Transforming the Supply Chain through Vendor Dialogue

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1. Campaign overview
2. Keys to success
3. Discussion / Q&A
Many products do not have barcode on unit-of-use; needed for:

- Efficiency of distribution & inventory management
- Verification of correct medication
- Tracking and traceability
A 350 bed hospital must add barcodes to:

- 30% of products
- 200,000 doses per year
- 200+ FTEs required across Canada
Challenge

Commercial product offerings fall short of hospital needs

When product offering falls short, healthcare workers must pick up the slack
Purchasing for Safety

What We Have → Influence → Practice

What We Need → Practice → Influence → Product Offerings
# Challenge

Insufficient notice of product changes

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<th>Technology</th>
<th>Critical Product Specifications</th>
<th>Pharmacy Changes</th>
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Image: Automated technology and checks for product specifications.
Commercial Products We Need

- More reliable supply
- Barcodes on unit-of-use
- Good Allocation Strategies
- Advance notice of product changes

800 Hospitals Nationwide
Keys to Success
1. Prioritizing the Issues
2. Demonstrate why it’s important
Collectively Driving Critical Market Changes to:
- Enhance patient safety
- Supply chain efficiencies
- Contribute to improved patient outcomes

“Found it eye opening! Had no idea the amount of work that takes place to make the product ready to give to the patient.”
- HealthPRO Supplier

50+ pharmaceutical companies attended
The Manufacturer and Hospital Supply Chains have more in common than you may think.
Add video link from www.healthprocanada.com/transformingtogether [Commercial Products we Need video]
3. Provide materials with priorities and key facts
Transforming, Together:
Collectively Driving Critical Market Changes to Enhance Patient Safety and Supply Chain Efficiencies

On September 27th, hospitals from across the country started an important conversation with more than 20 pharmaceutical suppliers about market changes that would enhance patient safety, supply chain efficiencies and lead to improved patient outcomes. Over the coming months, HealthPRO will collaborate with members, suppliers, industry and federal stakeholders to ensure the best possible outcomes for patients.

*Found it eye opening! Had no idea the amount of work that takes

www.healthprocanada.com/transformingtogether
4. Discuss what is possible

*Needs to make business sense*
NOTICE OF PRODUCT CHANGE

Please complete all relevant sections.

Details for Person Submitting Form
- Name
- Title
- Email Address
- Phone

Current Product Information
- Supplier Name
- Brand Name
- Generic Name
- Strength
- Dosage Form
- Packaging Format
- Package Size (e.g., box of 10 vials)
- Effective Date (First of Code Date)
- Date new product will be in general circulation

A MINIMUM OF 60 DAYS' NOTICE IS REQUIRED FOR ALL PRODUCT CHANGES
4. Consider Change Management
8 Step Kotter Model for Change

1. Create urgency
2. From a powerful coalition
3. Create a vision for change
4. Communicate the vision
5. Empower action
6. Create quick wins
7. Build on the change
8. Make it stick

Implementing and Sustaining Change

Engaging & Enabling the Whole Organization

Creating a Climate for Change
5. Communicate and Monitor
Maintaining Momentum

• Follow up meetings
• Yearly supplier forums
• Reminders
  • Supplier newsletters
• Email tags
Supplier commitment to medication safety results in barcoding present on 92% of injectables, up 22% from the combined number of injectables submitted as part of the 2015 and 2016 RFPs.
Since its launch in early 2017, we now receive notice of more than 40 product changes from suppliers now following this new protocol including Apotex, AstraZeneca, SteriMax, JAMP Pharma and Methapharm.
New Commercial Products Introduced

- **Zopiclone**: 3.75 mg tablets
- **Colchicine**: 0.6 mg unit dose
- **Heparin**: 5,000 units/0.5 mL PFS
- **Gefitinib**: 250 mg unit dose tablets
2018
Gold Quill Awards

International Association of Business Communicators
Gold Quill Awards