



INVENTORY  
OPTIMIZATION  
SOLUTIONS

# IMMUNOe Health Centers Case Study

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– Amanda Dawson, IMMUNOe Health Centers

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## Overview

Toward the goal of helping patients with immune-related diseases and disorders, IMMUNOe Health Centers was founded in 1994 by Dr. Isaac Melamed as a single specialty practice. Since that time, the organization has expanded its scope and today provides children and adults with wide-ranging, patient-focused services and care, including pediatric and family practice services, as well as a full range of allergy, asthma and immunology care.

Today, IMMUNOe Health Centers throughout the Denver area help patients achieve and maintain the strongest and most balanced immune system possible. Rather than treat symptoms of immune-related diseases and disorders, IMMUNOe Health Centers uses an integrated, preventive approach tailored to individual’s needs. Focused on early diagnosis, specialized treatment and clinical research, IMMUNOe is a recognized leader in immune health.

The team at IMMUNOe also identifies best practices to drive their business processes, ensuring their organization delivers the most efficient, cost-effective and high quality patient care.

## The Situation

With a total of eight locations, including seven patient care sites and the corporate office, ordering supplies at IMMUNOe has been a time-consuming task. Historically, each office was responsible for their own purchasing. Ensuring there were always supplies on-hand meant time was spent in each location identifying products, pricing, checking inventory, placing orders, and eventually, trying to validate receipt of items for invoice payment.

## The Challenges

With each office placing individual orders, there was little visibility to supplies being used or overall spending at the corporate level. Procurement processes weren’t streamlined and there was no consistency in products being ordered. Often, different locations used different supplies, creating a lack of standardization of products and prices. Clinicians in each office spent time managing supplies and tasks related to ordering.

“Without centralized processes, things were pretty hectic,” said Amanda Dawson, purchasing manager, IMMUNOe. “In each location, people were ordering the products they wanted, even if they weren’t on contract. We weren’t as streamlined as we could be and were lacking some checks and balances that we needed to have in place. AP processes were especially difficult – when we received invoices, it was difficult to tell who had ordered the products being billed, whether the items were received and if the invoices were correct.”



## The Solution

“As we kept growing, we determined that a centralized process would work better for our organization,” stated Dawson. “We had previously implemented the Envi® solution after being introduced to IOS by our distributor representative. Initially, we were using Envi to support electronic procurement in each office, and discovered that we could also use Envi to centralize our purchasing efforts. We gradually evolved our processes – I spent time going back through purchase order histories to be sure I had a good view of all the products being used throughout IMMUNOe facilities. With this information, I was able to create a more standardized approach to both supplies and vendors, getting better pricing as I consolidated our spend onto contracts, and driving more consistency and quality. Today I can purchase everything that’s needed on behalf of our facilities, and a local courier does daily deliveries to each location.”

Envi is the uniquely powerful, modular, web-based supply chain solution from Inventory Optimization Solutions (IOS). With 14 years of healthcare supply chain experience, and over 5,000 facilities using IOS technology, Envi has become the single solution that meets the needs of diverse healthcare organizations.

## Goals

“Our goals were not only efficiency of our business processes – including our AP processes – but also better control over products and pricing, and creating more visibility to what was being ordered and consumed,” added Dawson. “We also wanted to standardize products being used in each of our facilities so we could create the highest quality experience for our patients, throughout our entire organization.”

## Implementation

“We worked with the IOS implementation team first on our initial go-live, and then on our centralization initiative,” said Dawson. “The team is great – we had recurring project meetings to plan and prioritize next steps, making sure we kept everything organized and on track. We implemented the largest offices first, knowing they would help us identify and work out the larger issues right away. Then we rolled out to the other offices.”

## Outcomes and Results

1. “We’ve been able to standardize many of the products we use. I went through our entire system’s PO history and leveraged my clinical knowledge to begin consolidating items. Then I worked with the staff in all locations to gain agreement on areas we could consolidate. While there are still a few areas of variance, I’d estimate that we’ve cut by the number of items we’re ordering by about 50%.”
2. “We’ve been able to update our contracts and negotiate better pricing. The vendors we’re working with get more of our business in a more consistent manner.”
3. “We’re definitely saving on labor – not only in the offices, but also within the staff members who support our AP processes. There is less time spent coordinating all the moving pieces.”
4. “The visibility we have now with centralized processes is great. We’re able to drive more consistency and our clinics all deliver the same, high quality patient experience. Patients will see the same items being used to deliver care throughout all of our offices.”
5. “We’re far more aware now of what supplies the offices’ request. For example, in the past, staff would sometimes order more than they needed of certain supplies. Today we can ask more questions and reconcile supplies to patients. Again, with better visibility, we can connect purchasing and billing, and ultimately increase profitability by ensuring we’re billing correctly for supplies used. Our claims will be more accurate.”

Amanda Dawson  
Purchasing Manager  
IMMUNOe

