

ACCESS COMMUNITY HEALTH NETWORK CASE STUDY



ACCESS Community provides community based medical support in the Chicago area through its network of health and specialty clinics. The spend at these facilities was poorly controlled, fragmented, above contracted rates and the inventory control was largely non-existent. The implementation of the IOS application has given the network the ability to manage 50 sites in a way that hadn't been possible without a technology solution such as IOS.

DOCUMENTED SUCCESS

Kelli Wallace, ACCESS Director of Purchasing, needed a technology solution to support the organization objectives. IOS was able to deliver the solution that has allowed her to actually exceed these goals. The major accomplishments include:

- **Training and user acceptance.** With the assistance of IOS, ACCESS trained all of their users at 50 sites in a two day period. The user friendly interface and built-in process allowed for this aggressive roll-out to be completed successfully. The ease of use has kept the user compliance rate at almost 100% so ACCESS can achieve their many objectives.
- **Product formulary adherence, in office supplies alone, drove more than \$600,000 of savings** in first 6 months. ACCESS created office supply order templates with just contracted items to standardization. ACCESS is now creating standards in many other product areas to reduce costs further.
- **Single order portal.** ACCESS users were constantly confused with how they had to place orders with their many vendors. Did they call in, did they submit online, what was their login and password, did they fax an order, etc. IOS provides a single portal for order entry so the end user order process has been greatly simplified.
- **Visibility to spend.** ACCESS corporate and facility directors didn't know their monthly spend against budget until invoices had been processed and month-end budget reports distributed. Now reports can be run by date parameters in minutes so directors can proactively manage their expense budgets.
- **Increased orders submitted via EDI to 70% of inventory spend.** In addition to the gained efficiency, the vendor confirmation provides valuable back-order information and price discrepancy information within minutes of the order being placed.
- **Simple corporate management.** The corporate group can manage the complete item master and vendor master. In addition, order templates for the different facility specialty types (e.g., dental, ob-gyn, etc.) are managed to maximize contracted product compliance.

CLIENT QUOTES

ACCESS had the following to say about the IOS solution:

"We had been looking for ways to control our procurement processes. We now have a solution that will provide a significant ROI."

"Our end users finally have a procurement solution that is easy to use and our standardization efforts show that value."

Kelli Wallace, Director of Purchasing



Inventory Optimization Solutions, IOS, is a web-based supply chain management application for the healthcare market.

ACCESS's Objectives:

- Provide single portal for all vendor orders
- Eliminate maverick buying
- Initiate electronic ordering with vendors
- Provide corporate visibility into a disparate network of facilities
- Improve inventory control and decrease inventory levels
- Streamline invoice approval and payment
- Stop killing so many trees

Account Summary:

- Chicago community health network
- 50 facilities
- 600,000 encounters a year
- 14 service lines supported