



Bespoke e-Commerce, Logistics, Systems Solutions

True e-Commerce Doesn't Involve emails

Many organisations we have worked with over the years started out by telling us they use e-commerce to place or receive orders. They then go on to explain how they send an order using email or receive an order via email, print it out and enter into their system.

Of course e-commerce is an entirely different thing from this.

e-Commerce involves the exchange of relevant information between systems that generates system, production, fulfillment or other activity in another organisation or in a different part of the same organisation.

First and foremost effective e-commerce relies on excellence in data integrity being present in the systems of all organisations participating in the exchange.

Secondly it is critical that communication standards are applied—otherwise all

the gains made in transacting electronically will be lost in the need to program individually for every trading partner.

The third important aspect is to ensure that business process, strategy and organisational structure is consistent with using e-commerce rather than an ad hoc adaptation of earlier processes, strategies and structures.

One size does not fit all—there is a need to assess the needs of the organisation and then determine the most appropriate methods of setting up e-commerce.

An example of this is the use of the Pacific Health Exchange in the Information Technology Online project at Goulburn Valley Health. The Pacific Commerce Community of Interest Network (COIN) was implemented.

Many people question the value of such networks—the answer is simple.

Without a broker all organisations wanting to trade electronically would potentially need to write specific messages for each trading partner. The costs of this one-to-one model would replicate each other and become onerous.

A COIN can take messages in any format, translate them into a standard format and send them to all trading partners with whom communication is required—as one-to-many or many-to-many.

Others ask why COINs should be paid transaction fees for playing this role. Simple again—they are providing a service not dissimilar to that provided by the Post Office or a fax—they are taking a message and delivering it for action. There are costs associated with any of these transactional transfers, a COIN is no different.

e-Commerce is one of the solutions we can tailor through Step Six.

Logistics Optimisation

Distribution channels across the health sector—and particularly in Australasia—typically involve a series of steps where goods are purchased, pack sizes broken down and then re-sold, finally reaching the end user.

This channel structure has predominantly been created by manufacturers and suppliers over many years. Some large organisations by-pass prime vendors, wholesalers and distributors and deliver directly to

hospitals—but not many.

The inherent problem in the current structure is that it is transaction-heavy. If one conducts a full costing of how much 1 transaction costs to carry out in even the most efficient organisation and then extrapolates that cost across the buying and selling transactions required to have goods change hands two, three or four times, the resulting number is very large.

That cost is before we

consider the cost of replicated physical delivery services!

Looking at things from a health service provider perspective there is something that can be done to reduce this cost for suppliers—and hence create more favourable negotiating positions for the health service provider.

Seeing things from such different perspectives—and creating solutions on that basis is one of the Step Six services.



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**Space Saving Storage
Cost Saving Solutions**

Healthspace Pty Ltd are specialists in configuring space saving storage solutions for all manner of health service provider environments. We are the only such specialists working in Australasia.

Our modular storage system is sourced from Scan Modul in Denmark, the home of brilliant space-saving and modular design.

Our SMDS "No-Count" material management software provides the most cost-effective and simple solution to replenishing all point-of-use locations in your facility with ease and a minimum of work.

hTrak compliments the general data collection capability by enabling traceability of items to patient for safety and/or billing purposes as well as facilitating immediate replenishment by your suppliers.

We have the capability of providing every part of your solution—from a single trolley to project managing full storage solution implementations

Operational Systems—SMDS Next Steps

You've seen the simplicity, yet broad operational functionality of SMDS Supply, Inventory and Purchase. Imagine being able to apply that level of operational systems support in a whole range of related areas:

SMDS OR Management is a module developed for the quality and security of procedures in operating theatres.

An elective operation can easily be planned with a starting point in indexes. These indexes contain standard procedures or preference cards for the individual surgeon scheduled to perform the operation. Packing lists can be printed with the statement of pick location (from the departments own inventory, order from the sterile central or from an external vendor).

Extra consumption during the operation or return of items after the operation is finished can be registered manually or by electronic reading of bar codes and is connected to the actual operation card. From this, the exact price of the operation can be calculated. The module provides the opportunity for follow up on cost as well as clinical objectives.

- Index for standard procedures (incl. bill of material and nursing plan)
- Index for preference card per surgeon (incl. bill of material and nursing plan)
- Planning of operations with start/end times and hour, procedure, surgeon etc.
- Printing of packing list
- Automatic workflow by reading of process bar codes
- Manual or electronic registration of additional consumption/returning of items
- Cost analysis and documentation of operations
- Import of operations (from external booking program)
- Export of consumption transactions

SMDS Tender is an effective tool for the professional purchaser. It is used for creating bids, evaluating vendor offers and implementing and following up contracts.

- Establishment of tender journal with

tender items

- Vendor index
- Automatic generation of tender documents in Word and Excel
- Email of tender documents to selected vendors
- Import of offers from vendors
- Automatic selection of offers
- Implementation of contracts

SMDS Patient is a module developed for documenting the consumption of items and services during patient treatment. The module can be used in environments where full compliance is required, along with detailed documentation of the items and services, as part of the treatment of patients.

SMDS Invoice Control is the final module is a superstructure of the Purchase module and gives the individual invoice controller a detailed overview for approving vendor invoices. The module contains functions that transfer approved invoices from vendors to external payment systems.