UHealth Request Redesign & Standardization

Jodi Caplan, Daniel Slodarz, & Patrick Dolman

Dr. Miville & Dr. Buitrago
Department of Industrial Engineering

SENIOR DESIGN EXPO

Abstract

The UHealth Supply Chain Analytics team bridges the gap between the business and clinical side of healthcare, being held responsible for purchasing and evaluating all medical materials for the University of Miami. We have been asked to help the team evaluate, improve, and standardize the requests forms the analytics team receives daily from Sourcing and Value Analysis teams.

Introduction

We have been tasked with assisting UHealth's Supply Chain Analytics team evaluate, improve, and standardize the Requests process for the daily Requests the Analytics team receives from their customers. Additionally, we developed a dashboard that in real-time will allow Management to monitor Analyst work and efficiency.
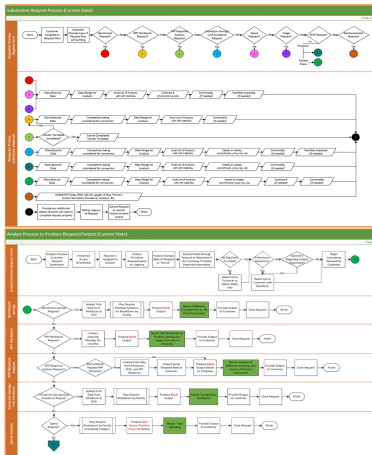

Methods | Design | Analysis

To Analyze the Request process, we met with each analyst individually to understand their individual processes to obtain the request and create the proper output. We noticed that their processes were similar, so the standardization wouldn't be solely focused on their output work. When we mapped our current state process diagram, we immediately noticed a cyclical loop, where the Analysts would have to reach out to the requester to obtain more information, as not enough information was submitted in the request. This loop created an inefficiency in the process, that delayed output production, and sometimes even hindered the output from being properly created, causing a re-request to occur. We determined that the best way to combat this 'loop' would be to redesign a new Request Tracker & Form on Smartsheet, so we could standardize the input process, to allow for a standardized, efficient output to customers.
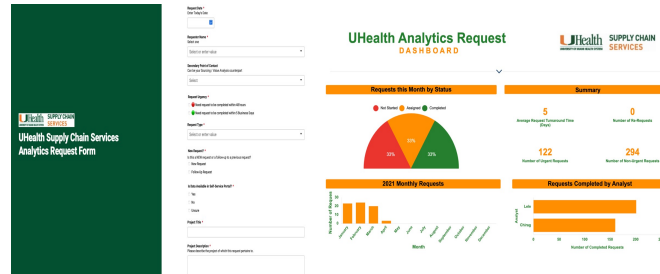
Results
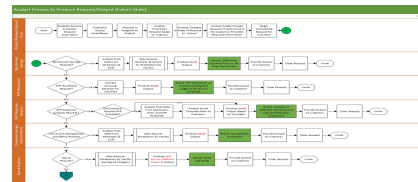
Conclusion

Recommendations

- Analyst training should be uniform for all new-hires and team members.
- Ensure all information, data, and updates are shared between Management and Analysts.
- Host a quarterly meeting with clients and team to ensure that request process is up to date and that the outputs are meeting expectations.
- Hold a monthly performance review between Management and Analysts.
- Transfer Smart Sheet Dashboard to Power BI.
- Implement Satisfaction Survey Results to Power Bi Dashboard.

Expected Project Impact

With our implementations, we expect the following impacts to be had on the team and overall request process:

- Decrease in **Time** spent on Each Request
- Increase in Consistent Output **Quality**
- Increase in Customer **Satisfaction**
- Decrease Labor **Costs**

Acknowledgments

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UHealth SUPPLY CHAIN SERVICES
UNIVERSITY OF MIAMI HEALTH SYSTEM

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