GHX®

Universitätsspital Basel

"With GHX Exchange Services, the University Hospital Basel not only saves on process costs, but also gains more transparency in the procurement process through the integration of return documents."

Jennifer Jansch

Key Account Managerin, GHX Europe

BASEL UNIVERSITY HOSPITAL OPTIMISES DIGITAL PROCUREMENT PROCESS

Basel University Hospital (USB) is one of Switzerland's leading medical centres, and a pioneer in digital procurement processes. As part of a pilot project, the hospital worked with GHX to develop and successfully implement an innovative solution for digital procurement, both for medical devices and consumables, and for medicines ordered through the hospital pharmacy. The seamless connection to the hospital's ERP system together with the integration of return documents, saves process costs and increases transparency throughout the entire procurement process.

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RESULTS

Savings in process costs through automated procurement

Increased transparency through integration of return documents

All procurement processes managed via one system

Compliance with GS1 standards for consignment orders

Time savings for operational and strategic purchasers

Supports orders from suppliers without EDI connection

THE CHALLENGE

With almost 800 beds and almost 8,000 employees, Basel University Hospital is one of the largest hospitals in Switzerland. The USB orders its products, services and medical consumables through more than 1,600 suppliers, as well as nearly 300 suppliers connected to the hospital pharmacy, making the procurement process a key factor in driving digitisation and saving on costs and resources.

The USB has been mapping its materials management processes electronically for years. Before working with GHX, the university hospital relied on another provider to handle its procurement process. "After a good start, technical problems started to increase, causing them at times to order manually again. In addition, those responsible waited in vain for years for innovations that would have been necessary to be able to react to developments in the market and to meet the requirements of the university hospital."

"After hearing about the challenges, we made the proposal to jointly develop a solution for procurement management," says Jennifer Jansch, Key Account Manager at GHX Europe responsible for the Swiss market. In her discussions with the decision-makers in purchasing, it became clear that the requirements for a new solution that would optimise the digital processes for materials management were quite complex.

"Besides a stable and seamless connection to the existing ERP system, this also included the integration of return documents to make the procurement process more transparent and efficient."

Another challenge was connecting suppliers who did not yet support electronic data exchange. "On the one hand, we had to find a way to get away from fax orders, and on the other, we also wanted to automate orders that are transmitted by email," explains Jansch, who formulated an ambitious best-case scenario in consultation with those responsible at the USB: "Our goal was to process the procurement management of the University Hospital Basel, including orders for hospital pharmacy, via the customer's ERP system and thus completely touchless."
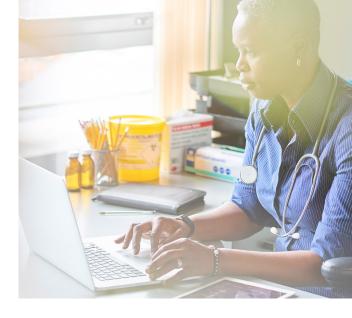
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THE SOLUTION

During the joint development of the project plan, it quickly became clear that two major topics would have to be addressed as part of the pilot: firstly, the configuration of the systems, and secondly, the reconciliation and enrichment of the master data. Workshops were held to define the criteria to ensure that all orders would arrive at suppliers and that return documents would be automatically transferred to USB's ERP system without the need for manual intervention by a staff member.

As part of the evaluation of the current status and the requirements for the new Exchange solution, a special case was identified: consignment orders according to GS1 standards. "Like everywhere else in Europe, GS1 standards apply to orders for medical products in Switzerland," says Jansch. "To ensure that we comply, it was important to us that GTINs (Global Trade Item Numbers), GLNs (Global Location Numbers) and other standards are also transmitted automatically via the GHX interface for consignment orders."

> "Daily order processing is no longer done manually, but via the system. This allows the operational and strategic buyers to concentrate on their core tasks again."

In addition, GHX also addressed the need for greater transparency in the ordering process. By automatically providing order confirmation and the electronic delivery note, buyers now see the same transaction data as suppliers. "Daily order processing is no longer done manually, but via the system. This allows operational and strategic buyers to focus on their core tasks again," explains Jansch, referring to the process costs that the USB saves as a result.

Another highlight of the solution is the processing of orders from suppliers who do not support electronic data exchange and instead receive a PDF order by email or fax. While data maintenance of email address and fax number was previously the responsibility of the supplier, the USB can now change the information itself. The GHX Exchange Services platform pulls the data directly from the hospital's ERP system and automatically creates a PDF purchase order based on a template that GHX developed according to the USB's specifications. The document goes directly to the supplier via fax or email.

After the GHX Exchange Services have been successfully implemented for medical equipment and consumables orders, hospital pharmacy followed suit. Whereas previously medications were ordered by email or fax, the USB pharmacy now also uses electronic ordering. "This gives them the certainty that orders really do reach their more than 300 suppliers," explains Jansch, who was delighted with the rapid implementation. "Thanks to the good preparatory work and the high quality of the master data in the pharmacy area, the first order processes of the hospital pharmacy could be handled very quickly. Only a few days passed from the initial test to live implementation."

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PHASES OF THE PILOT PROJECT

Januarm2020
Contract signed

April 2020
Maintenance and enrichment of master data with GS1 standards

JunY 2020
First orders and receipt of return documents processed via GHX Exchange Services

A UfW 2020
Pre-configuration and linking from the ERP system of the University Hospital Basel to GHX Exchange Services + workshops on the requirements for the master data

Marm2020
Test phase and further development of the GHX platform

Julm2020
GHX Exchange Services introduced in hospital pharmacy

"The cooperation with the University Hospital Basel has shown the advantages that come with digital solutions for order management. The speed with which the project was approached and completed is particularly noteworthy. It took less than three months from the configuration of the systems to the processing of the first order and receipt of return documents via GHX Exchange Services."

Jennifer Jansch
Key Account Managerin, GHX Europe

Learn more about GHX Exchange Services at
ghx.com/eb/dfcj]XYfexchange