



CASE STUDY



**THE OHIO STATE
UNIVERSITY**

WEXNER MEDICAL CENTER

343% Increase in electronic trading partners

TRANSFORMING SUPPLY CHAIN PROCESSES

The Ohio State Medical Center Focuses on Patient Service

The Ohio State University Wexner Medical Center (OSU Wexner Medical Center) is a nationally-ranked academic medical and research center in central Ohio. The healthcare organization's supply chain team worked with GHX to transform its operations by drastically reducing manual, internal processes that drove up costs and prevented the team from working on more strategic projects. Using GHX solutions and best practices, OSU Wexner Medical Center streamlined its processes without sacrificing quality of care. Today, the organization exchanges purchase orders (PO) and invoices electronically with hundreds of vendors and has significantly reduced price discrepancies.

Uniting the best of healthcare.™

RESULTS



Won the **2018 GHXcellence Most Improved Provider Award**, placing in the top 10 percent of GHX customers for electronic data interchange (EDI) performance metrics



Increased electronic trading partners transacting EDI POs by 343% (from 60 to 266)



Doubled the number of trading partners for receiving electronic invoices (from 50 to 100)



Eliminated the use of five information technology systems (IT) by consolidating on GHX solutions for data management



Utilizing CCXpert as the source of truth for pricing validation, trending to reach >80% accuracy in under 12 months



Reduced price discrepancies from 23% to 4%

SITUATION

The OSU Wexner Medical Center supply chain team has a long-standing focus on delivering outstanding customer service. This is hardly surprising; serving the patient has always been an important anchor for the team. However, within the organization there was frustration behind what it took to provide such a high level of service on a daily basis. In 2015, the supply chain operations team undertook a multi-year initiative to transform its processes.

“Even though our department worked well, we saw an opportunity to innovate,” said Julie Amling, OSU Wexner Medical Center’s director of supply chain. “Many of our processes required manual intervention and we understood those costs as they related to the organization, as well as our people. It was imperative to assure clean, complete and tightly controlled data and move to best-in-class reliable transaction automation, yet price discrepancies had risen as high as 23 percent and we were only conducting EDI with a fraction of our trading partners. Despite our best efforts, core data in our item master was often inaccurate, which made spend reporting difficult.”

The project would also require OSU Wexner Medical Center to address its ongoing data management challenges. An audit revealed that the healthcare organization used close to 50 different data systems, including existing GHX products, as well as third-party and homegrown programs.

OSU Wexner Medical Center’s goal was to increase the level of automation and put in place more efficient, intuitive processes. The organization also recognized the need to increase its supplier compliance requirements.



“We started this project with three guiding principles: Simplicity, savings and compliance,” said Amling. “GHX was a critical partner in our success.”

SOLUTION

- 1** **The GHX team first worked with Amling’s team to optimize GHX solutions already in place,** leveraging My Exchange and CCXpert to establish a single EDI connection to suppliers. This enabled OSU Wexner Medical Center to streamline order processing and improve pricing accuracy.
- 2** **Then they deployed additional GHX products to promote automation, data management and vendor compliance.**
 - NuVia®** helps maintain clean item master data, the source of all the medical center’s analytics. It also provides easy access to historical PO data and connects to an industry-wide catalog of 6 million enriched items. Further, by attaching Healthcare Common Procedure Coding System (HCPCS) codes to product data, NuVia helps provide reimbursement details that the organization’s finance team can use to capture revenue.
 - Vendor Manager and Vendormate Credentialing** allow OSU Wexner Medical Center’s supply chain team to manage credential tracking of vendors and business associate agreements (BAAs).
 - Using **Provider Intelligence**, the organization measures and tracks supply chain performance metrics against key performance indicators (KPIs).
- 3** **All of these solutions boost the efficiency of OSU Wexner Medical Center’s supply chain processes,** enabling Amling and her team to move from simply purchasing products as they’re needed to a data-driven strategy with employees at the helm.

