



Lawson Healthcare Webinar World Series

October 27, 2009 – November 10, 2009

Healthcare Webinar World Series: www.lawson.com/hcwebinars

- ▶ **Tuesday, October 27**
[The Basics of GS1 Data Standards in Healthcare](#) – 11 am CST
- ▶ **Thursday, October 29**
[Golden Opportunity: Lawson and GS1 Data Standards](#) – 12 pm CST
- ▶ **Monday, November 2**
[High Five for New Improved 9.0.1 Apps](#) – 10 am CST
- ▶ **Tuesday, November 3**
[On Point with a Smart Supply Solution](#) – 10 am CST
[Baylor Health Care System: Countdown to Mobile Supply Chain Success](#) – 1 pm CST
- ▶ **Wednesday, November 4**
[Inner Peace with Managed Services](#) – 1 pm CST
- ▶ **Thursday, November 5**
[Thomas Jefferson University Hospital: Feeling the Love with Lawson Workforce Management](#) – 10 am CST
[Penn State Hershey Medical Center: Streamlined and Stronger](#) – 1 pm CST
- ▶ **Friday, November 6**
[Accelerate the time to results with Lawson Learning Accelerator](#) – 10 am CST
- ▶ **Tuesday, November 10**
[Step Up to Lawson System Foundation 9.0.1](#) – 10 am CST
[Optimize Your Workforce with Lawson Talent Management](#) – 1 pm CST



Mobile Supply Chain Management PAR and Cycle Count

Successful Strategies to Implement Across a Healthcare System

Velma Jackman, SCM Informatics Director
Mark Matthys, SCM Informatics Business Analyst
Baylor Health Care System
April 2009



Presentation Highlights

- About Baylor Health Care System
- About our Supply Chain Department, Systems and Support
- Key Points in our Project Phases
 - Initiation – Challenges, Goals, Requirements, Constraints and Strategy
 - Planning – Products, Charter, Training, High-Level Timeline
 - Execution and Control – Final Timeline, Activities and Decisions
 - Closeout – Good Calls and Looking for a Better Way
- Q & A



About Baylor Health Care System

- Faith-based, not-for-profit health care provider based in North Texas
- 15 owned, leased or affiliated hospitals
- 109,881 admissions
- 15,427 babies born
- 310,535 emergency department visits
- 556,577 outpatient registrations (excluding ED and home care)
- 2,955 licensed beds
- 17,000 employees
- 2,886 physicians on active staff
- Largest hospital has 997 beds; smallest community hospital has 69 beds



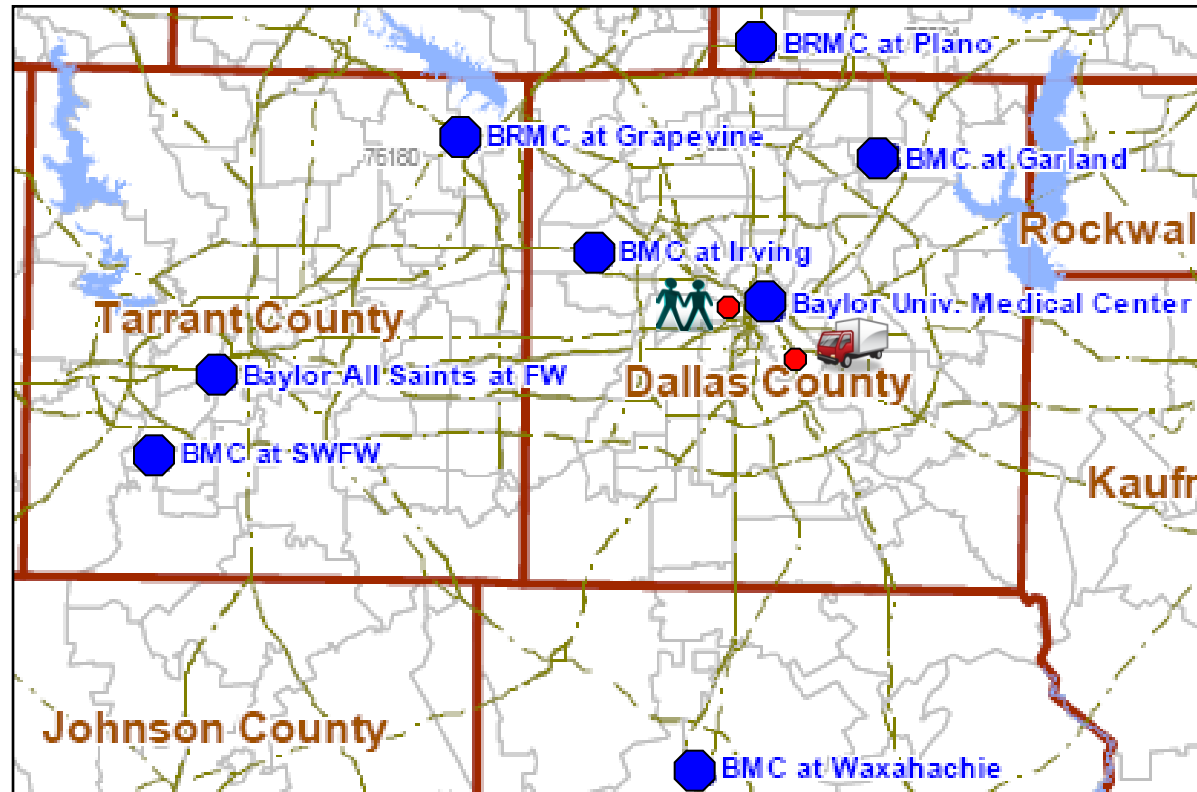


Supply Chain Management Facts

BHCS Supply Chain is a full service department providing centralized purchasing, contracting, logistics and site-based materials management

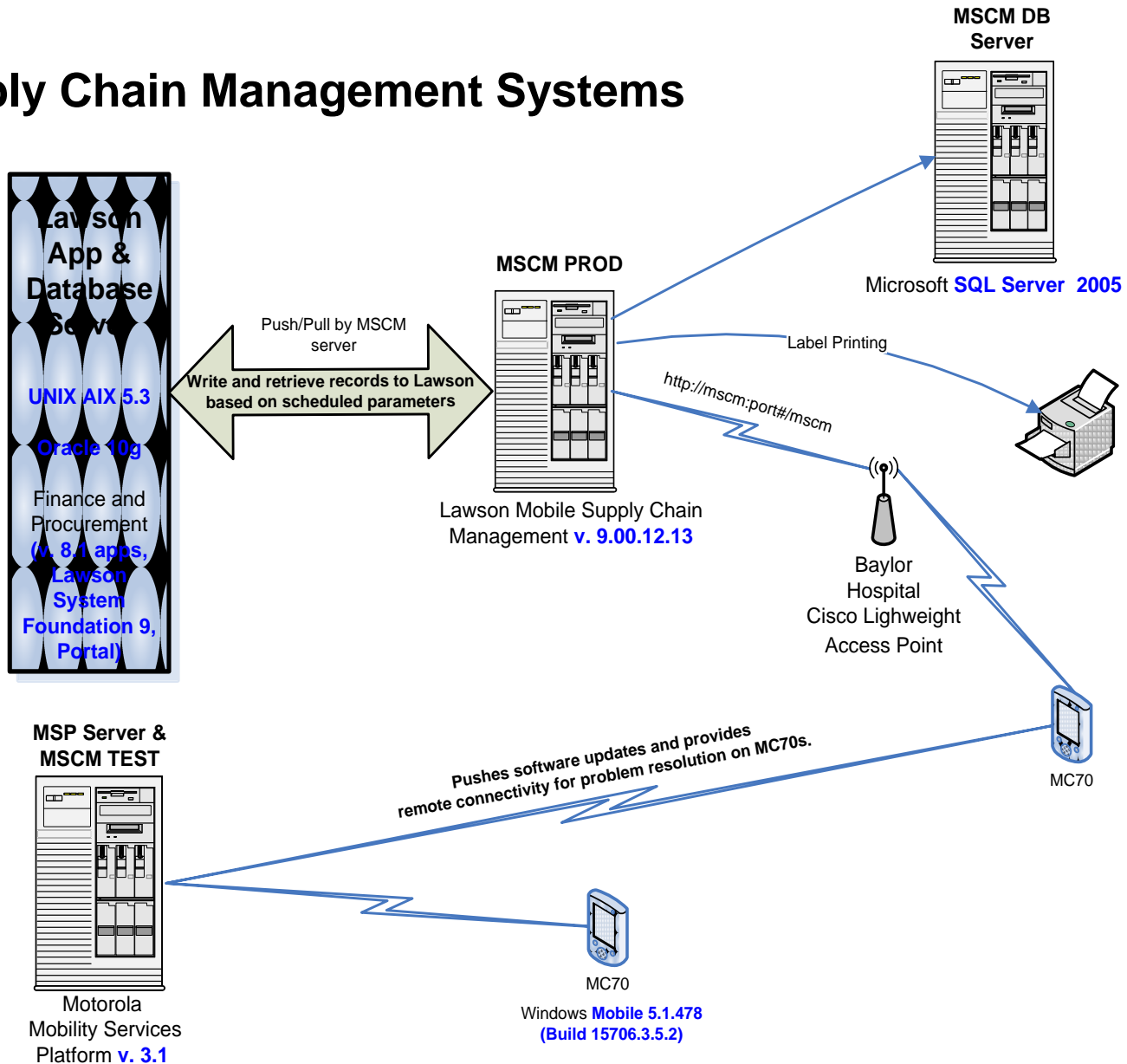
BHCS Supply Chain supports:

- 12 physical hospital locations & 1 Dist Center
- 262 Supply Chain FTEs
- Approximately 1,481 Procurement users
- 24,596 active SKU's
- 509,554 annual PO Lines
- 1,795,702 supply issues (excluding Pharmacy)





Supply Chain Management Systems





Supply Chain Management Systems Support Model

Supply Chain Informatics – 10 staff

- Procurement and Requisition Self-Service end-user support
- Application and operational systems training
- Data management
- EDI/E-fax setup, support and maintenance
- Security class definition and management
- Inventory solution support
- Operational reporting

Baylor Information Services (BIS) – 9 staff

- Server Management
- Application and environment upgrades
- Backups
- LAUA Security
- Interface development and support
- Process flow development and support

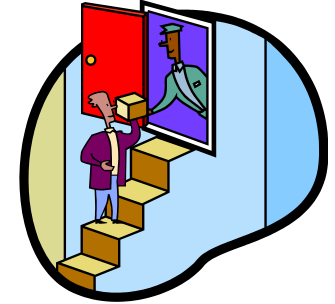
**These staff also support other applications outside of Supply Chain*



The PAR Management Challenge

Project Initiation

Not Just a Technology Problem... Acknowledge ALL the Challenges



The Technology

- Mixture of technology: some was outdated and none was “standard”
- Limited support model – telephone calls and emergency on-site visits

The Processes

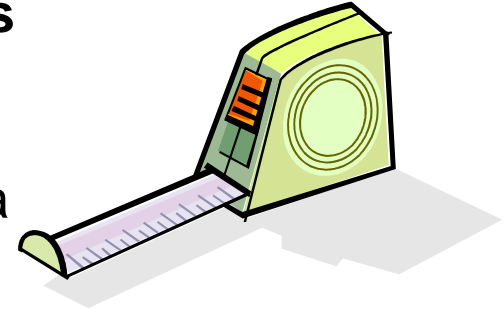
- Limited interest in increasing use of PARs and Cycle Counting due to lack of current technology and standard processes

The Data

- Lawson line-level data on PARs was suspect
- Ability to measure productivity of Supply PAR Management or staff limited and difficult

Develop Measurable Project Goals

- Cleanse and update current PARs and PAR data
- Create new PARs where appropriate
- Implement PAR Management processes that were standardized
- Implement a leading-edge technology solution set to support the staff, the processes, and enable increased productivity



Set Specific Technology Solution Requirements

- Compatible with Lawson Procurement Suite
- Wireless with real-time transactions
- Barcode enabled
- Enterprise wide
- Scalable
- Supportable through remote access technology
- Packaged with productivity reporting



Actively Address Project Constraints



Technology

- Lawson System Foundation 9.0 Upgrade required
- 4 sites would have to upgrade together in a “Big Bang”



Budget

- Budget for all projects allocated for use **by June 2008**



Timing

- Project Initiation started **September 2007**

Include People, Processes and Technology in Our Project Strategy



People

- Introduce the solutions early and often
- Find and partner with stakeholders and end users



Process

- Follow a project management process to stay on course
- Standardize processes when technology requires
- Change processes after technology change when feasible



Technology

- Install technology changes at the same time
- Deploy **Upgraded** technology to users in “Big Bang”
- Deploy **New** technology to users in stages



The PAR Management Challenge

Project Planning

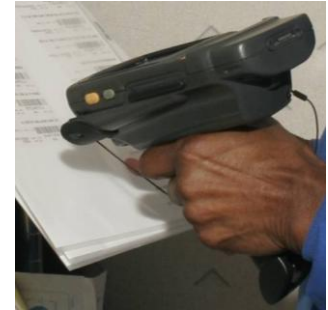
September 2007

Product Reviews and Scope Definition



People

- Launched on-site “Demo Day” for “first choice” software solution
- Demo included preview of new handheld technology



Process

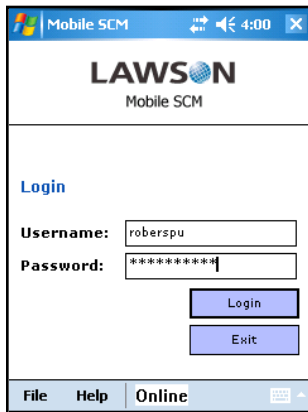
- Started gathering estimates for “first choice” products
- Began work on PAR Management operational goals



Technology

- Demo Day included time for technology breakout session

Lawson Mobile Supply Chain Management at “Demo Day”



Mobile SCM

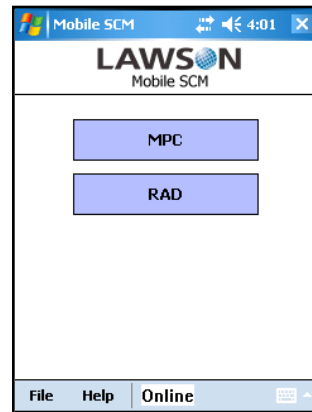
LAWSON
Mobile SCM

Login

Username: roberspu
Password: *****

Login
Exit

File Help Online

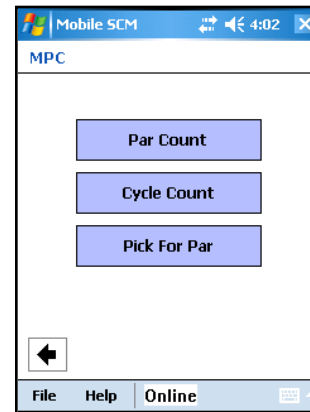


Mobile SCM

LAWSON
Mobile SCM

MPC
RAD

File Help Online

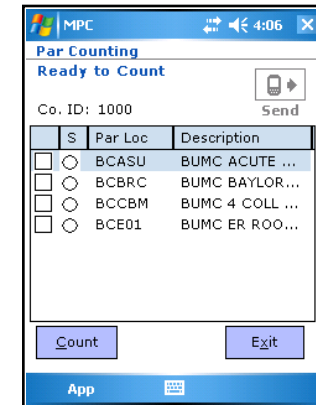


Mobile SCM

MPC

Par Count
Cycle Count
Pick For Par

File Help Online



MPC

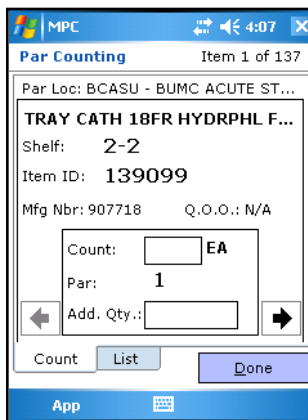
Par Counting
Ready to Count

Co. ID: 1000

	S	Par Loc	Description
<input type="checkbox"/>	<input type="radio"/>	BCASU	BUMC ACUTE ...
<input type="checkbox"/>	<input type="radio"/>	BCBRC	BUMC BAYLOR...
<input type="checkbox"/>	<input type="radio"/>	BCCBM	BUMC 4 COLL ...
<input type="checkbox"/>	<input type="radio"/>	BCE01	BUMC ER ROO...

Count Exit

App



MPC

Par Counting Item 1 of 137

Par Loc: BCASU - BUMC ACUTE ST...

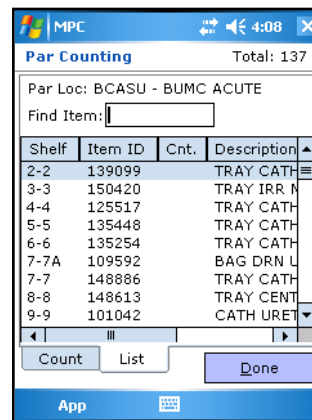
TRAY CATH 18FR HYDRPHL F...

Shelf: 2-2
Item ID: 139099
Mfg Nbr: 907718 Q.O.O.: N/A

Count: EA
Par: 1
Add. Qty.:

Count List Done

App



MPC

Par Counting Total: 137

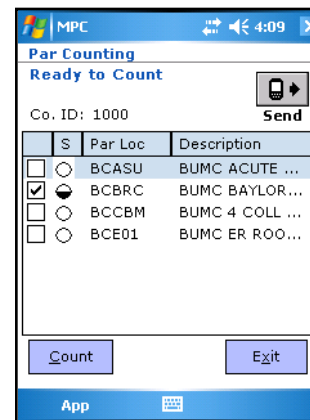
Par Loc: BCASU - BUMC ACUTE

Find Item:

Shelf	Item ID	Cnt.	Description
2-2	139099		TRAY CATH
3-3	150420		TRAY IRR N
4-4	125517		TRAY CATH
5-5	135448		TRAY CATH
6-6	135254		TRAY CATH
7-7A	109592		BAG DRN U
7-7	148886		TRAY CATH
8-8	148613		TRAY CENT
9-9	101042		CATH URET

Count List Done

App



MPC

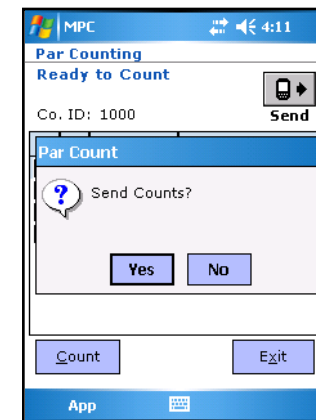
Par Counting
Ready to Count

Co. ID: 1000

	S	Par Loc	Description
<input type="checkbox"/>	<input type="radio"/>	BCASU	BUMC ACUTE ...
<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	BCBRC	BUMC BAYLOR...
<input type="checkbox"/>	<input type="radio"/>	BCCBM	BUMC 4 COLL ...
<input type="checkbox"/>	<input type="radio"/>	BCE01	BUMC ER ROO...

Count Exit

App



MPC

Par Counting
Ready to Count

Co. ID: 1000

Par Count

Send Counts?

Yes No

Count Exit

App



Decision: Product validated as operationally functional

October 2007

Scope Definition continues and Project Management education begins

 **Decision: Train using real project**



People

- Trained Supply Chain Informatics staff on PMI-based Project Management processes
- Engaged Supply Chain executives and leadership for feedback and decisions



Process

- Developed PAR Management draft charter including operational goals
- Supply Chain executives and leadership reviewed tangible information in charter



Technology

- Project-dependency technology decisions for the other Lawson-based projects being addressed

November 2007

★ *Scope Definition and Project Management education completed*



People

- Completed training of Informatics staff on Project Management
- Started reporting project progress in Supply Chain leadership and site director meetings



Process

- Delivered completed charter and high-level timeline for project
- Scheduled “handheld” demo with local vendor to review several handheld barcode scanning devices



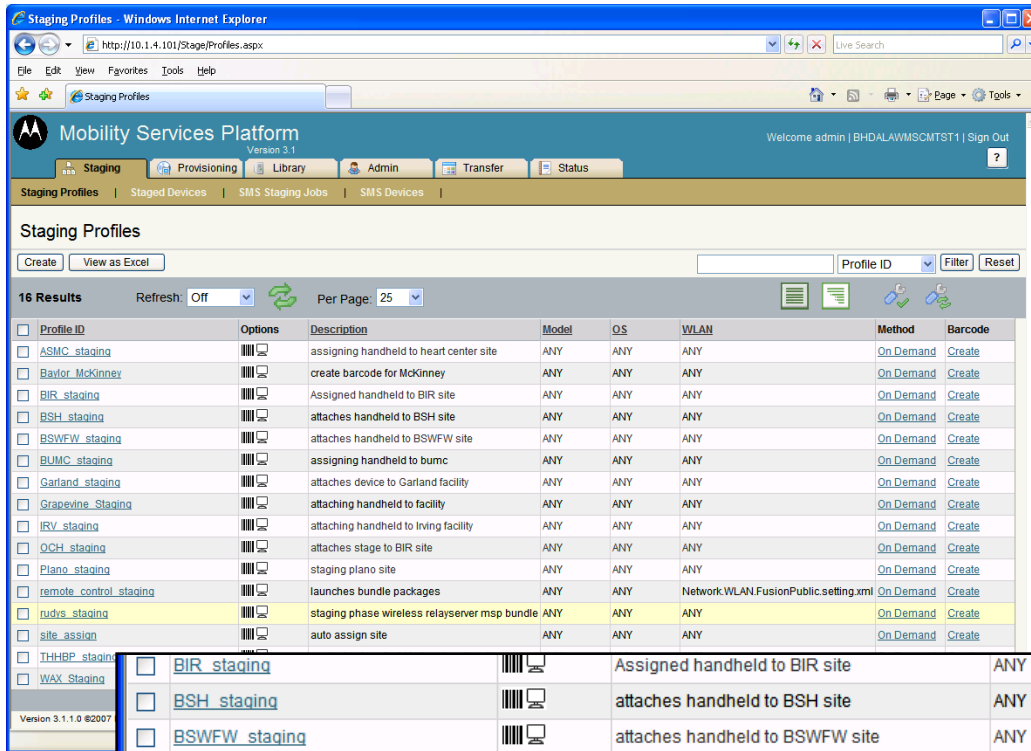
Technology

- Reviewed Motorola’s MSP solution as part of possible solution



Technology (November 2007)

Motorola's MSP software: A new support model?



The screenshot shows the 'Staging Profiles' page in the Mobility Services Platform. It features a table with 16 results, including columns for Profile ID, Options, Description, Model, OS, WLAN, Method, and Barcode. The table lists various staging profiles such as ASMC_staging, Baylor_McKinney, BIR_staging, BSH_staging, BSWFW_staging, BUMC_staging, Garland_staging, Grapevine_Staging, IRV_staging, OCH_staging, Plano_staging, remote_control_staging, rudys_staging, site_assign, THHRP_staging, and WAX_Staging.

Profile ID	Options	Description	Model	OS	WLAN	Method	Barcode
BIR_staging		Assigned handheld to BIR site	ANY	ANY	ANY	On Demand	Create
BSH_staging		attaches handheld to BSH site	ANY	ANY	ANY	On Demand	Create
BSWFW_staging		attaches handheld to BSWFW site	ANY	ANY	ANY	On Demand	Create
BUMC_staging		assigning handheld to bumc	ANY	ANY	ANY	On Demand	Create
Garland_staging		attaches device to Garland facility	ANY	ANY	ANY	On Demand	Create
Grapevine_Staging		attaching handheld to facility	ANY	ANY	ANY	On Demand	Create
IRV_staging		attaching handheld to Irving facility	ANY	ANY	ANY	On Demand	Create
OCH_staging		attaches stage to BIR site	ANY	ANY	ANY	On Demand	Create



Technology (November 2007)

Motorola's MSP software A new support model?




Mobility Services Platform Version 3.1 Welcome admin |

Staging | Provisioning | Library | Admin | Transfer | Status

Compliance Summary | Compliance By Relay Server | Compliance By Site | **Policy Management**

Policy Management

Create | View as Excel

5 Results Refresh: Off  Per Page: 25  




<input type="checkbox"/>	Name	Bundle Name	Type	Policy Status	Modify
<input type="checkbox"/>	AppCenter_install	AppCenter_bundle	On-Going	Inactive	Activate
<input type="checkbox"/>	install_MSCM9.11	install_MSCM9.11			
<input type="checkbox"/>	Lawson_App_policy	Lawson_App_Bundle			
<input type="checkbox"/>	Step 2 install new cab file	New_Install_4_fresh_cab_files			
<input type="checkbox"/>	Step1 remove ver9.11 cab files	Uninstall_4_cab_files			

Staging | Provisioning | **Library** | Admin | Transfer | Status

Packages | Settings | **Bundles** | Conditions | Message Sets | Attributes

Bundles

Create | View as Excel

9 Results Refresh: Off  Per Page: 25  

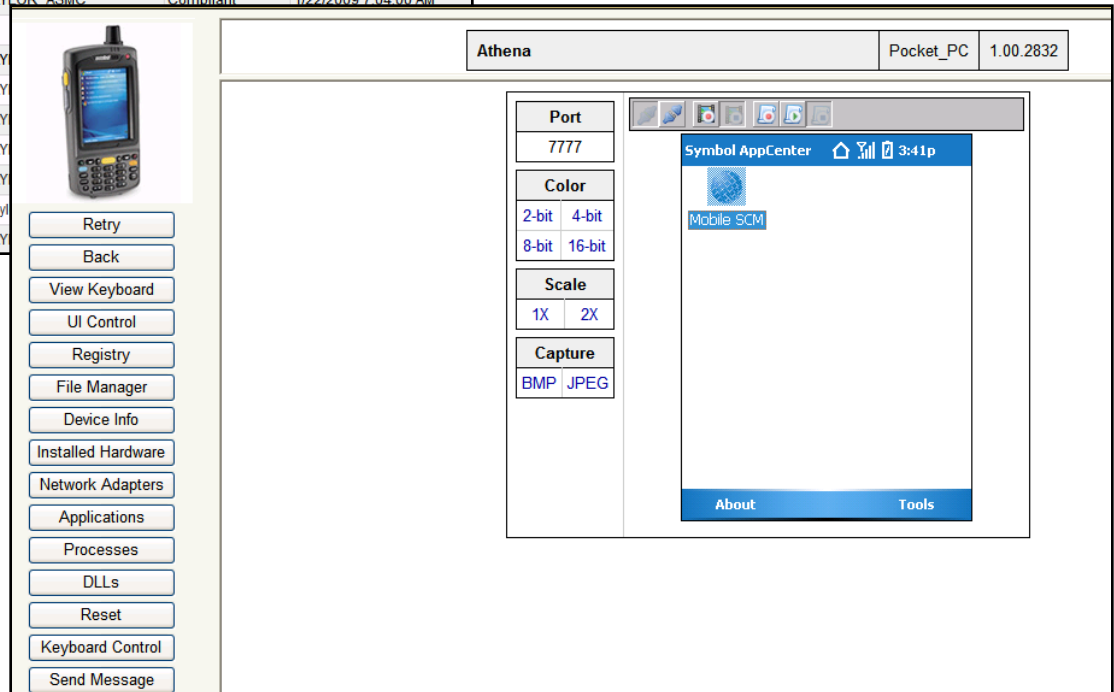
<input type="checkbox"/>	Bundle Name	# Steps	Description
<input type="checkbox"/>	AppCenter_bundle	2	to upload AppCenter bundle to all devices
<input type="checkbox"/>	auto_site_asign	1	assigning site automatically
<input type="checkbox"/>	install_MSCM9.11	9	This bundle will delete previous packages and install update app ver 9.11
<input type="checkbox"/>	Lawson_App_Bundle	5	Contains Lawson 4 apps: PlatformDLL.SymbolWin2003.CAB HShell.SymbolWin2003.CAB MPC.SymbolWin2003.CAB LawsonInstaller.SymbolWin2003.CAB
<input type="checkbox"/>	MSP3_Bundle	3	Install abup30 and enable30 for MSP3 compliance
<input type="checkbox"/>	New Install 4 fresh cab files	5	seperately install CAB files
<input type="checkbox"/>	remote_control_bundle	3	launches get adapters and remote control 1.60
<input type="checkbox"/>	test_uninstall_init_package	4	uninstall previous bundle packages
<input type="checkbox"/>	Uninstall 4 cab files	5	uninstall 4 ver 9.11 cab files



Technology (November 2007)

Motorola's MSP software A new support model?

Device ID	Model	OS	Site	Status	As Of
0102a301ff4635a1a8000050bf7a60e2	MC7090	WM5		Compliant	9/21/2008 12:50:00 PM
019694010647790148000050bf7a60e2	MC7090	WM5	BAYLOR_BSWFW	Compliant	1/22/2009 10:28:00 AM
019694010647c21148000050bf7a60e2	MC7090	WM5		Compliant	10/21/2008 7:18:00 AM
0296940106471c9178000050bf7a60e2	MC7090	WM5	BAYLOR_ASMC	Compliant	1/22/2009 7:04:00 AM
029694010647ad8188000050bf7a60e2	MC7090	WM5			
029694010647f0f168000050bf7a60e2	MC7090	WM5	BAY		
02969401074766d138000050bf7a60e2	MC7090	WM5	BAY		
0396940106477d6138000050bf7a60e2	MC7090	WM5	BAY		
0408a1012d47ce1128000050bf7a60e2	MC7090	WM5	BAY		
04969401064772f148000050bf7a60e2	MC7090	WM5	BAY		
049694010647f41108000050bf7a60e2	MC7090	WM5	Bayl		
0573a901034705e1c8000050bf7a60e2	MC7090	WM5	BAY		



Athena Pocket_PC 1.00.2832

Port	7777
Color	2-bit 4-bit 8-bit 16-bit
Scale	1X 2X
Capture	BMP JPEG

Symbol AppCenter 3:41p
Mobile SCM
About Tools

- Retry
- Back
- View Keyboard
- UI Control
- Registry
- File Manager
- Device Info
- Installed Hardware
- Network Adapters
- Applications
- Processes
- DLLs
- Reset
- Keyboard Control
- Send Message



Decision:
Product validated as operationally functional for new support model

December 2007

★ *Project Charter completed*

➤ **Decision:** *All products and software finalized*



People

- Reporting project progress in Supply Chain leadership and site director meetings



Process

- Finalized products, standards, vendors and quotes for products
- Finalized charter for project
- Assigned project leads and project teams in Informatics and BIS



Technology

- Finalized technology decisions



Technology (December 2007)



Decision: Final Products Determined



Pistol Grip

Determined a "must have" for ease of use



Motorola / Symbol MC70

Certified by Lawson

Zebra ZM400
*Already a standard at BHCS
for the Labs*



Charging Cradles

*Single and 4-slot
cradles addressed all
locations*





The PAR Management Challenge

Project Execution and Control

January 2008

- ★ *All system configurations finalized*
- ▶ **Decision: Implementation date set**



People

- “Next Steps” communication to clean and update PARs



Process

- Engaged vendor resources
- Finalized timeline for project – **“Go Live” set at May 19, 2008**
- Began PAR cleanup and updates



Technology

- BIS group finalized system configurations for all the concurrent technology upgrades and implementations

February 2008

- ★ **System and software delivery and setup begins; 3.5 months left**
- **Decision: Security profiles for users and groups**



People

- Updates at Supply Chain leadership and site director meetings
- Distributed easy-to-read activities calendar



Process

- Finalized Mobile Supply Chain Application Security Profiles for users and groups



Technology

- Systems delivered; setup and installation begins

March 2008

★ **Handheld and printer delivery and setup begins; 2.5 months left**

▶ **Decision: Label layouts for PARs and for Stockrooms**

▶ **Decision: Training plan and end-user documentation needs**



People

- Old vs. New handheld device “look and feel”
- Barcode label review
- “Next Steps” communication for network drops and static IP addresses



Process

- Started documentation for software technical configuration



Technology

- Software installation and configuration in TEST environment begins
- Barcode printer configuration begins
- Handhelds unpacked and tested; batteries installed and units charged

April 2008

★ **Handheld and printer delivery and setup at sites; 1.5 months left**

▶ **Decision: Scheduler Settings between applications**

▶ **Decision: Test Plan and Process for Application and Devices**



People

- “Next Steps” pre-implementation discussions with first 4 sites



Process

- Printed barcoded shelf labels at first 4 sites
- Drafted end user training documentation
- Launched integrated testing to / from Lawson applications through wireless networks and handheld devices



Technology

- Completed installation and configuration in TEST environment
- Installed, configured and deployed Motorola MSP software and provisions
- Completed handheld device configuration and software installations
- Completed wireless network testing with handhelds

May 2008

★ **Testing completed and end users trained; “Big Bang” implemented**

▶ **Decision: End User Support Plan for “Big Bang”**

▶ **Decision: Cutover and Backout plans**



People

- Trained BIS and Informatics staff on use and support for all software and tools
- Trained end users at first 4 sites on use of software and tools



Process

- Finalized end-user training documents
- Finalized support staff documents for all software and tools
- Finished testing and froze changes to Mobile Supply Chain, MSP, MC70s and all associated processes



Technology

- Software load on handheld scanners (CAB files) via MSP finished
- Wireless network setups completed for first 4 sites
- Mobile Supply Chain Management software configuration finalized in PROD environment

June 2008

★ *Post-implementation support continues with next rollouts initiated*

➤ *Decision: Finalized “New” sites rollout plan*



People

- Continued training end users at remaining sites on use of software and tools
- Continued support for sites already live on system



Process

- Operational procedures implemented and procedure documentation validated
- Operationalized support for sites already live on system



Technology

- Load software on remaining handheld scanners
- Wireless network setups completed at remaining sites

July 2008

★ *All 13 sites live; project moved to closeout*



People

- Finished rollout to all end users
- Communicated completion to Supply Chain leadership and site directors
- Solicited feedback from users on project, processes, and solutions delivered



Process

- Completed project closeout
- Validated support was operationalized with Informatics and BIS
- Documented lessons learned



Technology

- Moved technology to operational support model
- Started review of additional functionality, new releases, patches, updates and enhancements



Project Closeout Phase



Lessons Learned – People



“Good Calls”

- Demo Day
 - Early feedback on process and technology
 - Identified early concerns
 - Opened communication
- Communications Strategy
 - Easy-to-read activities calendar
 - “Next Steps” called for action
- “Show-n-tells” with handhelds and labels for feedback



“Look for a Better Way”

- Involve end users more in testing with their own data – makes data cleanup more urgent

 **Lessons Learned – Process****“Good Calls”**

- Learned and used project management– simple is OK
- Schedule due dates to make project decisions and hold to the dates
- Put the right people on the team
- Documentation is part of the process – and required!
- Operational support procedures completed and cross-trained as part of project

**“Look for a Better Way”**

- Involve end users in more testing with their own data
- Make data cleanup more urgent



Lessons Learned – Technology



“Good Calls”

- Installed MSCM on separate server(s) outside of core Lawson
- Purchased support services for handheld technology deployment
- Did not purchase extended warranties on handhelds
- Obtained “test” handheld and “test” barcode label printer EARLY
- Strategic thinking done around MSCM Scheduler settings



“Look for a Better Way”

- Volume testing was never accomplished (need an EASY button, Lawson!!)
- Problem reporting and patches to MSCM should have been done sooner
- Should have selected extended life batteries for the handhelds



Supply Chain Management

- Pam Scott
- JoAnn Studdard
- Terry Worsham
- Mark Matthys
- Kilene Pylant
- Rudy Martinez
- Velma Jackman
- Sara French
- Theo Welsh
- Amy Martinez



Lawson Consulting and GSC

- Ken Hittson
- Jason Bis
- Ryan Berends
- Michael Campbell

Emkat, Motorola, and RR Donnelly

- Tim Tassone
- Don Stevens
- Doug Moll
- Brad Simmering

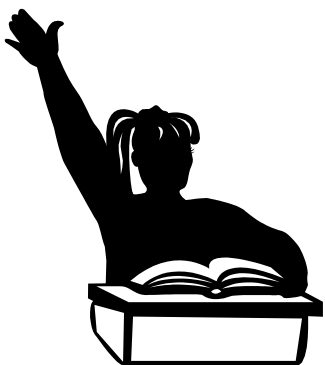
Baylor Information Services

- Marc Beisman
- Robert Spurr
- Eric Magee
- Dee Gibson-Smith
- Jeanine Harper
- Joe Isais
- Michael Cole
- Michael Fink





Time for Questions



Questions?

For more information go to
www.lawson.com/healthcare
or call 1-800-477-1357.

Visit us at www.lawson.com/hcwebinars for more information on our Healthcare Webinar World Series.

Tomorrow's webinar: **Inner Peace with Lawson Managed Services**

Hear how Edward Hospital is using Lawson Managed Services to provide support and free staff for more strategic work. Starts at 1:00 p.m. CST.