

**Team Name:**  
PaLS EMM Team -  
Electronic Materials Management



**Nominating Manager:**  
Roy Press

## Review—Refresh—Result!

### EMM 5 Year Review Programme

**SITUATION :**

EMM is a unique supply chain function offered by BSO PaLS which was developed with our customers and introduced into HSCNI Hospital wards/departments as part of a Department of Health funded project.

It is a barcode system for ordering stock products at ward level.

EMM utilises a “ dual bin” system to control stock and simplify replenishment.

PaLS Receipt & Distribution Teams along with Trust staff carry out weekly scanning of EMM barcode labels, saving time and freeing up nursing time for patient care.

**EMM Benefits**

- Better use of limited storage space
- Ensures stock rotation which helps minimise wastage due to out of date products.
- Products sectioned by range.
- Paperless ordering less risk of mistakes
- Regular supply of products in the correct required quantity.
- Stock is scanned delivered and put away by PaLS Receipt & Distribution staff.

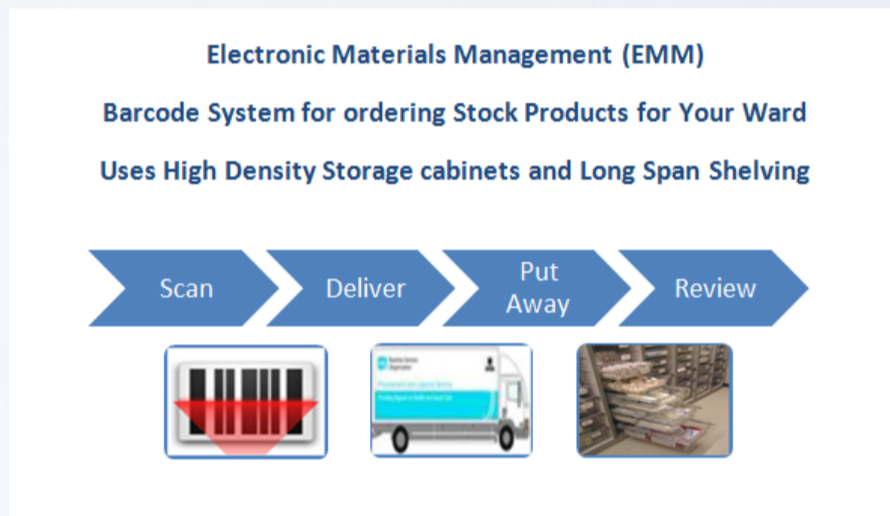


**THE TASK :**

All EMM areas were supported but to remain efficient they needed to be reviewed.

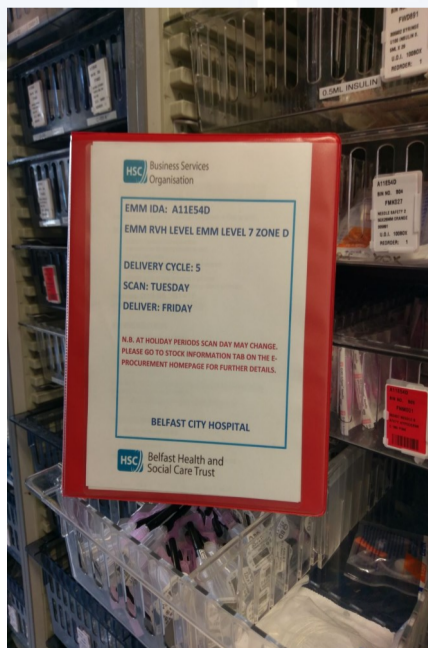
How do we help our customers maintain their EMM system?

- What are the issues within a store that already has EMM?
- Can we incorporate other teams to help with the Review process?
- How do we ensure all locations are captured?



**OUR TEAM ACTIONS :**

- We devised and completed on site auditing with a scored Audit Form
- Created a Review schedule which captures each area in a timely manner and ensures all areas have a regular contact with R&D staff and the EMM Team.
- We Work in Partnership - agreement was reached that PaLS Receipt & Distribution Teams along with the EMM Team would carry out Annual & Comprehensive Reviews with all of our ward/department Customers.
- We designed a Red EMM Store Information Folder providing each EMM store area with essential information and key details;
- Ward stock list
- EMM Store Information
- EMM Barcode Label explanation
- Contact Information for R&D, PaLS Customer service & EMM TEAM



**TOGETHER WE GET RESULTS!**

We are in Year 2 of the 5 Year Review Programme	
Number of HSCNI EMM Departments	574
Comprehensive Reviews complete to date	161
Annual Reviews complete 2018	106
Both Teams are well on target	

Each EMM area will receive a Comprehensive Review over a 5 Year Period with all other stores receiving a review annually - helping to keep all areas updated and efficient.

The EMM Review Schedule captures our statistics to help us continually improve our service.

Completion of EMM reviews identifies the excellent working partnership between EMM & R&D departments and our customers.

Our customers greatly appreciate the expertise offered by this ongoing Review programme.



A few words from our Customers...

CAH 3 South - Averil Anthony

“ The Review Process was very helpful as it showed what stock usage we had and we were able to increase or decrease levels as we thought fit.”

RVH Ward 5A - Sarah McAnoy

“I found the EMM TEAM very efficient and also very helpful with any concerns I have ever had. They are quick to respond and are always willing to help. Anybody from the team that I have met has been very approachable and happy to address any issues that may occur. I know they are always at the end of the telephone providing great backup regarding stock and any other queries which may arise. Great team! “



**CORPORATE MISSION, VALUES & OBJECTIVES 2018-21**

*“to provide high quality business services which support our customers to improve health and well being ”*

