



Partnering to Transform

the Supply Chain through Complete Clinical Traceability

Genesis worked closely with the Royal United Hospitals Bath NHS Foundation Trust to transform the health of its clinical supply chain while empowering clinicians and protecting patients.



Royal United Hospitals Bath
NHS Foundation Trust

The Royal United Hospitals Bath NHS Foundation Trust delivers care to a population of roughly 500,000 people. The Trust employs more than 4,500 staff, some of whom work at local community hospitals, thus fulfilling the Trust's aim to provide high-quality care to people in its communities.

The Challenge

In 2017, the Trust took part in a Scan4Safety preparedness assessment. The assessment illuminated a clear opportunity for the Trust to improve its inventory management and supply chain practices.

To address the areas for improvement that were detailed in the Scan4Safety assessment and achieve significant financial and clinical benefits, the Trust undertook a significant change initiative to redesign its clinical supply chain. As part of this change initiative, the Trust recognised the integral need for a best-in-class clinical traceability technology and a proven partner that could understand its needs and meet its requirements throughout the project. The ideal solution would have the ability to not only reduce wastage, but establish complete traceability from the supplier to the patient bedside and capture utilisation data at the point of care. The solution of choice also would need to gain definitive cross-departmental buy-in and seamlessly integrate with the Trust's other systems to eliminate duplicate data entry.

The Solution

In order to accelerate and maximise the results of its transformation initiative, the Trust selected Genesis. By implementing the Genesis solution, the Trust introduced powerful automation and insight into its workflows to dramatically simplify processes, reduce obsolescence and wastage, enhance patient safety, and improve the flow of supplies across The Clinical Supply Lifecycle™.

Scan Once and Capture Everything

The Trust expressed the desire to reduce cumbersome scanning procedures as much as possible, and the Genesis solution afforded them the ability to capture everything with a single scan—from the consumables utilised to the patient, the service line, the procedure, and the clinician. With its instinctive usability, Genesis fit seamlessly into workflows and alleviated burden at the point of care, providing clinicians the information they need, informing inventory management without any risk of error or duplication, and releasing valuable clinical time back into patient care.

Clinical Traceability Across the Patient Journey

In addition to powerfully streamlining clinical workflows, Genesis enabled the Trust to establish complete clinical traceability from the supplier to the warehouse, stock location, point of care, and beyond. This traceability is integral to understanding utilisation, optimising supply allocation, making informed clinical governance decisions, and protecting patients in the event of a product recall.

Seamless Integration for a Single, Optimised Data Flow

It was important for the Trust to have a solution that integrated with and complemented the systems already in use or planned for the future. Genesis integrated seamlessly with the Trust's existing systems for surgical and sterile services, financials, and ordering, as well as its catalogue exchange. By interfacing with these solutions, Genesis was able to assist the Trust in eliminating duplicate data entry and establishing a fully optimised data flow, a primary focus of the initiative.



Genesis is the ultimate win for clinical staff. Not only does it save us significant time, it is also instrumental to protecting our patients and helping us make more informed, data-driven decisions. The solution enables efficiency and insight that we never thought possible.

—Heidi Cox, Specialty Manager for Cardiology

The Rollout & Results

Upon implementing Genesis, the Royal United Hospitals Bath NHS Foundation Trust immediately began seeing results. Here's how the Trust set the project up for success from the very start.

A Truly Cross-Functional Effort

The Trust's supply chain function has always recognised its role as one that exists to enable other stakeholders, departments, and divisions. Guided by one of its three core values, 'Everyone Matters', the Trust actively engaged multiple stakeholders from the earliest stages of the project, including team members from inventory management, clinical, financials, business intelligence, information technology, and more. This cross-functional project team helped to accurately and thoroughly define 'current state', establish a clear understanding of the project's goals and benefits for various stakeholders, and build the buy-in necessary to maximise user success upon implementation.

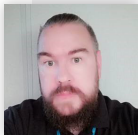


Procurement do not own the solution in the supply chain. We are truly an enablement function. The solution is owned by the stakeholder, the department, and the division. That is why we were so focused on cross-functional involvement from day one. Genesis recognised this, and this transformative change initiative has fundamentally reshaped the profile of supplies and procurement within the Trust.

—Richard Ward, Procurement Transformation Lead

Implementation Grounded in a Partnership

From the earliest stages of the project, Genesis engaged its deep bench of implementation specialists to form a true, value-added partnership with the Trust. Genesis' ownership mentality and commitment to the project proved especially valuable as the Trust worked to optimise its workflows and address more complex integration requirements. Natalie Hackford, the Trust's project lead at Genesis, brought extensive background with the NHS that proved a real asset at every stage of the rollout. Most importantly, both parties viewed Genesis as an extension of the Trust's team, which was integral to the long-term success of the initiative. This collaborative approach builds upon another of the Trust's three core values, 'Working Together'.



This is the first large-scale implementation in which I felt that I had a true partner. Genesis didn't simply give us the system and leave us to our own devices. They understood our objectives, our values, and workflows. To this day, they remain committed to doing everything they can to ensure we realise the maximum value from the solution.

—Sam Saunders, Supply Chain Manager

A Perfect Starting Point in Cardiology

While the Trust identified Surgical Theatres as the area with the greatest possible ROI, it opted to first pilot Genesis in Cardiology. Here, it would be able to monitor successes and issues on a smaller scale, affording the ability to adjust and optimise the solution in practice before bringing it to other service lines.

The Cardiology team was able to quickly incorporate the Genesis solution into their daily workflows. In addition to the obvious efficiency gains, the Trust found the Cardiology team was making tremendous use of the data generated by Genesis, taking advantage of comparisons between surgeries, clinicians, item usage, and waste. Excitement over the visibility and insight provided by Genesis spread to other clinical teams, who would also like to implement the solution.

Rising to the Challenge During COVID-19

In the middle of its supply chain transformation initiative, the Trust was challenged with the global COVID-19 pandemic. As COVID-19 created an overwhelming demand for personal protective equipment (PPE), the Trust needed accurate insights into PPE stock levels across the hospital. At the time, it was manually counting PPE stock, and the nature of COVID-19 required almost quadrupling the amount of PPE SKUs within its system.

Genesis implemented Genesis Protect, a solution that automated the PPE inventory counting process while providing key indicators of stock health and PPE availability to decision-makers.



Genesis Protect enabled the Trust to consistently and successfully route essential PPE to the clinical staff who needed it most.

Making a Difference Hospital-Wide

While the Trust elected to start using the clinical aspects of Genesis within the Cardiology department, it also rolled out the inventory management portion of Genesis across the entire Trust. Genesis has made a significant impact in the form of cost reduction, operational efficiency, clinician satisfaction, and patient safety. The Genesis solution's transformative impact is tightly aligned with the Trust's third core value, 'Making a Difference'.

Now that Cardiology is realising the benefits of Genesis, the group is eager to serve as champions of the solution, sharing knowledge and benefits with colleagues. The same collaborative approach that ensured success in Cardiology will enable the Trust to enact a larger transformation hospital-wide. The Trust knows that overhauling the supply chain is about more than implementing a solution. Instead, it's about changing hearts, minds, and working practices. The Trust continues this important work in earnest with Genesis at its side.

Would you like to learn more about how Genesis can transform your IDN, hospital system, or Trust?

Request a demo at genesisahc.com/demo today.



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