

FREEING CAREGIVERS TO FOCUS ON PATIENTS THROUGH HEALTHCARE SUPPLY CHAIN DIGITIZATION

“ With Ivalua we were able to digitize our complete source-to-pay process for all spend, including complex processes unique to the healthcare industry. With the paperwork out of the way, our caregivers can now better focus on their patients. ”



Tony Johnson
SVP & Chief Supply Chain Officer
Baylor Scott & White Health

? CHALLENGES

- ✓ Highly manual, inefficient processes distracted healthcare staff from core function of serving patients
- ✓ Myriad outdated legacy systems including highly entangled ERP-based P2P system
- ✓ Need for any system to integrate seamlessly with 3rd party network consolidator (Vizient)
- ✓ Complex healthcare-specific requirements such as consumption prior to billing limited ability to leverage standard out-of-the-box spend management solutions
- ✓ Many complex integration requirements, including to in-house warehouse network
- ✓ Significant change management hurdles to any process improvements due to broad, diverse user base spanning hospitals, doctor offices, clinics and suppliers
- ✓ As a not-for-profit organization, particularly tight operating budget
- ✓ Deployment of any system must be coordinated around major IT project to implement EPIC Electronic Medical Records

🎯 OBJECTIVES

- ✓ Re-invent procurement to better support the business
 - Simplify & unify existing supply chain processes
 - Drastically improve the user experience
 - Improve data capture to ensure accurate billing and patient data
 - Ensure transparency into all purchasing activity
- ✓ Reduce total cost of care to reduce patient financial burden
- ✓ Support goal attainment of \$100M in savings in 3 years
- ✓ Improve collaboration and communication with suppliers
- ✓ Increase customer visibility to order status
- ✓ Implement quickly as to not interfere with another, even larger, enterprise software deployment.

+ BENEFITS

- FREE CAPACITY** Caregivers free to focus on patients rather than paperwork
- 1 YEAR & 1 MONTH** Digitized the full source-to-pay process – 1st phase delivered value within four months
- Automated patient billing pass through, patient product tracking, PO and invoice processing**
- >40K** Suppliers enabled
- 4,800** Contracts digitized (100%)
- Transparency Into all spend (indirect and direct) and activity**
- UX** Significantly improved purchasing experience for users and suppliers

SOLUTIONS IMPLEMENTED (FULL S2P SUITE)



Supplier
Management



Sourcing



Contract
Management



Procurement



Invoicing



Strategy &
Analytics

i ABOUT BAYLOR SCOTT & WHITE HEALTH

As the largest not-for-profit health system in the state of Texas, Baylor Scott & White Health promotes the health and well-being of every individual, family and community it serves. An integrated care delivery network, the system includes the Scott and White Health Plan, Baylor Scott & White Research Institute and Baylor Scott & White Quality Alliance. Through 50 hospitals and more than 1,000 access points including flagship academic medical centers in Dallas and Temple, the system offers the full continuum of care, from primary to award-winning specialty care, throughout Texas, and via virtual touchpoints. If its service area were a state, it would be the eighth largest, providing care to a population larger than that of the state of Georgia. Founded as a Christian ministry of healing, Baylor Scott & White is proud to honor its century-long legacy through its commitment to improving accessibility, affordability and the customer experience for all. For more information, visit BSWHealth.com.

➤ EMPOWERED

- ✓ **Single, integrated digital platform** for all spend (indirect and direct), users, suppliers and processes
- ✓ **Freed capacity** via automation of repetitive and manual tasks
- ✓ Unique workflows configured to **digitize all types of purchases**
- ✓ **Existing Vizient EDI integration with suppliers maintained**, leveraging existing connections to accelerate value
- ✓ **Automatic 2-way PO-Invoice match** for operating room supplies (as PO created after procedure so receipt assured)
- ✓ **Unique PO workflow** configured to route operating room POs and capture special needs / serial number tracking / patient tracking details, automating highly manual process
- ✓ **Digitized capture** of critical information such as doctor, patient MRN and procedural "envelop" as requisition controls
- ✓ **Flexibility** to adjust processes for unique or evolving requirements, ensuring long term value
- ✓ Unified data model delivering:
 - ✓ **Real time visibility** across all source-to-pay processes
 - ✓ **360 degree supplier visibility**



ALL Spend, ALL Suppliers, NO Compromises

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