



Allina Health



PAR Bin

Model PX3232

Manufacture Code: 18184

Calibration Code: 18184

IVOC Model Made in USA

0000020504123



CASE STUDY

Allina Health improves supply chain operations with PAR Excellence resilience

5

NO. OF HOSPITALS

75,178

NO. OF SCALES
INSTALLED

42

DEPARTMENTS
WITH SCALES

390

NO. OF LOCATIONS
WITH SCALES

MIGRATING TO A DIFFERENT ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM CAN BE AN ARDUOUS, COMPLICATED AND TIME-CONSUMING TASK THAT CAN CONSUME A GREAT DEAL OF RESOURCES ON THE FRONT END BEFORE THE LONG-TERM BENEFITS START TO BE REALIZED.

While healthcare organizations may salivate over anticipated benefits and efficiencies once the system goes live, they tend to experience many frustrating hiccups and speed bumps along the way.

Some of those operational challenges can involve intra-system connectivity that the ERP vendor is expected to facilitate – at least from one end of the linkage.

What happens on the other end of that linkage matters, too, so you need a resilient partner to make that happen.

The supply chain team at Allina Health learned that lesson first-hand.

Like many top-tier healthcare organizations, the Minneapolis, MN-based integrated delivery network sought to consolidate and standardize to a single ERP platform for Finance, Human Resources and Supply Chain Management.

After nearly 22 years with its previous ERP platform (the IDN went live with the vendor back in 1999), Allina switched earlier this year, according to Sarah Charai, Director of Supply Chain Operations at Allina Health.

Allina's Supply Chain team reached out to PAR

Excellence early on in the process, she indicated, soon after the decision to move to a new ERP was made, in fact. The decision to move quickly made complete sense, too.

"Their integration with our new system was critical as we have PAR Excellence so widespread throughout our System," Charai recalled.

Recruiting PAR Excellence into the conversion process right away was necessary for Allina clinicians to practice effectively and for Supply Chain to transact business efficiently. And their response was appreciated.

"PAR Excellence was very open and willing to assist with the needed interfaces and to support us in whatever way we needed through the transition," Charai said. "[At times] when the implementation didn't go as smooth as we had hoped, PAR Excellence was extremely flexible and supportive with their assistance to make sure orders got placed to allow us to continue to deliver patient care. They put in a lot of time after our go-live to support us."

Like many ERP conversions, Allina's wasn't nearly as simple as flipping a switch. In fact, the information technology team at PAR Excellence had to reconfigure

interfaces to accommodate the new electronic medical record (EMR) application, according to Charai. As a result, PAR Excellence's technical team worked directly with Allina's IT to build and test the integrations needed, she noted. "Post go-live they were also very involved in assisting us with any issues we encountered," she added.

Allina found that adding these changes to the routine didn't complicate or frustrate the relationship with PAR Excellence either, Charai observed.

"We never felt like this was a burden on PAR Excellence," she said. "They really treated this as a continuation of our partnership."

Because the inventory management functionality in the ERP continues to mature, Allina Supply Chain has been unable to extract real-time data from the system and so it had to build many of the reports it needed, according to Charai. However, Supply Chain is just starting to pull usage data out of the system after IT fashioned the necessary reporting adjustments. During the previous five months, Supply Chain only has been able to capture usage data from the PAR Excellence system, she added.

Supply Chain values the convenience and user-friendliness of the PAR Excellence system, which has contributed to productivity and expansion projects.

"Once trained, my team, who have limited-to-no IT background are now setting up new areas on the PAR Excellence system," Charai said. "We use the standard

PAR Excellence reports to manage our inventory – from dealing with usage, slow/no moving supplies and stock outs. Then on a regular basis, my Supply Chain team meets with the clinical leaders to review the reports and make inventory decisions. Our charge compliance has increased significantly because the method for a clinician to charge supplies to a patient is so easy."



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Thanks in part to PAR Excellence, Allina can run its Supply Chain operations in a "more proactive, playful manner," Charai indicated.

"I have always been a huge advocate for the PAR Excellence system," she said. "From an operational perspective you have the right data to make strategic inventory management decisions. PAR Excellence allowed us to right-size not only our supply rooms across the System but also to right-size our on-site warehouses. We no longer have to carry excess inventory due to supply room stockouts. We can proactively manage and avoid such situations."

PAR EXCELLENCE HIGHLIGHTS



Founded:
1993



317
Client hospitals
and networks



1.5 MILLION
scales installed



Headquarters:
CINCINNATI, OH

7,000

Departments including:
Surgery, Pharmacy, Nursing,
Storerooms, Central Sterile,
Ambulatory, Non-acute

Perfect for

COUNTLESS

products including: catheters,
CPTs, drapes, forceps, gloves,
gowns, linens, medication,
respiratory, shampoo, stents,
sutures, trocars, wires **...and more!**