Envi® System Helps Boost Efficiency Across and Within Regent Surgical Health ASC System

About Regent Surgical Health

Regent Surgical Health is a leader in developing and managing successful surgery center partnerships between hospitals and physicians. Regent continually improves and evolves the ASC model based on changing market conditions. Today, Regent manages and owns 23 ambulatory surgery centers, 17 of which are joint ventures with leading hospitals, which provides a broad perspective on protocols and solutions that add value, and creates opportunities to share experiences, information and tools across centers to boost efficiency for all.

The Situation

Regent needed a system to manage the purchasing process across all of its surgery centers, from purchase orders and physical inventory tracking, to purchasing analytics and invoice approvals. "In the past, we've had as many as 20 different facilities all using different processes and systems," said Pat Wilsey, Supply Chain Director at Regent.

The Solution

The Envi® solution from IOS provided a complete materials management information system (MMIS) that brings improvements to every step of the procurement process while adding value by interfacing with existing systems. "IOS allows us to have one system across the entire procurement process," said Wilsey. "It's very user friendly as well: that's important when you have team members with varying degrees of expertise in using technology."

Regent surgery centers now use Envi to give access to contract information to all staff members through a single system, including critical data such as expiration dates and inventory codes. Additionally, Envi provides interfaces with other information systems in use in the centers, putting together information across financial management, patient billing, scheduling, preference cards and supplies used.

Using Envi

"In the past, purchase orders were hard copy- or phone-based, and the lack of information was a big obstacle," Wilsey explained. "Envi solves that problem and saves significant time, while promoting accuracy, and providing critical analytics we can use for planning. We're able to track the key elements of the supply chain and we can integrate the information with other systems. For example, preference cards can now be used to better manage costs within a center and throughout the entire Regent organization. Everything is tracked electronically, so we have a record of everything and can not only manage in real-time, but can review records to better predict the future."

Wilsey said the system enables every center to be better organized, utilizing such information as inventory history and item catalogs, as well as sharing the processes across centers so they can learn from each other. "And for a new center, IOS provides a great start, with lists of vendors, manufacturers and items available, you have a whole inventory at your disposal without starting from scratch. The tool allows you to build your inventory very easily, in as much detail as you want."

The collaborative services that IOS provides benefits to both Regent overall and to each individual center. "A big benefit is the transparency into what everyone is paying. Regent's management team can see pricing across all of its centers," said Temitope Oluwayomi, Regent's Supply Chain Manager. "And each center has visibility to get the best price."

Examples from the Regent System

Using Envi, each center is able to customize the system for local use. For example, the Regent center in Reno, NV has created a custom coding system to comply with state laws for surgical implant products.

REGENT SURGICAL HEALTH

"In Nevada, surgery centers don't pay taxes on items classified as implants, which in our state includes anything that leaves with the patient –including items like sutures and ear tubes," says Ariane Carithers, Materials Manager at Surgery Center of Reno. "Different states have different laws, both for reimbursements and taxes, so it's important to be able to code some items as 'implants' that people in other states wouldn't. IOS helps us find savings by customizing the way we code things in the system."

"I also use the tool to compare data from other centers, so we're all connected," Carithers continued. "I can see what they purchase, how often and what they pay – which helps with standardizing and optimizing our operation, and also with vendor negotiation. And one more thing – with Envi, I send orders directly to my vendors and the system sends back a confirmation right away, so I can see if an item is backordered or if the price has changed. It's much better than waiting for the shipment to arrive, only to discover missing items, or waiting for the invoice to come before I see that the price is different. With IOS, I can deal with it right when I'm placing the order, instead of waiting for the mail."

In New Brunswick, NJ, the Regent-managed Ambulatory Surgical Pavilion at Robert Wood Johnson University Hospital uses the purchase order reporting features of IOS to better inform the way they order inventory. Christy Egan, Materials Manager, uses Envi's PO reporting feature to inform ordering and manage inventory. "It helps us analyze what we're spending money on," said Egan. "We run monthly reports to see where we're spending money – which items, categories and vendors. That helps us budget, track and compare our spend to prior months or years."

As a result, Egan maintains the center saves money by being able to analyze what's really needed, and avoid shipping and handling charges by not ordering individual items anymore. "For example, we now know we should order five of a certain item for the month, because we have better information on how many we'll need. Envi also helps improve accuracy – if I mis-key something, the report gives me a chance to go back and get it right, so that spend doesn't show up elsewhere where it didn't belong."

Outcomes and Results

"Envi allows us to aggregate information from all centers in a single system, so we have the structure to build a master analysis every year that looks at savings realized on things like capital equipment, product categories and how much is spent per category," concluded Wilsey. "We can see items that are contracted versus non-contracted, and identify opportunities to move more items to contracts. We also get a facility-by-facility breakdown that lets us compare and see how much is spent at each, which category, which vendor and manufacturer. If we see two centers with similar case mix and volume but one is spending more, IOS helps us lower their spending. The real benefit is efficiency across all centers."

Christopher Stine, Regent's Corporate Compliance Officer, underscores the importance of the IOS relationship to Regent. "IOS provides an essential aspect of our operation. We're better together because we share a mindset of continual improvement. IOS wants to improve the platform, but the collaboration also goes beyond the technology. They provide amazing service, and it's a give-and-take, truly responsive relationship."

"IOS provides an essential aspect of our operation. We're better together because we share a mindset of continual improvement."
  – Christopher Stine, Regent

Benefits

- Customizable reporting functionality allows comparative data across facilities, identifying price discrepancies, and opportunities to standardize products and increase on-contract spending

- Immediate notification of back-orders and price changes via electronic POs and confirmations

- Reduction of overspending due to overstocking, with greater visibility to on-hand supplies and understanding of what's needed

- Improved accuracy based on updated item master

iOS INVENTORY OPTIMIZATION SOLUTIONS

30 Enterprise, Suite 300, Aliso Viejo, CA
sales@ioscorp.com | (800) 700-4467
www.ioscorp.com