

HI-IQ Inventory Management at MidMichigan Medical Center

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MidMichigan Medical Center-Midland, in Midland Michigan is a long time user of the HI-IQ system. Many of the elements of the software suite are used on a daily basis, but none as heavily as the Inventory Management module. Over the years we have had the system in place, it has evolved from a simply keeping track of what was used during a procedure, to a fully integrated inventory management tool.

HI-IQ is integral to the supply side of the Invasive Imaging Department, effectively reducing on hand inventory levels and increasing revenue capture. Invasive Imaging consists of two Interventional Radiology rooms, two Cardiac Cath Labs and one Electrophysiology Lab. We have built upon the interventional radiology intent of the product and utilize it across all services provided by the department. Overall nearly 11 millions dollars was spent on Medical Supplies in our most recent fiscal year so any reductions in inventory levels or charge capture are significant.

Today the use of bar code readers, and judicious maintenance of the inventory database, enables department staff to easily and accurately track supply usage, post charges to patient accounts and reorder supplies. Getting there was challenging at times, but the benefits clearly outdistance the information technology hurdles and barriers that had to be overcome.

In order to support the current process, two interfaces were created, linking HI-IQ to ADT (Admission, Discharge, and Transfer) data as well as to the Lawson production software utilized throughout MidMichigan Health. Internally we formed a team consisting of our system administrator, desktop support, interface and network staff and Materials Management.

Initially the group mapped out their expectations as well as a proposed process flow. With strong support from the team at Conexsys, obstacles were identified and thanks to the Conexsys expertise, the team was able to circumvent some of pitfalls because “they had seen this before”. That was true of the ADT and patient charges interfaces since Conexsys was very familiar with the McKesson HIS product. Lawson however, was a learning experience for everyone. In the final analysis, the interface issues were resolved through the combined efforts of Conexsys and our team here.

Implementing the HI-IQ Inventory Management module had tangible results for us very quickly. Because of the reordering capabilities, we have been able to reduce our average daily inventory by approximately 25%. We have been able to get a handle on “just in time” ordering rather than “just in case” ordering. The reduction in the inventory carrying costs is the direct result of reductions in par levels. The ability to post charges directly to patient accounts is a bit more difficult to measure, but charge verifications are much cleaner now because the dependence on manual charge posting has been dramatically reduced.

HI-IQ was selected because of the multiple modules that can be used to assist in clinical tracking and documentation, outcomes reporting and a variety of other important functions. Much of that is handled within our EMR so we focused on Inventory Management as the prime use for the system. Expanding it from just the interventional radiology environment to be inclusive of the cath and EP labs was an easy decision. We have a totally cross trained staff who work in all areas of the department. That enables users to use the same process throughout which leads to less error and greater staff satisfaction.

In essence we have formed a partnership with Conexsys to make it all work. The lines of communication are always open and our Value Analysis/Inventory Coordinator works with HI-IQ experts to resolve issues. The relationship is strong and I believe the investment of resources has clearly resulted in a strong return on investment for our facility. On the horizon I hope to roll this out to other facilities that are part of MidMichigan Health in order to more fully consolidate how we manage expensive inventory system wide.