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Background/Introduction



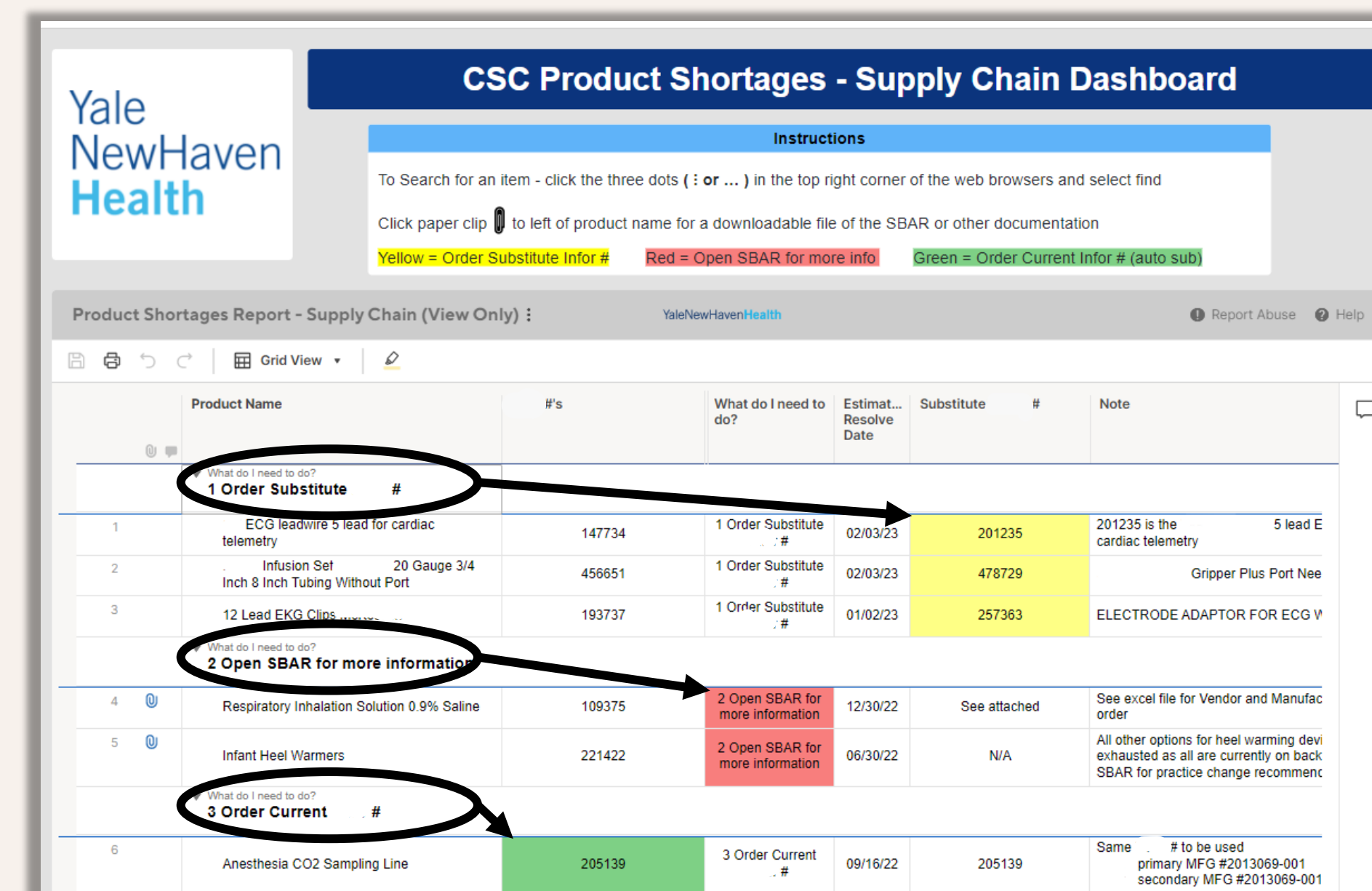
- Yale New Haven Health is an integrated healthcare network (IDN) comprised of 8 hospitals that historically have operated independently with varying strategies of addressing product disruptions.
- In the current post-pandemic environment, product backorders are now the new normal, and supply chain teams are challenged to effectively support clinical care and meet patient needs.
- Aside from weekly meetings with our distributor and materials management staff at each hospital, many inefficiencies were discovered when trying to communicate product disruptions and substitutions to the sites (including the exchange of thousands of emails between multiple departments).
- There was no single method to notify all locations of ongoing product disruptions that may affect their ability to manage product demands at their sites.

Purpose

- To provide an organized, easy-to-read dashboard across the health system with consistent, up-to-date backorder & substitution information that the clinical and operational care teams can quickly refer to in the delivery of product to the OR, floors, and off-sites.
- To automate the communication methods used by Corporate Supply Chain by means of cloud-based technology, achieving the primary goal of getting the right product to the right patient at the right time.

Methods/Materials

- Gathered sources of information about backorders from our distributors and suppliers
- Verified process to understand what kind of information stakeholders needed
- Dashboard developed using a cloud-based collaborative work management (CWM) tool to help centralize real-time information
- After all substitution are vetted by the Value Analysis team, and availability is verified, we post to our dashboard



- Dashboard is available to anyone in the organization
 - Online – published report allows everyone to see real time data
 - Data added by our Value Analysis team & Purchasing team
 - Substitute items entered are reviewed in the Clearinghouse for accuracy before posting to the dashboard

Color-coded based on level of effort / “What Do I Need to Do?”

- Instructions & Video** in Section 1 for Reference
- Green highlighted** → I can order the existing product number, but what I receive may look different
- Yellow highlighted** → I need to order an alternate product number to receive the substitute product
- Red highlighted** → I need to dig into this & open the attached SBAR pdf for additional instructions

Challenges met with Solutions

Challenges	Solutions
No “single source of truth” documenting product disruptions for front line staff	Automated central repository with live feed of products on backorder.
Version control of available documents with updated clinical resources	Addition of embedded resources in the tool for staff reference.
Email messaging overwhelming both Supply Chain and Clinical Staff	Partnered with Distributor to add “resolved date” to their <i>Manufacturer Backorder Report</i> , crosschecking with our database weekly.
Mechanism to audit system to recognize when backorders have resolved.	Updating dashboard with information above queued materials and clinical staff that the primary product was back in stock
Return to conventional product	Met with stakeholders and established new processes
Clear roles and process for Value Analysis Nurses with Strategic Sourcing	In development with Ambulatory stakeholders, Distributor, and Leadership
Applying dashboard to support Ambulatory sites	

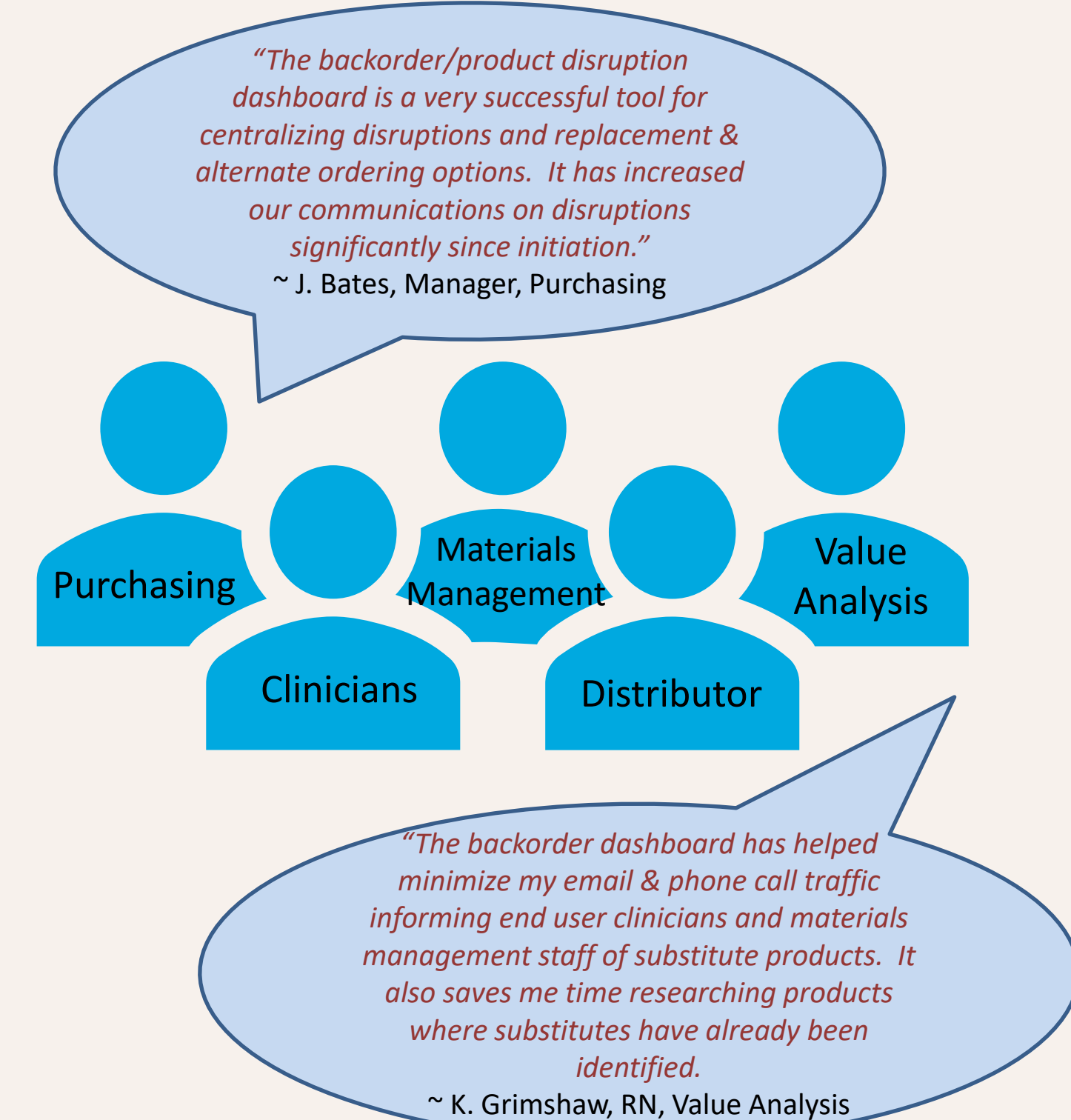
Results

- Easy access to single source of backordered items and substitutions.
- >1,400 emails removed from the process, resulting in less time spent searching through old emails to find the information needed.
- Identified need to create a new process to re-establish product ordering (back to original product) when backorders are resolved.

Sustainability Planning

- Continued partnership with main distributor to optimize system maintenance.
- Solutions for direct-buy products
- Assigning accountability for all new processes
- Identifying communication channels

Customer Testimony: Impacted people.....



Key Stakeholders’ Functional Needs

Materials Management (OR & Floor staff)	Clinicians	Purchasing / Strategic Sourcing
<ul style="list-style-type: none"> To understand what substitute items will be distributed and stocked on nursing units, operating rooms, and clinics 	<ul style="list-style-type: none"> To understand how substitute items for backordered products may affect their clinical practices, and how to obtain the products 	<ul style="list-style-type: none"> To understand the clinically equivalent substitute products to purchase when the primary products are not available
Value Analysis Team	Data Analytics Team	Distributor
<ul style="list-style-type: none"> To research and document clinically equivalent substitute products for backordered items 	<ul style="list-style-type: none"> To understand what items are identified as substitutes in order to update/ redirect INFOR and the item master 	<ul style="list-style-type: none"> To understand what substitute items will be distributed to plan for inventory, and document when backorder product is back in stock

LEARNING OBJECTIVES:

- Identify supply chain workflow challenges presented by clinical product disruptions.
- Describe how the use of technology organizes and communicates product substitutions that may result in clinical practice changes.

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CSC Product Shortages Clinical Management Dashboard - EDUCATION

The screenshot shows the 'Product Shortages Clinical Manager Dashboard (View Only)'. A purple circle highlights the URL 'Intranet.ynhh.org/Resources' in the browser's address bar. The dashboard table lists various shortages, including 'Vacutainer push button blood collection set (butterfly needles)', 'Hemodialysis 2 Lumen Catheter', and 'Hemodialysis Dual Lumen Catheter'. A video player is overlaid on the right side of the dashboard, showing a presentation slide.

CSC Product Shortages Clinical Management Dashboard - ACCESS

If desired, save Clinical Management Product Shortage Dashboard URL/link to your favorites and review Instructions

This screenshot shows the 'CSC Product Shortages - Clinical Management Dashboard' with a red arrow pointing to the URL 'Intranet.ynhh.org/Resources' in the browser's address bar. The dashboard includes an 'Instructions' section and a 'Product Shortages Report - Clinical (View Only)' table. The table has columns for Product Name, #'s, What do I need to do?, Substitute #, Estimated Resolve Date, Note, and Date Added.

CSC Product Shortages Clinical Management Dashboard - SEARCH

Search Function dependent on browser used. To search for an item, click the three dots (: or ...) in the top right corner of the web browsers and select find

Two screenshots illustrate search functions in different browsers. The top screenshot shows Google Chrome with a red arrow pointing to the three-dot menu icon in the top right corner. The bottom screenshot shows MS Edge with a red arrow pointing to the three-dot menu icon in the top right corner. Both screenshots show the 'Product Shortages - Clinical Management Dashboard' with search bars and instructions.


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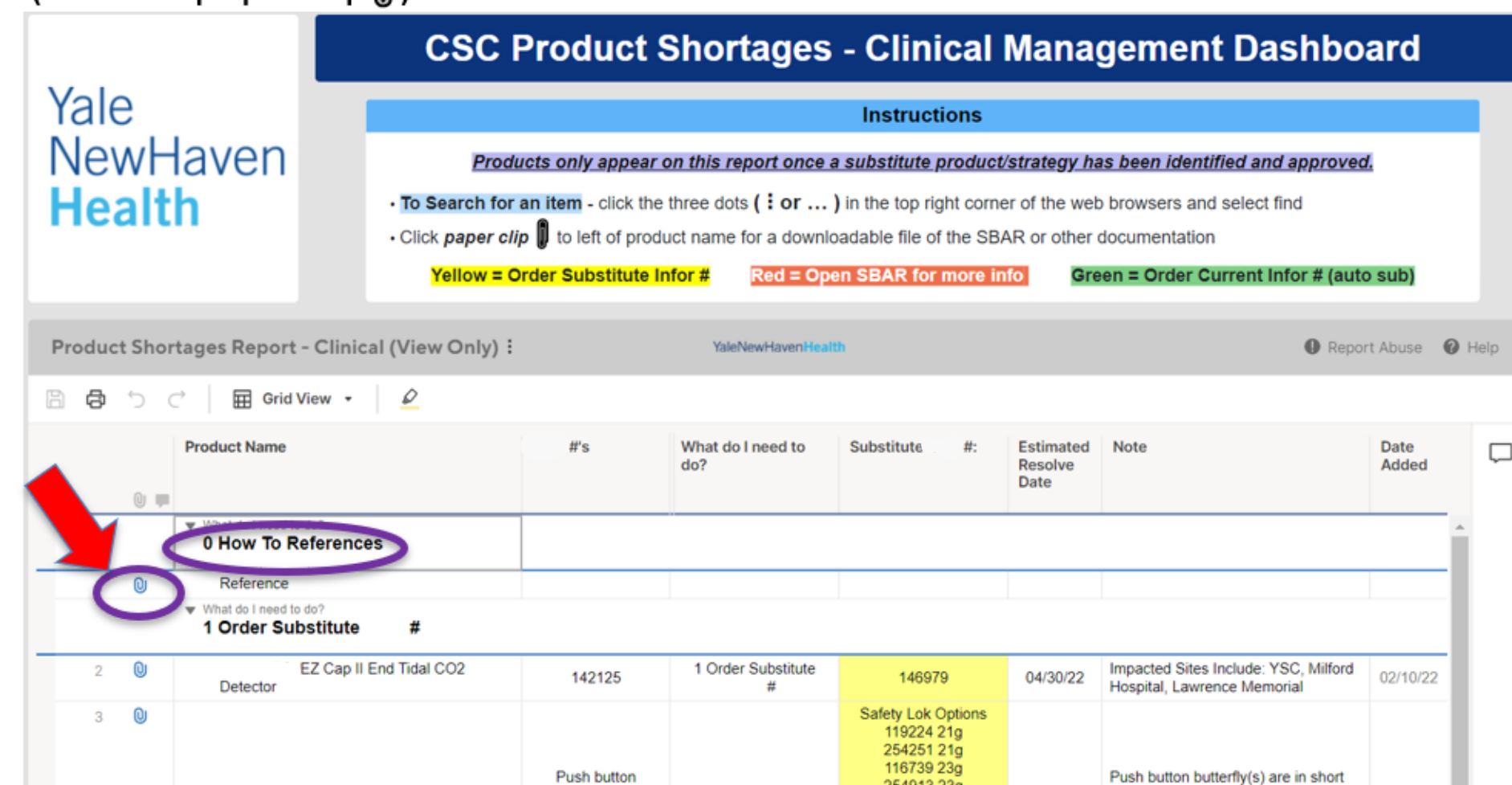
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CSC Product Shortages Clinical Management Dashboard - CONTENT

'How To' Reference Guide available in section 0 (click on paperclip )


SBARs and additional documentation when available attached to each item (click on paperclip )



CSC Product Shortages - Clinical Management Dashboard

Instructions

Products only appear on this report once a substitute product/strategy has been identified and approved.

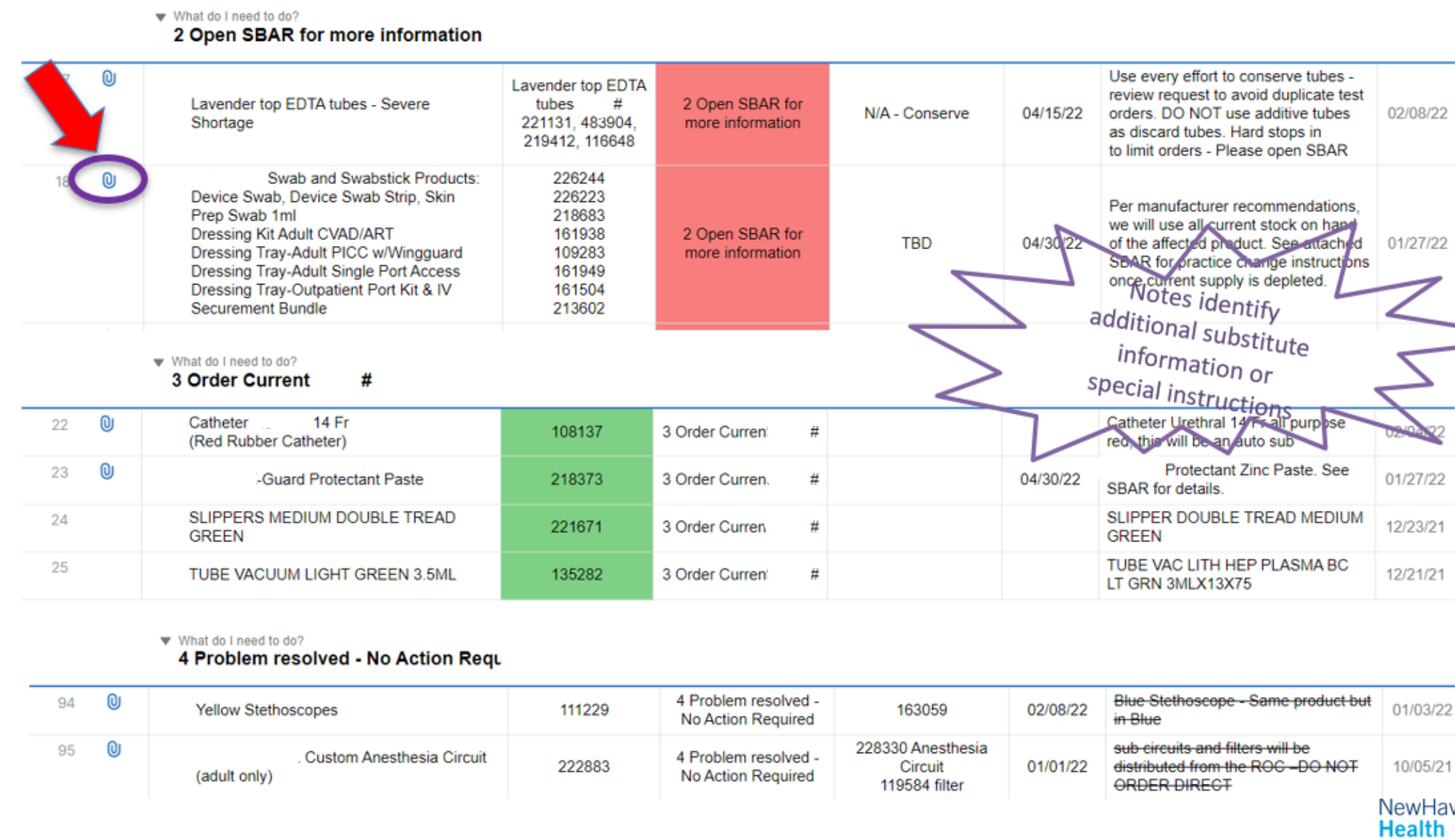
- To Search for an item - click the three dots (⋮ or ...) in the top right corner of the web browsers and select find
- Click paper clip  to left of product name for a downloadable file of the SBAR or other documentation

Yellow = Order Substitute Infor # Red = Open SBAR for more info Green = Order Current Infor # (auto sub)

Product Shortages Report - Clinical (View Only) | YaleNewHavenHealth

Product Name	#s	What do I need to do?	Substitute	#:	Estimated Resolve Date	Note	Date Added
0 How To References							
Reference							
What do I need to do?							
1 Order Substitute #							
2	EZ Cap II End Tidal CO2	142125	1 Order Substitute #	146979	04/30/22	Impacted Sites Include: YSC, Milford Hospital, Lawrence Memorial	02/10/22
3	Detector			Safety Lok Options 119224 21g 254251 21g 116739 23g 254913 23g		Push button butterfly(s) are in short	

CSC Product Shortages Clinical Management Dashboard - CONTENT



What do I need to do?
2 Open SBAR for more information

1	Lavender top EDTA tubes - Severe Shortage	Lavender top EDTA tubes # 221131, 483904, 219412, 116648	2 Open SBAR for more information	NIA - Conserve	04/15/22	Use every effort to conserve tubes - review request to avoid duplicate test orders. DO NOT use additive tubes as discard tubes. Hard stops in to limit orders - Please open SBAR	02/08/22
1	Swab and Swabstick Products: Device Swab, Device Swab Strip, Skin Prep Swab 1ml	226244 226223 218683 161938 109283 161949 161504 213602	2 Open SBAR for more information	TBD	04/30/22	Per manufacturer recommendations, we will use all current stock on hand of the affected product. See attached SBAR for practice change instructions once current supply is depleted.	01/27/22

What do I need to do?
3 Order Current #

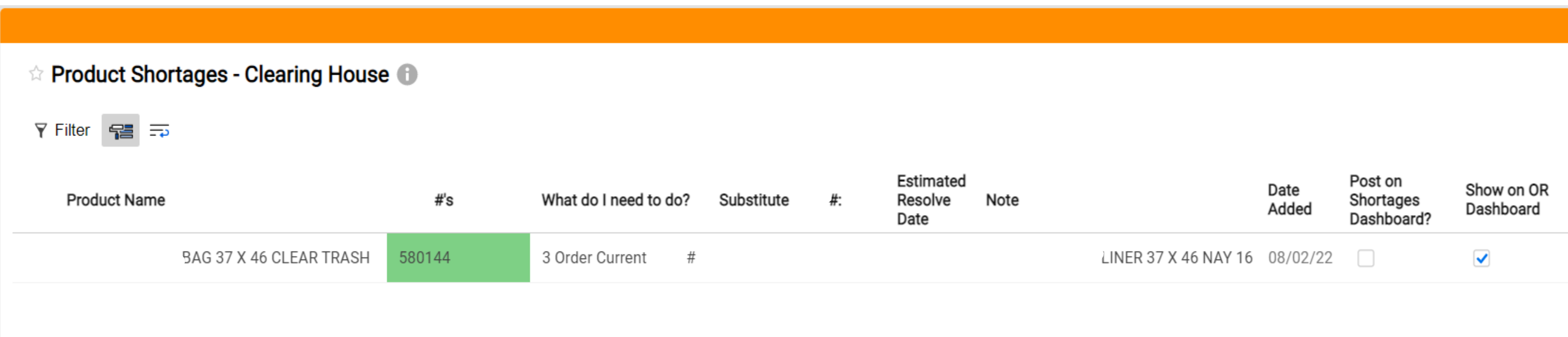
22	Catheter 14 Fr (Red Rubber Catheter)	108137	3 Order Curren	#		Catheter Luerthal 14 Fr all purpose red. This will be an auto sub	05/03/22
23	-Guard Protectant Paste	218373	3 Order Curren	#	04/30/22	Protectant Zinc Paste. See SBAR for details.	01/27/22
24	SLIPPERS MEDIUM DOUBLE TREAD GREEN	221671	3 Order Curren	#		SLIPPER DOUBLE TREAD MEDIUM GREEN	12/23/21
25	TUBE VACUUM LIGHT GREEN 3.5ML	135282	3 Order Curren	#		TUBE VAC LITH HEP PLASMA BC LT GRN 3MLX13X75	12/21/21


What do I need to do?
4 Problem resolved - No Action Reqd


94	Yellow Stethoscopes	111229	4 Problem resolved - No Action Required	163059	02/08/22	Blue Stethoscope - Same product but in Blue	01/03/22
95	Custom Anesthesia Circuit (adult only)	222883	4 Problem resolved - No Action Required	228330 Anesthesia Circuit 119584 filter	01/01/22	sub-circuits and filters will be distributed from the RGG - DO NOT ORDER DIRECT	10/05/21

additional substitute information or special instructions

CSC Product Shortages Clinical Management Dashboard - QUALITY



☆ Product Shortages - Clearing House 

Filter 

Product Name	#s	What do I need to do?	Substitute	#:	Estimated Resolve Date	Note	Date Added	Post on Shortages Dashboard?	Show on OR Dashboard
BAG 37 X 46 CLEAR TRASH	580144	3 Order Current	#			LINER 37 X 46 NAY 16	08/02/22	<input type="checkbox"/>	<input checked="" type="checkbox"/>