Budget Reductions
- Support team had a retirement and reduced FTE
  - Critical need to re-evaluate Joint Commission Formulary Review processes
  - Found efficiencies using tools with Excel, re-writing procedures and resetting expectations
- Forced to recognize the current tool needed an upgrade
  - Resource heavy and lacked sophisticated capabilities

Rethinking the Standard

Products

- Full visibility to all contracted products
  - 650,000 plus products
- Differing process flows for items vs. contracted specials (non-item master)
- Data survivorship rules and algorithms to reduce duplication and create data standards
- Visibility to Mayo- and GPO-approved substitutes for Procure-to-Pay and clinical staff
- Find and click product request process
  - Decision based workflow approval process
- Create more efficient third-party integrations and data replication

Formulary

- Prioritize efficiency and use technology to allow staff to work to top of licenses/roles
  - Customizable information structure as needs and audiences change
  - Reporting with custom templates
    - Feed into other systems to automate communications
    - Automated
  - Reduce staff administrative burden
  - Less manual manipulation = less risk of human error
    - HTML to text
    - Bulk Edits
    - FDB update manipulation and improved capacity to utilize included files

Lessons Learned

Products

- There is no quick fix
- Be honest
- Leadership support
- Be agile and open minded
- Changed FTE responsibility from data entry to data steward

Formulary

- Tap your SMEs
- Leadership support
- Expect it to take longer than expected
- Have a plan for priorities and parking lot items

Key Takeaways

- Think differently about how to store and present information and utilize new functionality to create new processes
- Consider systems not built specifically for healthcare providers or clinical applications
  - Housing data outside of the ERP and Electronic Health Record
- Investigate technology to allow staff to focus time and energy elsewhere
  - Improved efficiency to reduce administrative work
  - Reduce error risk
  - Clear communications
  - Ability to modify presentation to target audiences
  - Automation

Questions?

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