

2023 HEALTHTRUST UNIVERSITY CONFERENCE

PLAYING TO WIN

ALIGNED FOR SUCCESS
OPTIMIZING OUTCOMES

Implementation Soup to Nuts & Momma Told Me There Would Be Days Like This

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Disclosures

- The presenters have no real or perceived conflicts of interest related to this presentation.

Note: This program may contain the mention of suppliers, brands, products, services or drugs presented in a case study or comparative format using evidence-based research. Such examples are intended for educational and informational purposes and should not be perceived as an endorsement of any particular supplier, brand, product, service or drug.

Learning Objectives

At the end of this session, participants should be able to:

1. Recall key components of a successful supplier access policy.
2. Identify several crucial data elements to monitor that measure the initial and sustained success of value analysis initiatives.
3. Recognize key components of a standardized value analysis product implementation plan checklist.

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HealthTrust Value Analysis Boot Camp

A High Level Overview

HealthTrust Value Analysis Boot Camp

- A highly interactive and educational program for professionals transitioning to Value Analysis.
- Goal: Enhance participant knowledge and foundational skills in order to support success.
- Led by seasoned value analysis professionals who share best practices, professional wisdom and lessons learned.

❖ Checklists and other templates may be found on the [HealthTrust Knowledge Insights](#) portal

HealthTrust Value Analysis Boot Camp

- 9 IDNs represented
- Break-out groups
- Networking opportunity
- Participant comments
 - “Great job, enjoyed networking with other members”
 - “Learned the need to have a Charter and updated vendor policies”
 - “Appreciate learning the extent of the value of the HT resources that I haven’t been taking advantage of (HT Workplan, Advisor, Huddle)”



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Sustaining Successful Value Analysis

Key Elements

Identifying Pain Points

- Where to start with a new product implementation
- How to gain executive support
- Physician engagement and buy-in
- Working through off-contract items
- Communication to end users



Sustaining Successful Value Analysis

- Consistent communication
- Physician engagement
- Measurement and tracking
 - Pre and post conversion
- Address non-compliance



Audience Poll Question: #1 of 3

At your organization, what measures are in place to monitor successful implementation of value analysis initiatives? *(Select all that apply)*

- A. Consistent communication
- B. Physician engagement
- C. Dashboards to measure and track progress
- D. Address any clinician non-compliance
- E. All of the above
- F. None of the above

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Product Implementation Checklist

Best Practices

Implementation Checklist Goals

- Helps to keep the implementation process organized
- Use with consistency
- Ensures everyone involved is aware of what is taking place



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Key Areas to Consider

Key
Stakeholders

Communication

Coordination
with
Supply Chain
Department

Education &
In-servicing

Post-Conversion
Follow Up

Measurement &
Tracking

Snapshot: Product Implementation Checklist

Product Conversion Implementation Plan Checklist							
Action Items	Yes	No	N/A	Owner	Target Completion Date	Actual Completion Date	Notes
Product Being Converted:							
Key Stakeholders Identified							
•Value Analysis Lead:							
•Executive Leadership/C-Suite (CFO, COO, CMO, CNO):							
•Chief of Surgery:							
•Surgeon/Physician Champion:							
•Department Director/Manager:							
Communication							
1. Communication of product conversion to key stakeholders.							
•Identify individual that will be sending out communication to key stakeholders.							
•Identify preferred method of sending out communication.							
*Email							
*Flyer							
*Flyer with QR Code							

Snapshot: Product Implementation Checklist

Product Conversion Implementation Plan Checklist

Action Items	Yes	No	N/A	Owner	Target Completion Date	Actual Completion Date	Notes
Coordination with Supply Chain Department							
1. Submit expected annual usage of new product.							
•Have cross references been reviewed and confirmed?							
*If any found to be incorrect, obtain correct cross reference.							
•Identify how many SKU's there are of new product.							
•Is new product a one-for-one swap?							
•Is new product replacing multiple SKU's?							
*Identify all SKU's being replaced and/or removed?							
•Identify locations in hospital the current product is being used.							
*Identify all departments.							
*Identify all IBU's (storerooms) for each department.							
•Identify locations in hospital the new product will be used.							
*Identify all departments.							
*Identify all IBU's (storerooms) for each department.							
•Confirm shelf space for new product in all supply rooms.							

Snapshot: Product Implementation Checklist

Product Conversion Implementation Plan Checklist

Action Items	Yes	No	N/A	Owner	Target Completion Date	Actual Completion Date	Notes
Education/In-Servicing							
1. Determine timeframe for necessary education/in-servicing (vendor days on-site).							
•Vendor to coordinate with hospital clinical educator on education plan.							
*Determine date for vendor on-site education.							
•Will vendor be on-site for conversion support before, during, and after product conversion?							
2. Provide product education of new product to necessary physicians and clinicians.							
•Identify what areas/departments the vendor needs to provide education?							
•Are there new product learning curves? (Vendor)							
•Identify differences in the new product vs old product? (Vendor)							
•Identify similarities in new product vs old product? (Vendor)							
•Education should take place as close to product conversion date as possible? (Vendor)							
*Clinical staff should fill out a sign-in sheet, to be kept on file, when they receive in-servicing.							
*Surgeons/physicians to fill out and sign product evaluation form after product use.							
*Evaluation forms should be collected by the lead individual for the product conversion, not by the vendor.							

Snapshot: Product Implementation Checklist

Product Conversion Implementation Plan Checklist							
Action Items	Yes	No	N/A	Owner	Target Completion Date	Actual Completion Date	Notes
Post Conversion Follow Up							
1. Follow up to ensure smooth product conversion took place.							
•Have concerns/questions that might have been presented during the conversion been addressed?							
•Does Operations/Materials Management have any additional needs?							
•Vendor to make rounds in all necessary departments.							
•Vendor to provide additional education where needed.							
•Vendor to replace any product at no charge that might have been defective.							
•Identify notable improvement opportunities for future product conversions.							
Measurement and Tracking							
1. Measure and track conversion for success/expected compliance and savings.							
•Identify who will pull the needed data.							
*Data Analyst:							
*Operations:							
*Other:							
•Identify projected annual savings.							
•Review compliance dashboard and savings tracker.							
•Was product successfully converted within specified timeframe?							
*If no, determine who will provide an explanation.							
*Was there a cost impact with the delay in conversion?							
•Were expected outcomes achieved?							
*Increased savings?							
*Increased compliance?							
*Improvement of patient outcomes?							

Audience Poll Question: # 2 of 3

Do you currently utilize a product implementation checklist for each conversion that takes place? *(Select one)*

- A. Yes
- B. No
- C. Not sure



Supplier Access Policy

Helpful Tips

Audience Poll Question: #3 of 3

Does your organization have a supplier policy in place that lays out guidelines and expectations? *(Select one)*

- A. Yes
- B. No
- C. Not sure

Setting Expectations

- Build a positive relationship with supplier representatives
- Set clear guidelines for expected behaviors
- Manage inappropriate behavior
- Collaboration from supplier rep during conversions
- Implementation of supplier policy



Supplier Policy Components

- Training requirements/credentialing
- Levels of permitted facility access
- Check-in and check-out protocol
- Approved circumstances for entry
- Behavior parameters
- Non-compliance repercussions



Supplier Involvement With Conversions

- Determine need for supplier support in conversion/standardization initiatives
 - How much will they be involved?
 - For PPI (Physician Preference Item), will supplier rep be in cases with surgeons?
 - Is a supplier product fair needed to provide an opportunity to have hands-on experience and ask supplier rep questions?
- Establish guidelines to keep supplier representatives on task
 - Advantages: Product expertise, outside manpower for education and in-servicing
 - Disadvantage: Opens the door for reps to potentially upsell other products

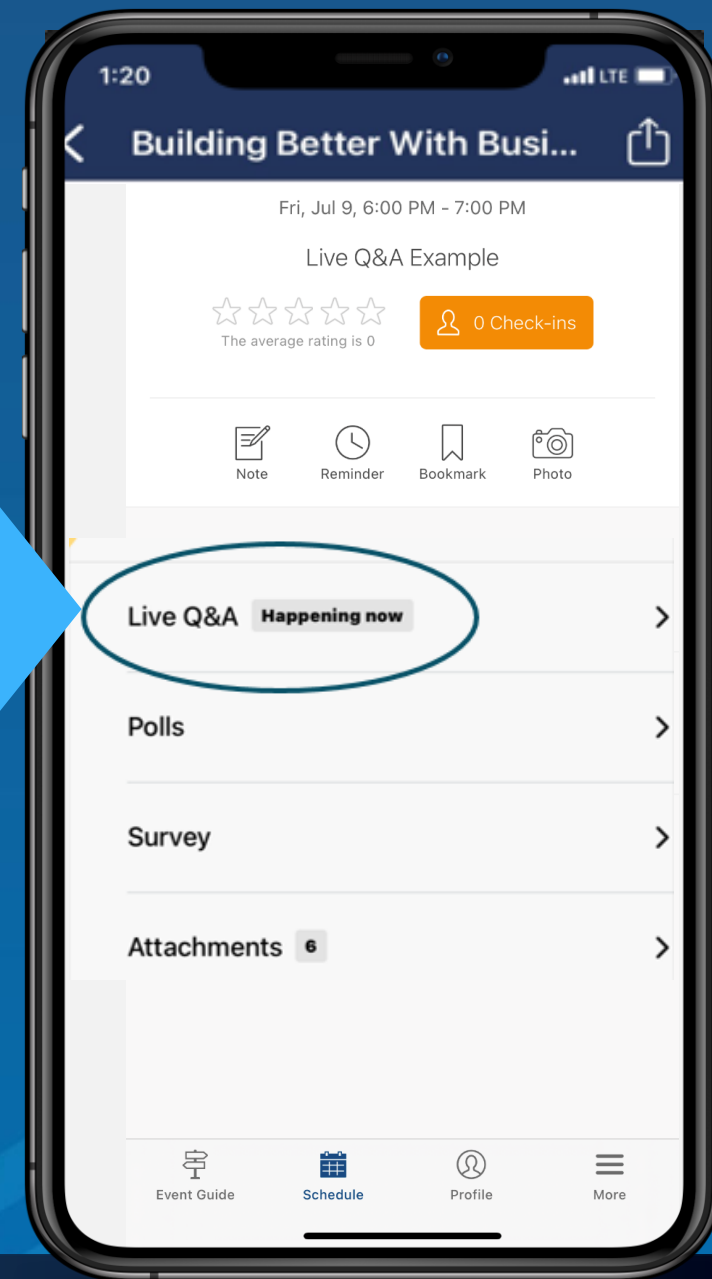
❖ Checklists and other templates may be found on the [HealthTrust Knowledge Insights](#) portal



Audience Q&A

Use the conference mobile app to ask your question

- › Select session name
- › Click on “Live Q&A,” then “Ask a Question”
- › Type your question & hit “Submit”
- › Send in any time; Qs will be held until the end of the session



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Thank you...

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