

# Bringing New Life to the Clinical Supply Chain

## through Automation, Visibility, and Control

Genesis partnered with the Hermitage Medical Clinic to mitigate manual inventory management and deliver decision-driving insight, enabling it to further elevate its standard of care.



The Hermitage Medical Clinic is a 112-bed private hospital in West Dublin. Its specialised medical teams provide medical, surgical and

advanced radiotherapy care to patients and are supported by the very latest technology. The Hermitage Medical Clinic is committed to providing excellence in patient care.

### The Challenge

With an existing inventory management system that provided limited visibility over stock throughout the organisation, the Hermitage Medical Clinic relied heavily on manual processes to manage its supply chain. As a result, its clinical teams spent significant time conducting manual inventory counts and compiling reports. Realising that this was limiting the time clinicians had available to perform their critical job functions, the Clinic sought a more effective solution that would eliminate its dependency on manual inventory management.

Strongly committed to delivering excellent patient care, the Clinic required a solution that would enable its clinical teams to spend less time managing inventory and more time with patients. In addition, the Clinic aimed to become GS1 compliant to strengthen efficiency and visibility. Ultimately, the Clinic sought a solution that would bring new levels of automation and insight to its supply chain.

### The Solution

To enhance visibility, reduce excess stock, mitigate costs, and elevate its standard of care, the Clinic selected Genesis. By implementing Genesis Point of Care, Inventory, and Analytics solutions, Genesis enabled Hermitage to achieve complete clinical traceability.

### Streamlined Implementation for Immediate Results

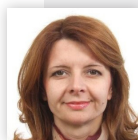
Recognising the need for more efficient and effective supply chain management, the Clinic desired a partner who would make the implementation process as quick and seamless as possible. Through close collaboration with the Hermitage team, Genesis worked to provide a streamlined roll-out while satisfying Hermitage's specialised requirements.

### From Manual Counts to Automated Insight

To enable clinicians to better allocate their time, Hermitage required an automated solution that would mitigate manual supply management while providing stronger visibility and insight. With Genesis, the Clinic gained enhanced visibility over care-critical supplies, automating inventory management and enabling its clinicians to focus more time on the most critical aspect of their jobs—delivering quality care.

### Mitigating Excess Stock and Added Costs

In addition to mitigating manual processes, Hermitage sought to gain greater insight around supply waste and opportunities for cost reduction. Genesis delivered robust analytics that enabled the Clinic to quantify waste, identify areas for improvement, and back every decision with comprehensive data.



The results we've seen since implementing Genesis are quite impressive. Excess stock presented a substantial, unnecessary cost for Hermitage, and Genesis enabled us to better understand demand, significantly reduce this wasted stock, and, in turn, realise measurable cost savings. All of this has empowered us to operate more efficiently and spend much less time focused on inventory management.

—**Bjoana Djordjevic**, Head of Operations and Supply Chain, The Hermitage Medical Clinic

## The Rollout & Results

By implementing the Genesis solution, Hermitage realised clinical traceability's many compelling advantages. Here are some of the transformative results the Clinic experienced through its partnership with Genesis.

### Overcoming Challenges to Maximise Implementation Success

Hermitage sought to implement its new solution quickly and efficiently in order to start realising immediate results. While Hermitage was eager to transition to a modern, automated solution, the Clinic needed to retain certain functionalities of its legacy system. As a result, the Genesis team closely collaborated with the Clinic to determine the particular insights and capabilities they required, then map these capabilities to the Genesis solution. Genesis then quickly rolled out its solution to 13 stock locations across the Clinic, streamlining its path to complete clinical traceability.

### Delivering Real-Time Insight and Complete Clinical Traceability

Armed with automated insight, the Clinic gained a new level of visibility and control over its supply chain upon implementing the Genesis solution. Genesis Inventory allowed Hermitage to better manage and understand supply and demand, enabling them to more effectively manage inventory while reducing waste and unused stock. With Genesis Point of Care, the Clinic was able to capture utilisation data in real-time and better trace supplies. Finally, Genesis Analytics standardised supply and utilisation data, empowering the Clinic to access decision-driving insights and easily generate meaningful reports.

In addition, Genesis provided the template the Clinic needed to work towards full GS1 compliance. As a certified GS1 solution, Genesis supported the Clinic in effectively tracing supplies and capturing data from delivery, to storage, to the patient.

### Realising Tangible Results

After its Genesis implementation, the Clinic experienced significant advantages including reduced excess stock, lower dependency on manual processes, cost containment, and enhanced supply visibility and control. Specifically, the Clinic saw a 50% reduction in excess stock just three months after rolling out the Genesis solution. Not only did this enable the Clinic to reduce waste and ensure adequate supply to meet demand, but it also translated to significant cost savings.

Most importantly, the roll-out of Genesis freed clinicians to focus their efforts on delivering excellent care, rather than performing tedious manual inventory management tasks.

### Providing Excellent Support and Ongoing Partnership

Genesis' close collaboration with the Clinic and ongoing support was integral to the partnership's success. Beginning with implementation, the Genesis team worked closely with Hermitage to fully understand its specific requirements and objectives while ensuring a fast and seamless roll-out.

Genesis' support did not end with implementation, however. The Genesis team continued to maintain close contact with Hermitage to help the Clinic realise the solution's full potential and address any concerns. Hermitage continues to engage Genesis as it plans to implement the solution in additional stock locations and seek new opportunities for improvement.



Our clinical team has long been tasked with manual supply management processes, and Genesis has virtually eliminated these tasks from our clinicians' daily workflows. Not only has it freed our clinicians to focus their efforts on patient care; it has also provided us crucial insights around utilisation that have enabled us to operate more efficiently overall. Above all, their partnership and support has been unparalleled, and we are happy to continue working with their team.

—**Luke Keating**, Procurement Manager,  
The Hermitage Medical Clinic

Would you like to learn more about how Genesis can enhance insight, efficiency, and safety for your IDN, hospital system, or Trust?

Request a demo at [genesisahc.com/demo](https://genesisahc.com/demo) today.



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