

CASE STUDY



ORGANIZATION:

Sisters of Mercy

INDUSTRY:

Healthcare

SOLUTION:

Q-Pulse

Background:

After the Institute of Medicine in 1999 released its report stating that 7,000 deaths were occurring annually in the U.S. from preventable medication errors, Resource Optimization and Innovation (ROi), an operating division of Sisters of Mercy Health System set their direction on finding a better, safer way to deliver medications to patients. The “Mercy Meds” initiative began in 2003 and would go on to become a successful, award winning example of what one health system could achieve.

Sisters of Mercy Health System based in St. Louis, Missouri operates 26 acute care facilities and 3 heart hospitals as well as numerous clinics with over 4,000 patient beds throughout the system.

The Challenge:

Part of the Mercy Meds solution involved taking control of the supply chain by managing their own Consolidated Services Center or (CSC). In order to do this, Mercy took on the task of negotiating their contracts directly with manufacturers and having deliveries of pharmaceuticals and med-surg supplies delivered directly to the Mercy owned and operated distribution center. In order to meet the complex regulatory requirements as well as internal Mercy expectations of this new model there was a need for an automated solution. The new model required a quality system to document procedures, keep track of training, provide a mechanism for tracking and resolving issues and meet all of the other requirements expected by the regulatory agencies as well as Mercy itself.





“ Q-Pulse has been a critical tool in establishing a professional and consistent platform for quality and regulatory assurance. ”

Vance Moore
President / CEO - ROi.

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The Solution:

Mercy selected Q-Pulse as their solution. The application enabled Mercy to manage internal expectations and perception against actual performance and provide report-outs to demonstrate their success. This was critical to the success of the CSC. When internal staff called the centralized customer service department, issues were logged into Q-Pulse and routed for corrective action. Issues that appeared multiple times were investigated further to identify the reason for the trend and to identify a more effective solution. A variety of key performance indicators were verified using the Q-Pulse application, such as fill rates (both traditional and those reflective of the repackaging operation, i.e. single unit of use as well as bulk) and accuracy rates.

The Q-Pulse application also enabled Mercy to hold suppliers accountable by catching issues on the inbound product and communicating these issues back to the suppliers. Internal customers were also held accountable. Documented procedures were available electronically and in the case of customer error, the procedure was cited and re-training indicated to resolve the issue.

Conclusion:

Today, Q-Pulse continues to support Mercy's supply chain and pharmacy repackaging operation as well as areas beyond the Consolidated Services Center.

“Q-Pulse has been a critical tool in establishing a professional and consistent platform for quality and regulatory assurance. Our continued use for more than seven years is evidence of this continued relevance in our dynamic business. We find it easy to use, comprehensive, and affordable - that's a combination that is hard to beat these days.” – Vance Moore, President / CEO – ROi.

The Mercy story is a great example of how one health system is making a difference in changing the industry for the better by adding innovative solutions to their toolbox such as Q-Pulse.

For more information on Q-Pulse please visit our website at www.ECL2.com or contact us directly at 469.828.5006 or by email at inquiries@ECL2.com.