



DHL Healthcare, experience within Hospital Logistics

Jonathan Blamey PhD MBA

Introduction – Jonathan Blamey

Professional Background:

Joined DHL Exel in 2004, 15 years experience within the healthcare industry, covering medical devices, pharmaceutical services and home healthcare/pharmacy. Previous experience within regulatory affairs, project/trial management and aseptic manufacture.

Qualifications:

Ph.D. (Biomedical Engineering) & MBA (Master Business Administration)

Previous Roles:

General Manager, Clinical Trials, DHL Exel Supply Chain

Regional Manager, Clinovia (Pharmacy, Nursing & Logistics)

Director, Quintiles Laboratory, Project Services & Logistics

Marketing Manager, EMEA Zimmer Orthopaedics

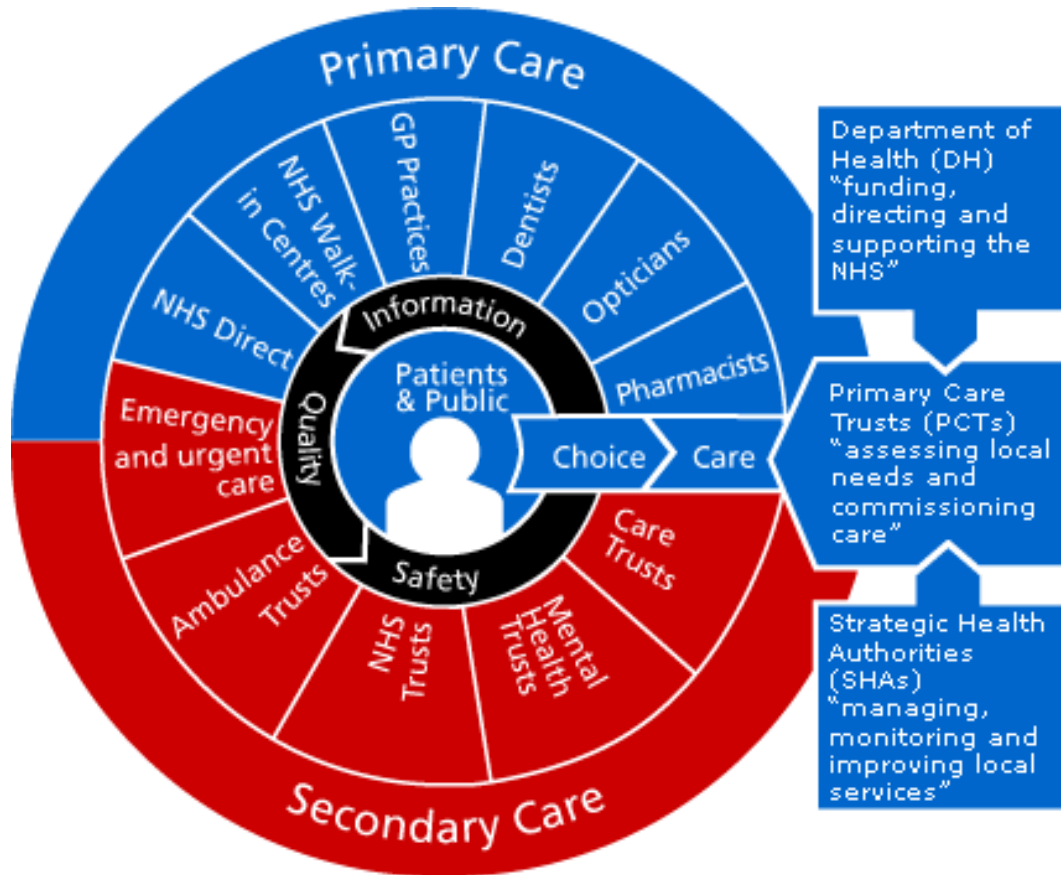
R & D Manager, EMEA, Zimmer Orthopaedics

Hobbies:

Triathlon, Cycling, Running, Ski-ing

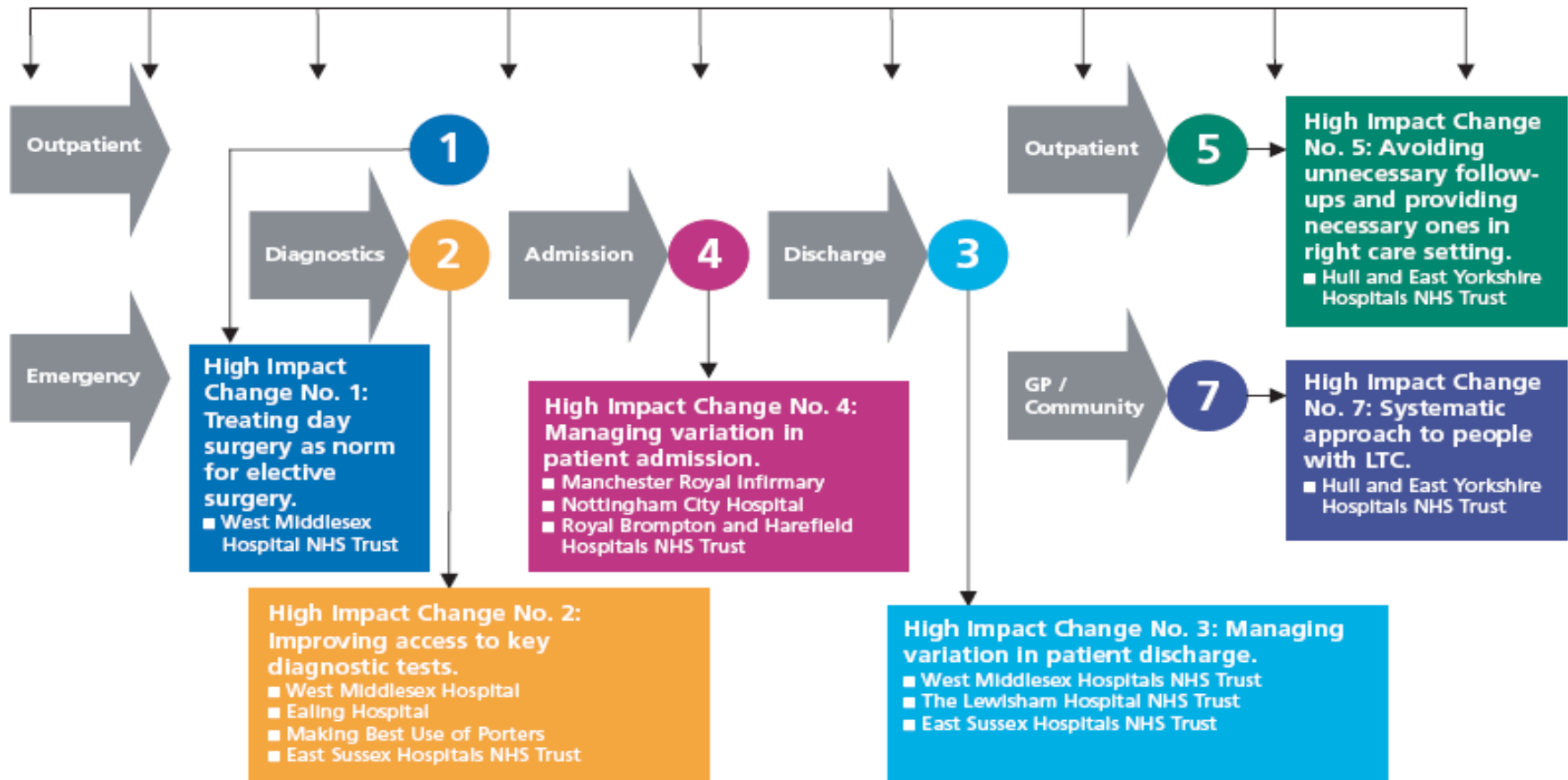
UK National Health Service (NHS) Structure

- Initially set-up in July 1948
- Principles of healthcare being free at the point of use
- Responsibility for Dentistry & Opticians
- Current Budget €144bn, up from €67bn in 1997, 7% GDP



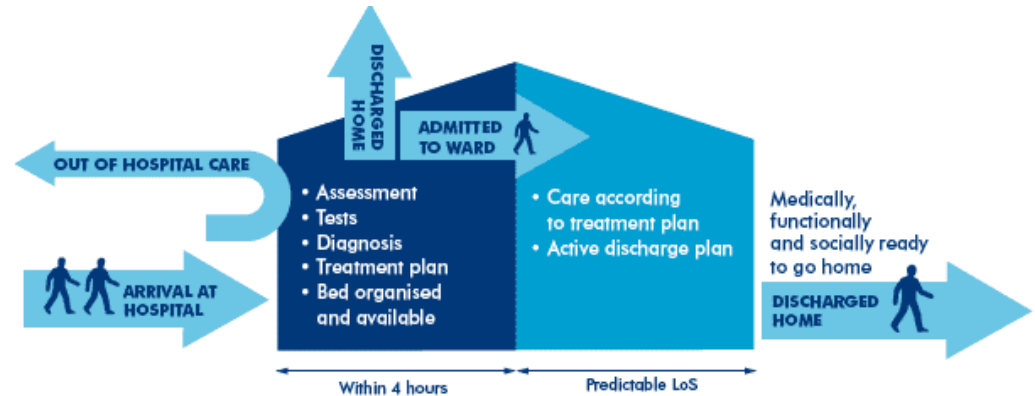
Patient Journey through Hospital & Efficiency (1)

- UK is aware of potential wastage within the NHS hospitals
- Active review of patient journey through the service to identify savings
- Move Diagnostics earlier



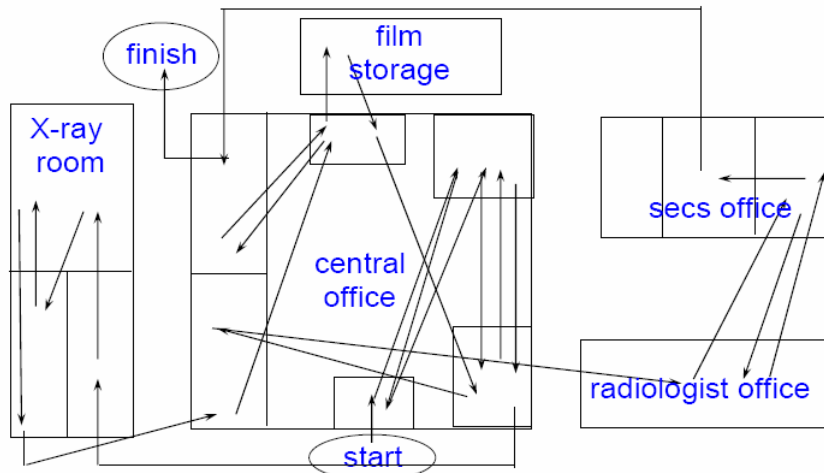
Patient Journey through Hospital & Efficiency (2)

- Efficiency on a procedure level is being investigated & addressed
- Implications on hospital design, department location & equipment installation
- Bed utilisation has been a key measure (in particular around discharge / pharmacy dispensing)

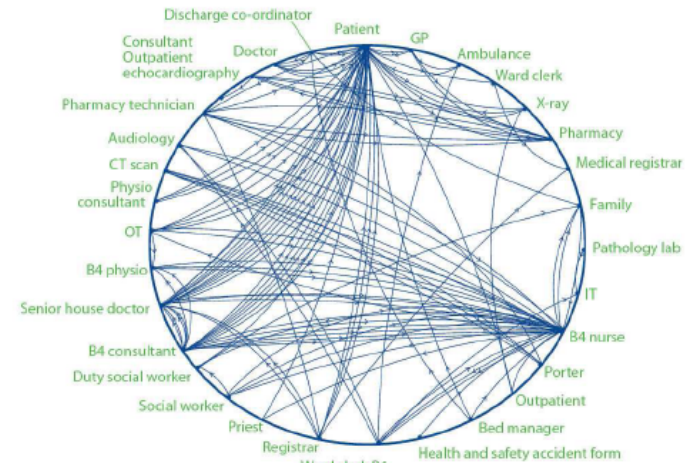


Demonstrate complexity visually

(chest x ray- 62 tasks, 12 hand offs)



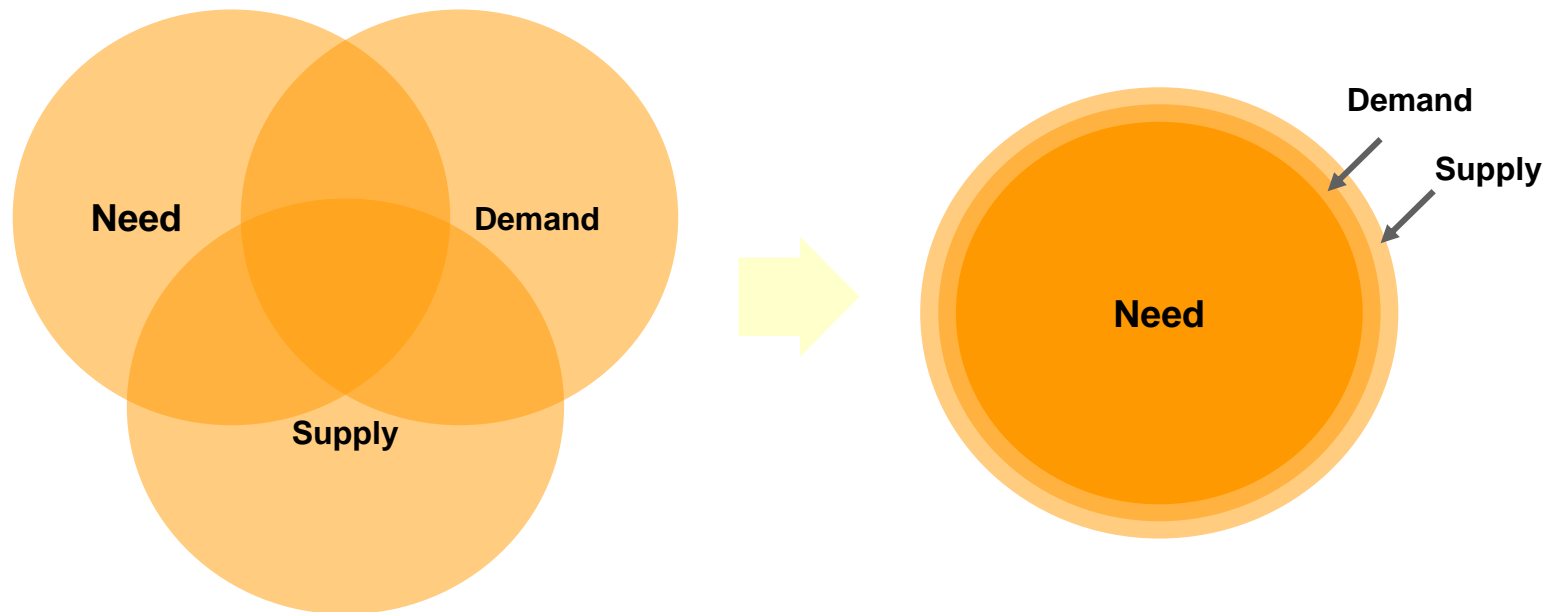
Steps taken to discharge a patient



Steps taken to discharge a patient from Bolton hospital – results of mapping exercise undertaken by hospital staff

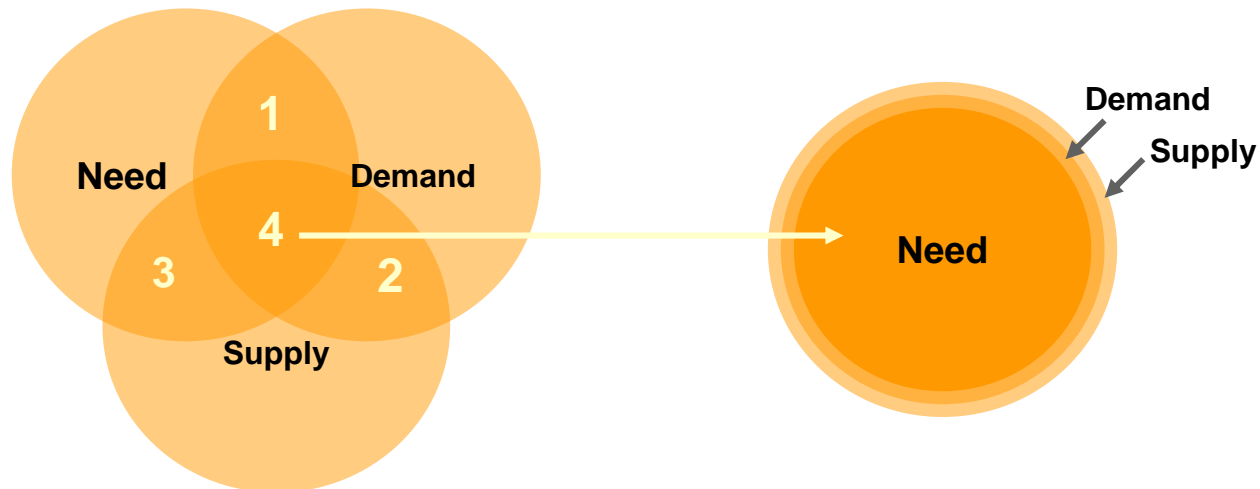
Need for Supply Chain Management in the UK NHS

- Throughout the NHS, clinical need, actual demand & ability to supply are misaligned.
- This is true both from a clinical and a supply chain perspective.
- Opportunity to support the delivery of care where it is most needed whilst eliminating waste

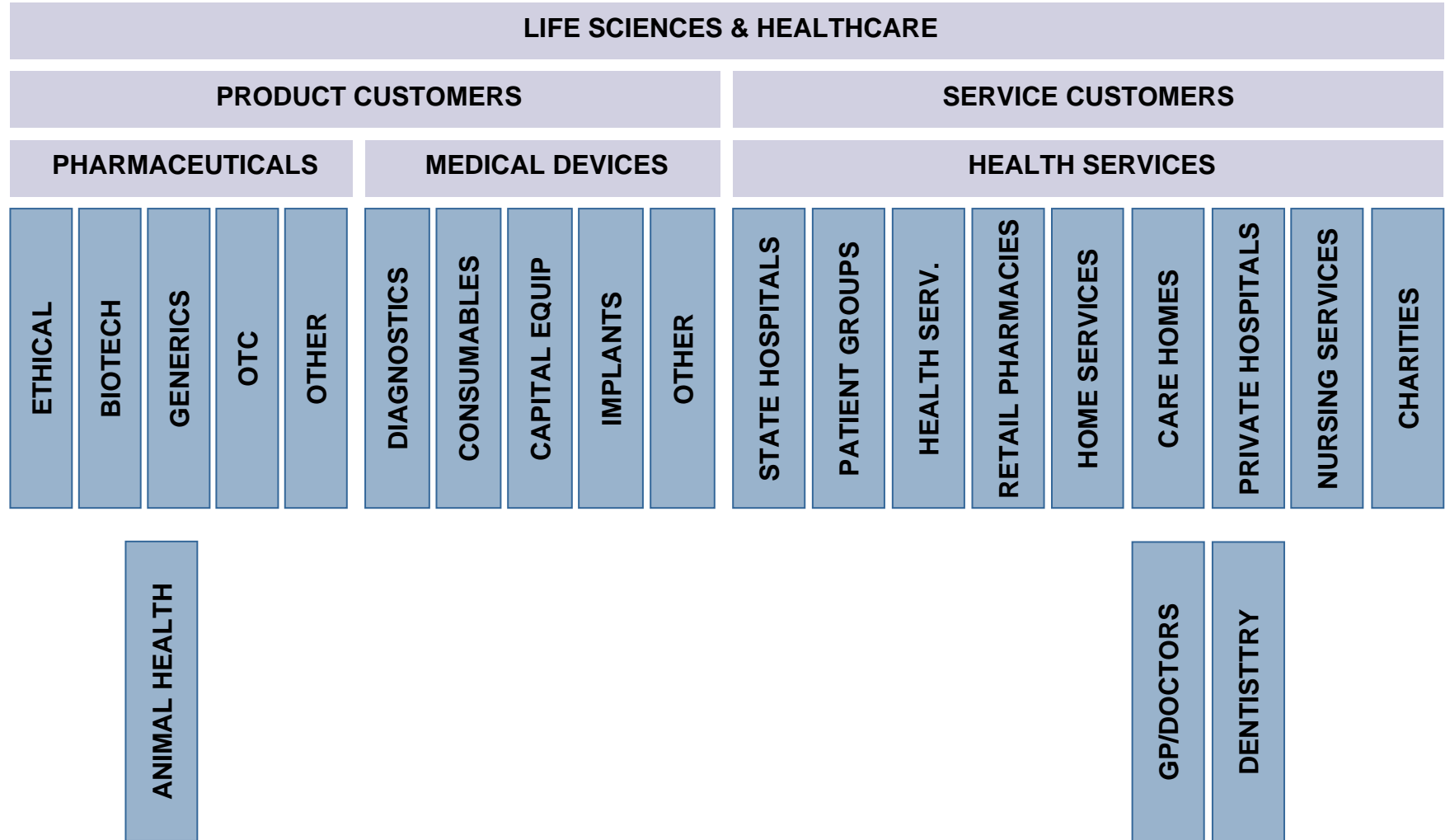


Need, Demand & Supply – Associated Risks in UK NHS

- **1: A clinical need / demand exists but is not fulfilled (e.g. mental health)**
 - Overall healthcare/welfare cost burden increases
- **2: Demand is being met when there is no clear clinical requirement**
 - Unnecessary cost is incurred which can be better spent elsewhere
- **3: Clinical need is being catered for on an unplanned/ad hoc basis**
 - Cost associated with poor management and risk of non-supply
- **4: Alignment of clinical need, demand and supply**
 - This is the goal, but to what extent is it achieved?



Healthcare Customer Sub-sectors – Start Pt.



Current Product Overview – EMEA Healthcare

Consulting, Transport Management Services, LLP

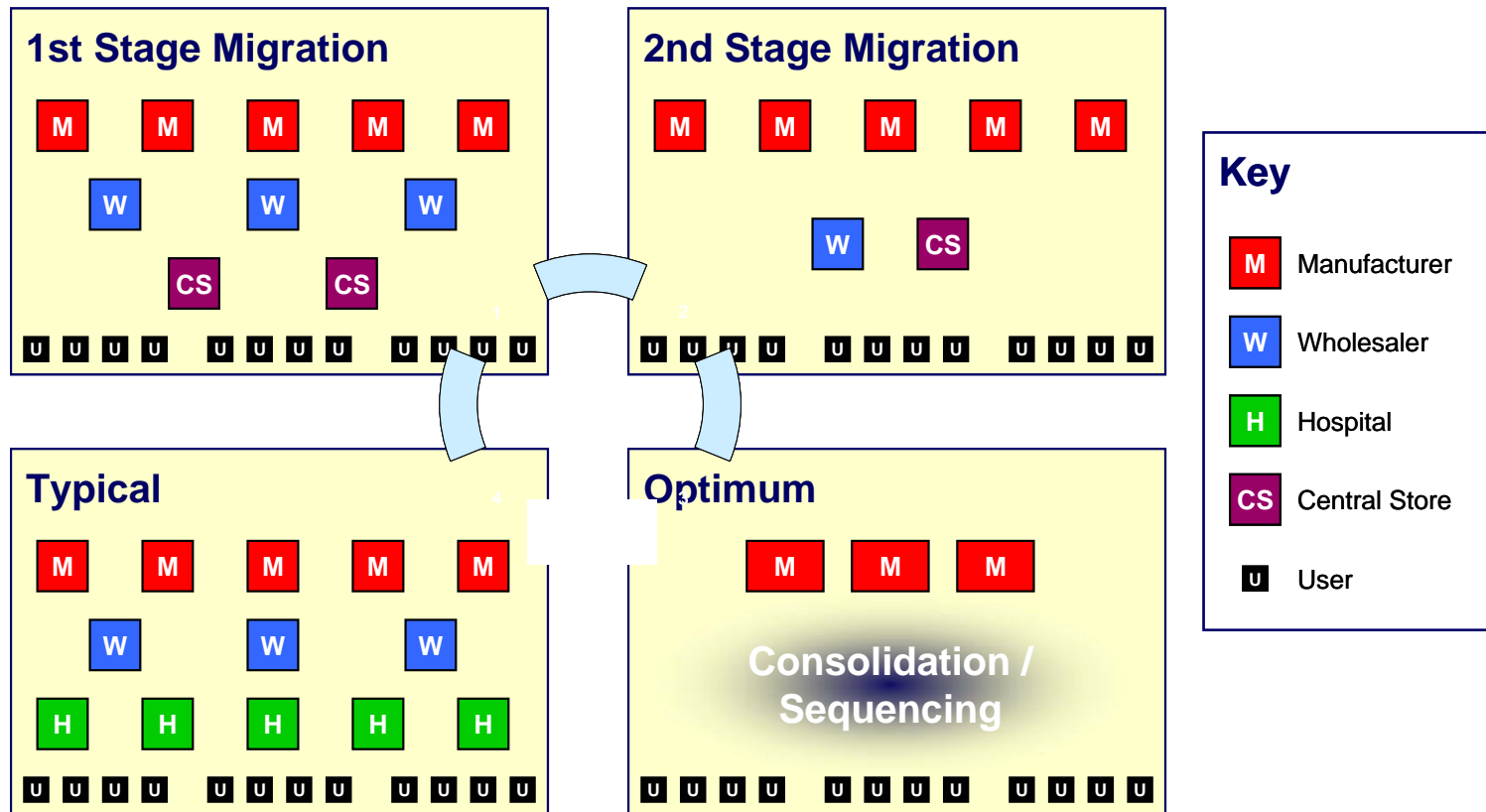


----- Forwarding & Transportation: Express, Time Critical, Air, Sea, Road (Chill & Ambient) -----



DHL View on Developments within Hospital Supply Chain

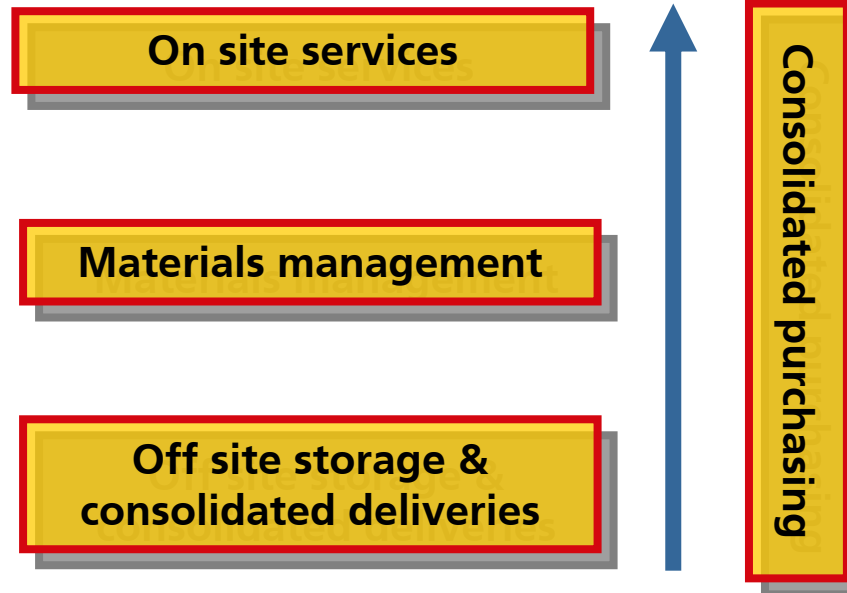
- Migration through supply chain models aim to get closer to the end user
- Applications include Pharmaceuticals, Medical Devices (including implants) & Consumable items



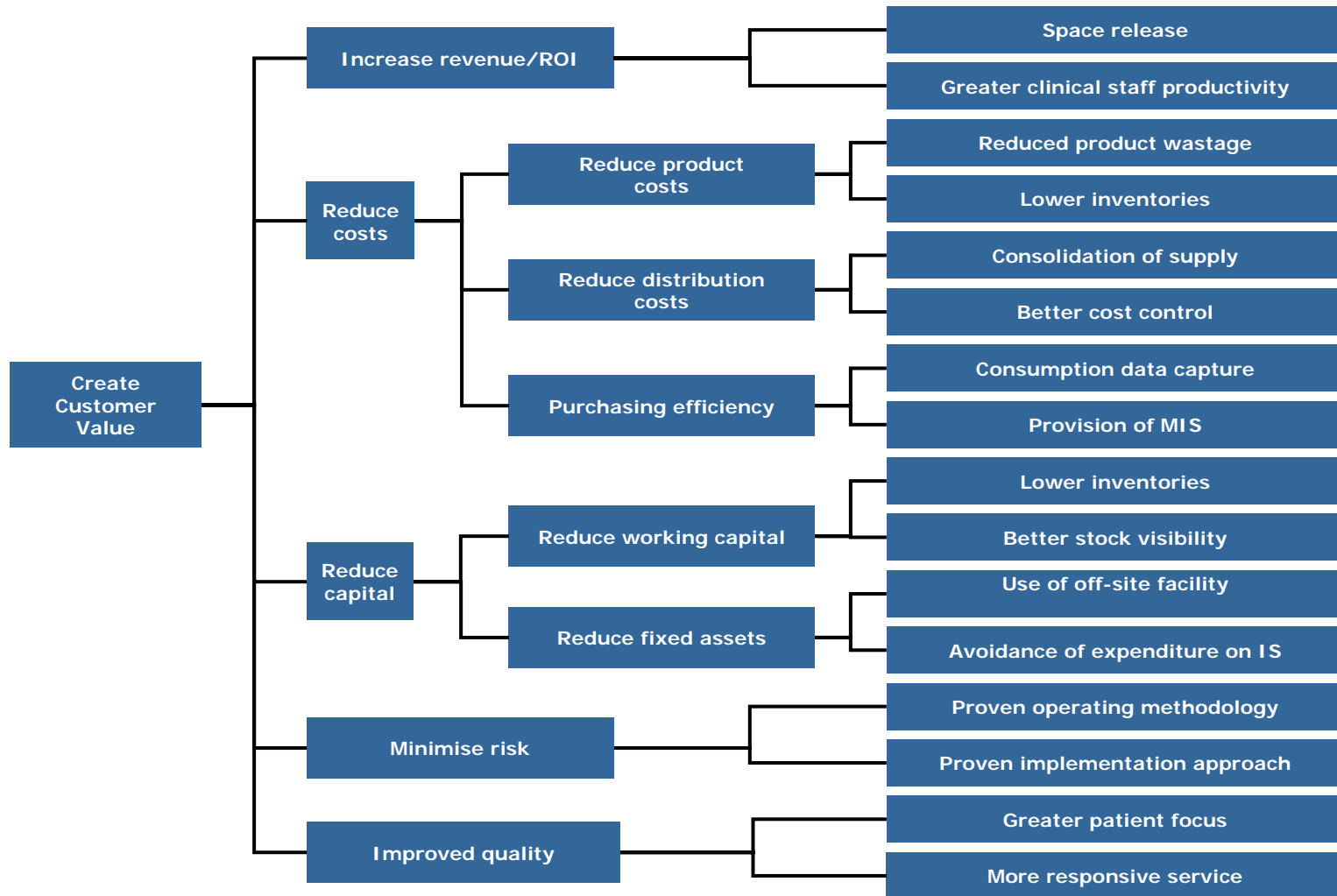
3 tiered approach to hospital logistics



Increasing Logistics Focus



DHL Hospital Logistics – Summary of Benefits



Summary of DHL experience in hospital logistics

Goods received and checked. Packaging removal. 'Locations' created, kept in order and replenished. Returns. Batch recall. Kitting (prep). Automation (ie pharmacy robot), RFID.

Large change; 'privatisation of health services' perception. Solution very visible to nurses, logistics tasks taken from daily tasks

Space release. Less wasted inventory. Increased productivity. More patient-care focused work for ward staff

Visibility of inventory value & consumption levels, expiry date alerts and suggested ordering profile

Medium change in culture. Hospitals often keen to pilot project. Only difference for nurse is 'posting' used bar code

Full inventory visibility. Better inventory utilisation. Huge cost reduction opportunities. Space release. Less time spent by staff on 'logistics'. Reduced waste. Increased patient safety

Storage. Consolidated deliveries. QC. Receipt. Returns.

Small change in culture. Little effect on nurses

Space release. Bulk purchasing. Reduced deliveries at hospital. Reduced Carbon, Time savings

**On site
services**

**Materials
management**

**Off site storage &
consolidated deliveries**



Obrigado