

Winner of the “Provider Implementation Best Case Study Award”

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Elisabeth-Tweesteden Ziekenhuis, ETZ





BUITENGEWOON



Less stock, more peace in the OR

Jeroen van Winden & Kelly van Gool

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Our presentation

- **Our journey**
- Current process
- Future



ETZ in numbers

- Merger between **E**lisabeth and **T**weeSteden
- 3 locations, divided over 2 cities
- Main hospital for about 400.000 people
- € 500 million turnover, 950 beds, 4000 FTE
- Teaching hospital
- Trauma center for Noord-Brabant





**“THERE IS NO ELEVATOR
TO SUCCESS, YOU HAVE
TO TAKE THE STAIRS.”**

ZIG ZIGLAR

ADDICTED2SUCCESS.COM



Our stairway



house project

€ 32K

GS1 standard

€ 0, inhouse project

Inbound lot scan

€ 0, in new ERP

3rd location + 15 OR's

€ 0, new ERP

2013

2013

2014

2015

2016

2017



Our Journey from the business perspective

- **Taking Small Steps** enables us to:
 - PDCA
 - Build each new step on a stable process
 - Keep costs low
 - “Ride the wave” of new developments



Our journey from the perspective of the healthcare professional

OR Nurse:

- I'm not a supermarket employee

Surgeon:

- I want my products!
- I want peace and quiet in my OR

They took part in the project and decision making.

Now: they are pushing us to move forward!



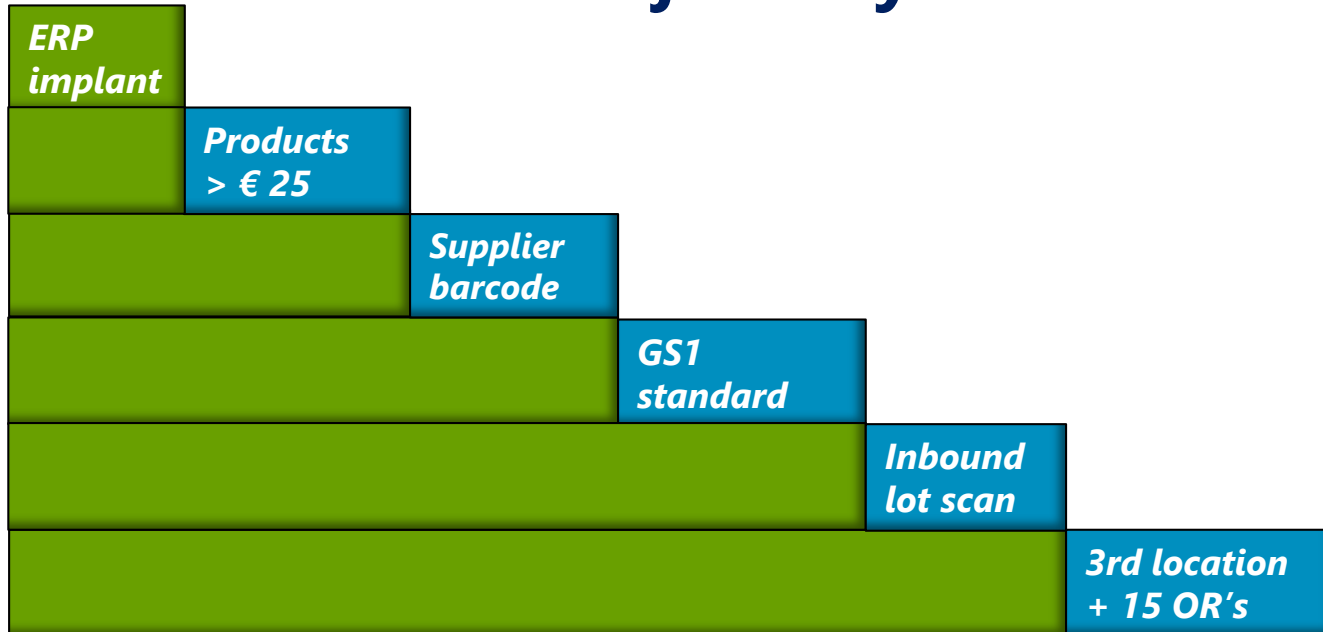
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Our journey so far



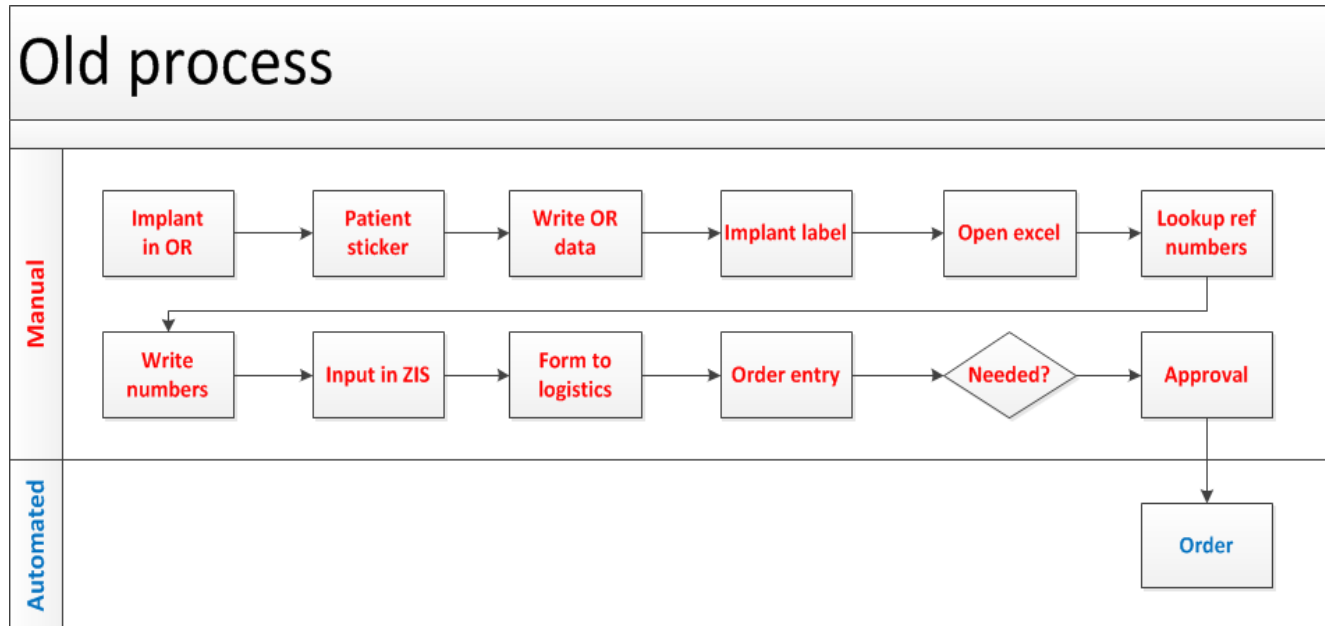


Benefits so far

- Financial:
 - 10% overall stock reduction: € 120 K
 - 70 % Reduction of express delivery costs
 - Cost awareness
- Patient safety:
 - Digital Recall: minutes vs days
 - Auto check on expiry date
- Lean process from OR to order



Lean process from OR to order



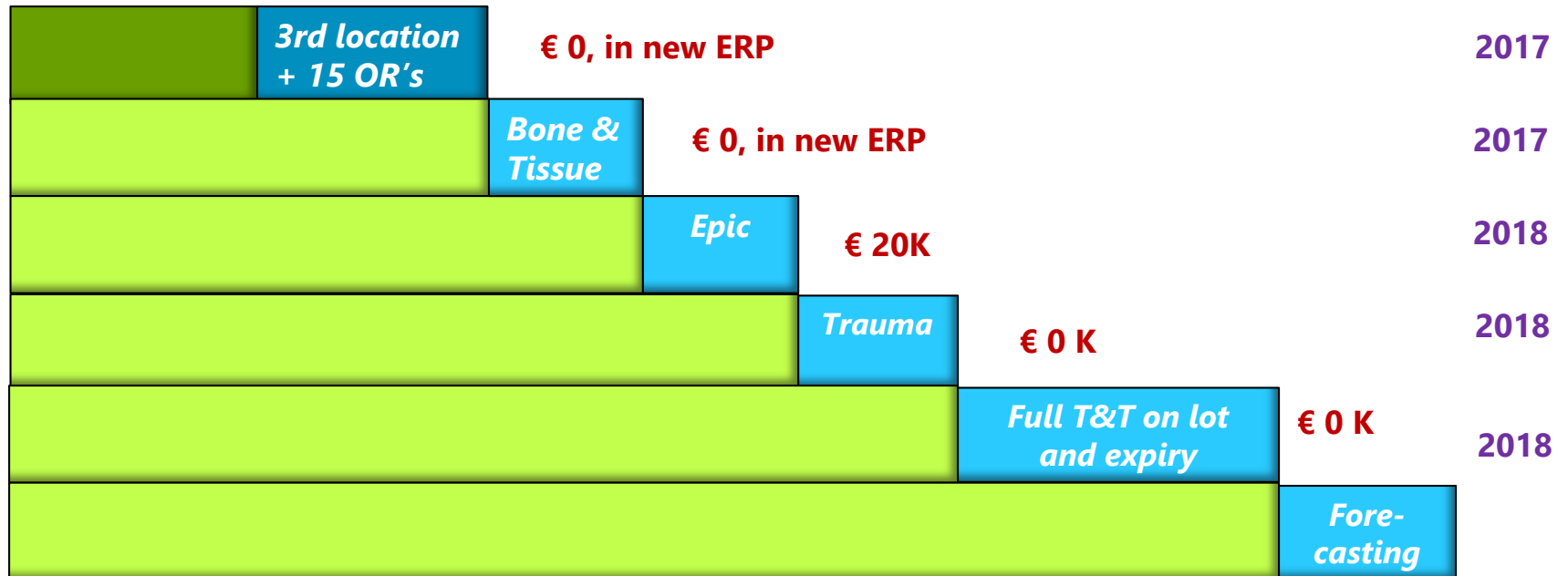


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Future:





Do you want to know more?

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