



# Durable Medical Equipment

CFVH PI Committee  
Departments: ER, OR, Clinics, Materials,  
Outside vendor: Pacific Medical

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Ben Lindeman, PA-C



Danita Grossberg,  
AC/ER Manager



Mariah Corbin,  
Materials Manager



Carla Neiman,  
Chief Financial Officer



Lisa Eberhardt, Chief  
Nursing Officer



Jenny Hafner,  
ER Coordinator



Katrina Strowbridge,  
Chief Cat Herder

Missing:  
Mike Boyle  
Pacific Medical

### Durable Medical Equipment

**Issue:** Patients could not get the appropriate provider ordered DME products at the time of the request.

**Background:** ED providers were frustrated because they would request DME products, and in their perception, products needed were not available at the time. Patients would often inquire about out of pocket costs and there was not available resource to provide a response. In addition, sometimes patients would receive a DME product in the ED, then see the orthopedic office and have a same/similar product ordered creating increased cost & expense. This was creating frustration for everyone.

**Providers at the ED committee requested a focused review and PI project be formed.**



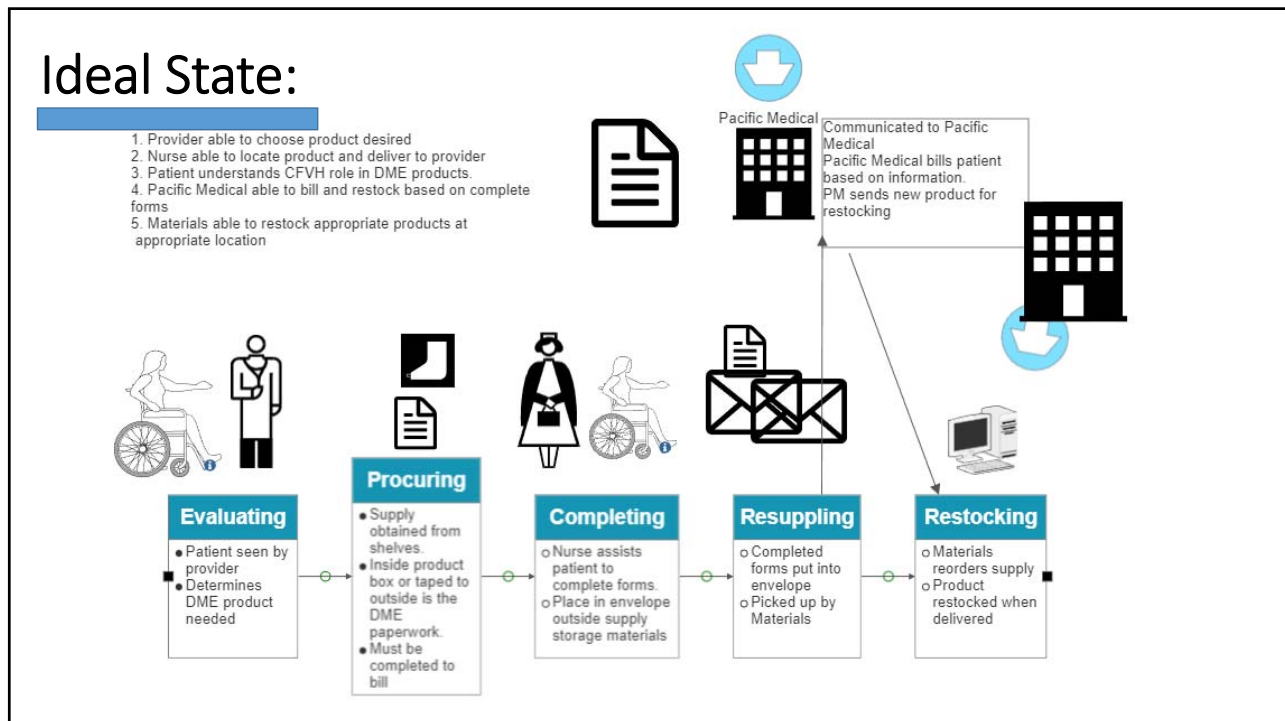
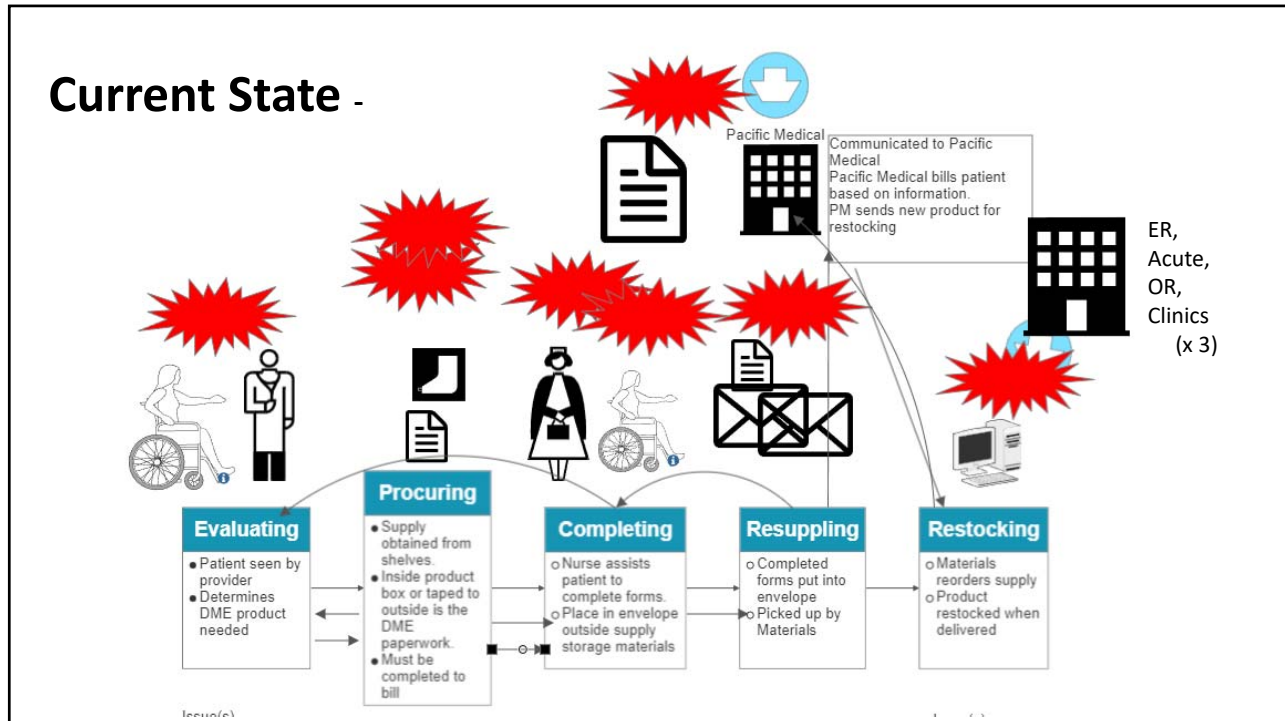
### Team Formation:

Chief Financial Officer, Materials Manager, Chief Nursing Officer, ED Provider Representation, ED Nursing Leadership, Clinic Admin & Nursing Leadership Lead Cat Herder (PI Manager)

**Issue Identification:** Need a deeper understanding

### Goal setting:

- Providers: 95% of the time, provide requested DME products at the point of care. (Give patients what they need when they need it)
- Pacific Medical: Sustain complete DME forms 100% of the time as evidenced on Scorecard.



# Data Review: Confirms focus

## Scorecard Review

| Represents inventory Pacific Medical has purchased for<br>CLARK FORK VALLEY HOSPITAL<br>JANUARY - MAY 2022 |                    |
|--|--------------------|
| ACCOUNT  | TOTAL COST         |
| CFVHMIS-CLARK FORK VILLY HOSP-ER   | \$ 2,352.62        |
| CFVHMIS-CLARK FORK VILLY HOSP-OR   | \$ 532.47          |
| CFVHMIS-HOT SPRINGS FAMILY MEDICINE  | \$ 186.27          |
| CFVHMIS-PLAINS FAM MED   | \$ 5,403.90        |
| CFVHMIS-THOMPSON FALLS FAMILY MEDICINE-ua  | \$ 169.09          |
| <b>Total</b>   | <b>\$ 8,644.35</b> |

| CLARK FORK VALLEY HOSPITAL Scorecard Analysis 2022 |              |           |
|--|--------------|-----------|
| Total Inventory                                    | \$ 20,746.44 | 5,646.29  |
| Inpatient Supplies (Fixed Expense)                 | \$ -         | 1,277.93  |
| Outsource Inventory                                | \$ 20,746.44 | 447.05    |
| Compliance Expenses                                | \$ -         | 12,969.36 |
| Annual Cost Savings Estimate                       | \$ 20,746.44 | 405.82    |
| Cost Savings %                                     | 100%         | 20,746.44 |



100%

## Product Review:

Inventory list by department

Turn list by department

## Baseline Data

Inventory list: "More product than local facility with 120 beds"

Non turning rate :

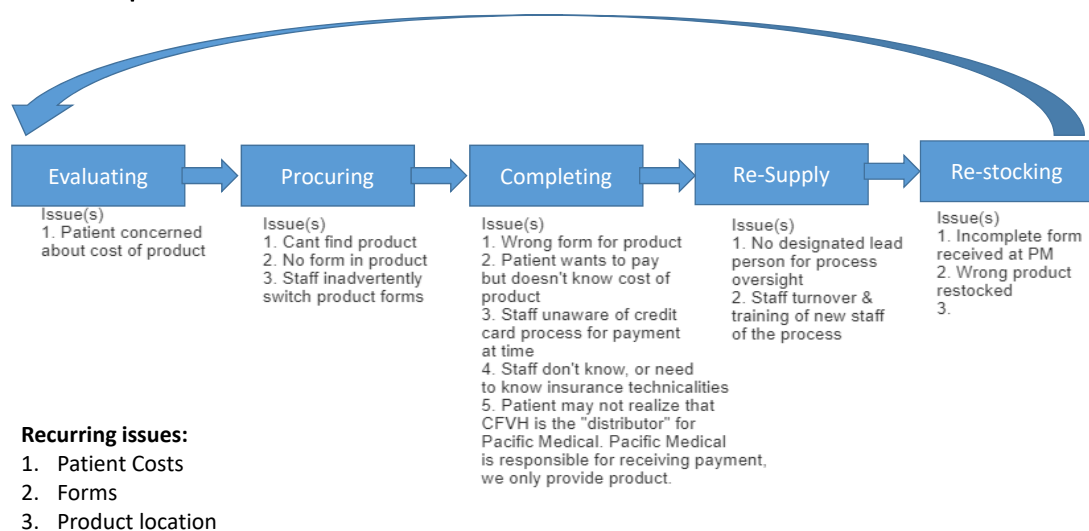
PFM: 62.4%

OR: 82.4%

ER: 67.5%



# Group Issue identification



## Patient Cost

### **Patient received duplicate product**

Why? Product provided in ER & again in Ortho

Why? Similar product in ER but not same as in Ortho.

Why? Provider preference

Why? Products added with new providers, never reduced

Why? BITWADI

### **Patient not able to pay up front**

Why? Staff not aware of option in process already.

Why? Not trained to this.

Why? No process owner in dept.

Why? Staff not aware of cost per item

Why? Not their role: DME role

### **Patient doesn't understand CFVH role in DME products.**

Why? No DME education to patient



## Forms

### **Wrong form in box**

Why? Staff pulled form out of another box and put it in wrong one.

Why? Not aware of role of form in restocking process

Why? No designated unit lead for process

### **No form in box**

Why? Pulled out and not replaced

Why? Not aware of form role

Why? No designated unit lead for process

## Products:

**Patient does not receive the product the provider ordered or desired.**

Why? Staff can't find product

Why? Don't know where or what is available.

Why? No resource or map

Why? Product is unorganized

Why? Overstock

Why? Duplication

Why? No inventory review process

**Staff run from department to department to locate product**

Why? No resource or map

**Product is stacked everywhere in ER, and sometimes in unsafe locations**

Why? Storage space issue



## A3' Planning:

### Issues:

- Form
- Product
  - Overstock
  - Inability to locate supplies
  - Duplication/Same/Similar products
- Education
  - Form completion
  - Product use & application
- Patient Education
  - DME Role
  - DME Contact

### Countermeasures

- Onboarding appropriate team members
- Inventory List and Reduction List
- Product Catalogue
- Education
- Patient Handout
- Product Centralization



# Whose Role is What?

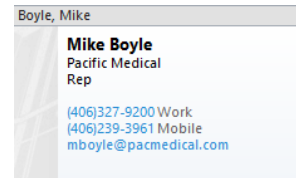
## Clark Fork Valley Hospital & Family Medicine Network

- Provide a convenient , at time of service, option for DME products for our patients
- Facilitate completion of paperwork for DME
- Route paperwork to DME

**Ultimately:** Sustain a process to consistently provide DME products to patient at the time of provider request

## Pacific Medical

- Primary DME supplier
- Coordinate reimbursement with insurance and/or patients
- Liaison for patients
- Provider resource



## Product inventory & non turn list transformation

Win – Win

Inventory list Non turn list

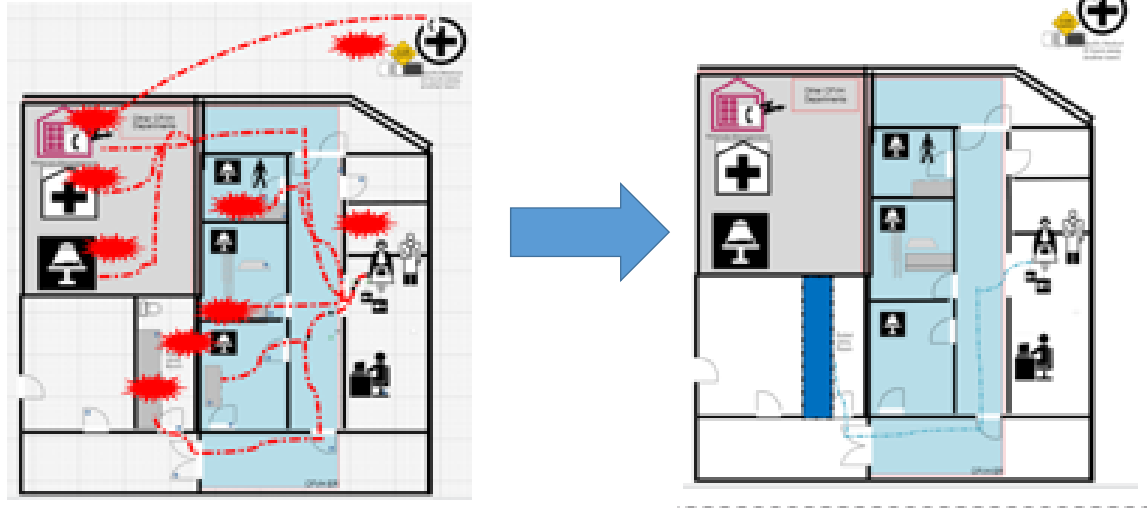
### Centralized Product Inventory Catalogue

- Image of product
- PAR level
- Item #
- Name
- Description
- Location – to the shelf & bin level

| Red=Mike's D/C ideas | Par | ITEM#    | Name                      | Description  | Location                             | Non Turning |
|----------------------|-----|----------|---------------------------|--|--------------------------------------|-------------|
|                      | 3   | 980010   | STIFNECK COLLAR           | EXTRICATION COLLAR   | Back wall ED, above chest tube cart  |             |
|                      | 5   | 980020   | PEDS STIFNECK COLLAR      | EXTRICATION CO   | Back wall ED, above chest tube cart  | Yes         |
|                      | 4   | 503010   | CERVICAL COLLAR UNIVERSAL | Restricts cervical spine extension, flexion and rotation to promote patient recovery post-injury and post-operatively. Neck circumference 13" - 21".   | ED back wall, top shelf to the right | Yes         |
|                      | 1   | 79-83005 | FIRM CERVICAL COLLAR/MED  | Firm or medium-density foam collar helps support cervical spine in neutral position. Contour design for use in either flexed or extended position. IDEAL FOR: Post-operative rehabilitation; cervical sprains and strains. | ED back wall, top shelf to the right |             |
|                      | 2   | 79-83007 | FIRM CERVICAL COLLAR/LG   | Firm or medium-density foam collar helps support cervical spine in neutral position. Contour design for use in either flexed or extended position. IDEAL FOR: Post-operative rehabilitation; cervical sprains and strains. | ED back wall, top shelf to the right | Yes         |
|                      | 3   | 503101   | TRACY COLLAR SHORT        | Anatomically contoured around the shoulder and mandible areas increasing stability without compromising comfort.   | ED back wall, bins to the right      |             |

Catalogue update, post reduction: In process

## Centralized Storage



## Patient Education:

Boyle, Mike

**Mike Boyle**  
Pacific Medical  
Rep

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## Ongoing Data:

Score card maintained:

**100%  
Compliance**

Overall Inventory Reduction:

**65%**



Satisfaction:  
Patient  
Provider  
Staff

## Questions?

