



Enhancing delivery of Healthcare in Canada

Mark Goodaire | Plexxus

The background of the lower half of the slide features a stylized landscape. The bottom portion is a solid blue horizontal band representing the ocean. Above it, a dark blue silhouette of a coastline is shown, with several palm trees of varying heights and orientations. The sky is a light, pale blue. The text is centered in this area.

WINSHUTTLE USER GROUP SAN DIEGO | 2013

Overview

Background – Plexxus & iTS

Challenges

Winshuttle Decision – What We Did

Results

Future Usage

Tips For Success

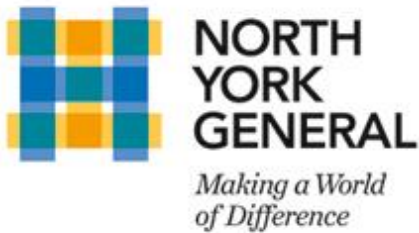


Background - Plexxus Membership

Holland Bloorview
Kids Rehabilitation Hospital



ST. JOSEPH'S
HEALTH CENTRE TORONTO



The Scarborough
Hospital



TORONTO EAST
GENERAL HOSPITAL



Women's College Hospital



Health Care in Ontario

\$47+ billion annual spend (~50% of taxes)

80% of taxes in 20 years: change is needed

Financial pressures on Hospitals

- Spending shifts to community care.
- No base funding increase in 2012/2013
- Change in funding formula



Why was Plexxus created?

Group purchasing

Common and integrated system

Leading practices and standardized processes

Collaborative efforts to reduce costs

Platform for future further collaboration and growth

Plexxus was created to transform the
back office of iTS member hospitals



Plexxus Business Model

Member Owned

Not for Profit Shared Service

Over \$97 million in purchase price savings to Sept, 2013



Scope of Services

Supply Chain Management

- Strategic Sourcing
- Sourcing and Contract Management
- Purchasing
- In-Hospital Logistics
- Distribution Centre
- Clinical Support



Information Technology (Finance, Supply Chain)

- Ongoing Support, Maintenance and Enhancement
- Master Data Governance and Management



Integrated Technology Solution (iTS) Project

What is iTS?

- Major business transformation project
- Integrated “single build” SAP-based platform for all hospitals and Plexxus
- Standardized business processes and leading practices
- Delivers significant efficiencies (EDI, e-Requisitioning)

Scope

- Finance
 - general ledger
 - accounts payable
 - grants and funds management
 - capital project management
- Supply chain management
- Data governance and management



Groundwork laid between 2006 and 2010. And then...



The iTS Project

11 organizations / 7,000 users

250 interfaces

6 go-lives

2 years & 2 months

Data...

- 27 companies
- 48 plants
- 125,000 material and 42,000 vendor records harmonized

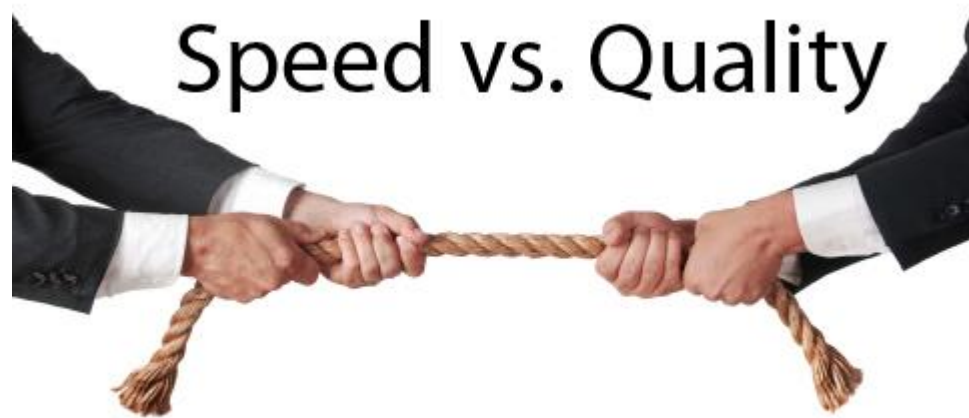


Data Quality
Change

Management
Throughput / Service Levels



iTS Master Data Challenges



iTS Master Data Challenges – Speed vs. Quality

Efficiently/accurately...

Transform Data Requests

Validate Data Requests

Load Data Requests



Data Request Processing & Business Impact

1. Invoice Processing
2. Contract Execution / Price Improvement
3. iTS Business Objectives –
electronic



The Winshuttle Decision – What We Did

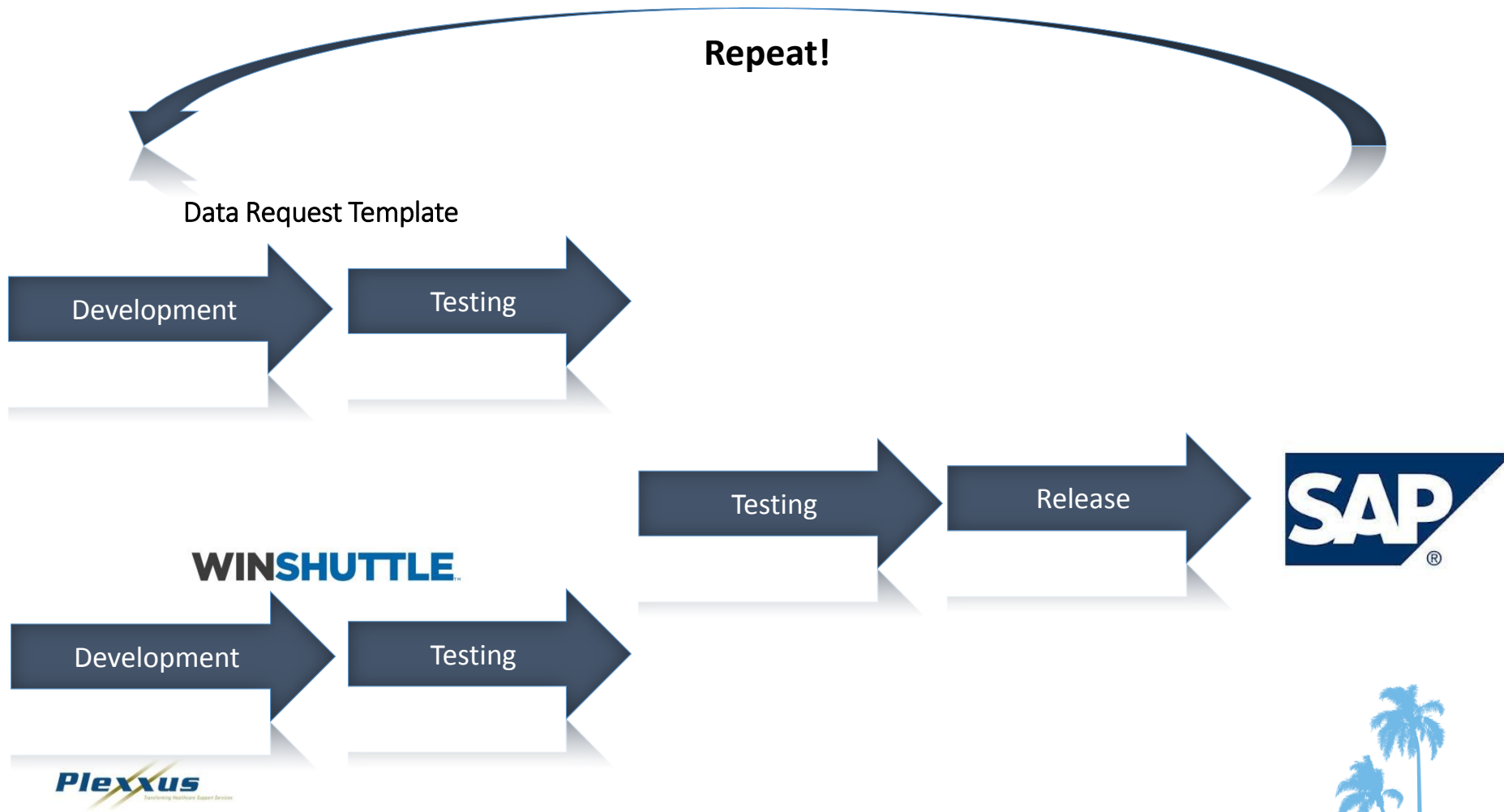


Pain Points & Prioritization

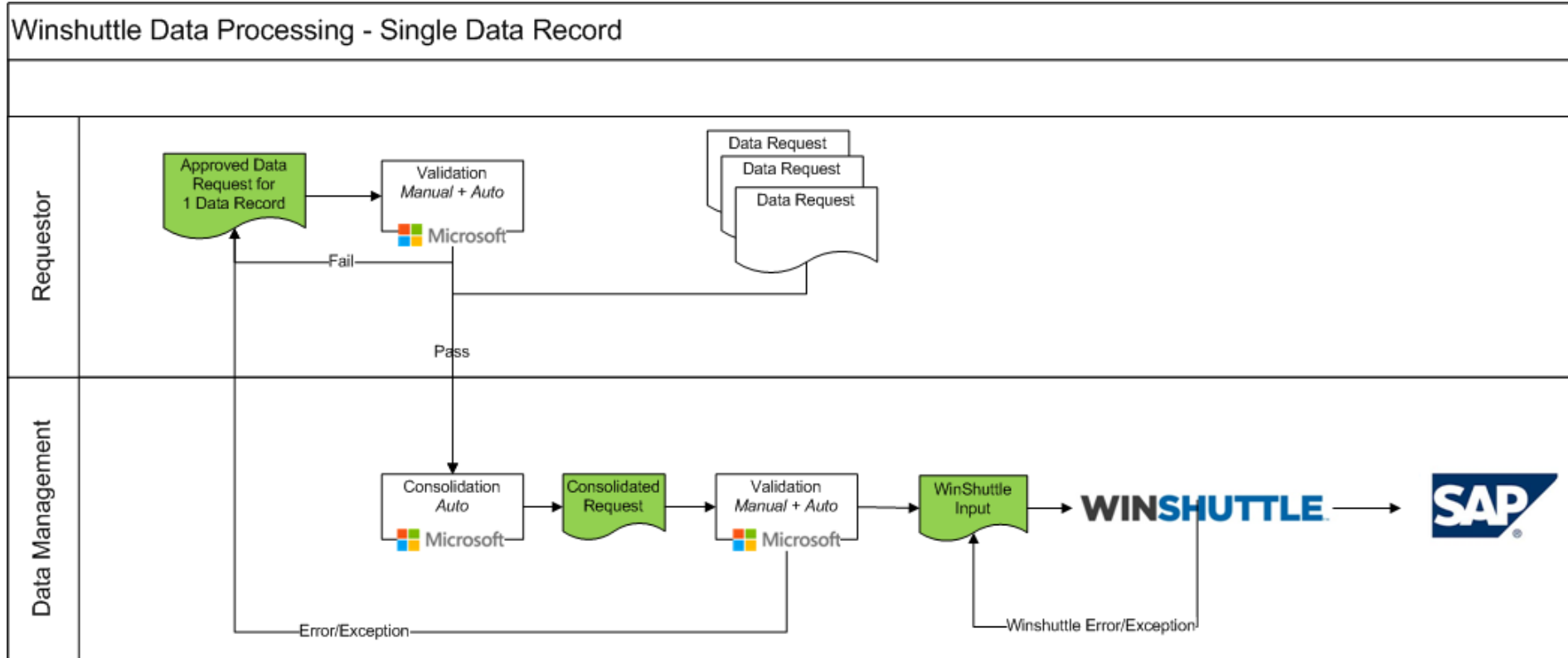
1. Vendors
2. Contracts
3. Synchronization /
Composite Requests
4. Data Quality



Release Strategy



Design Approach #1 – Single Data Record



Single Data Record - Ex. Vendors

Vendor Data Request Form Version 1-3		Request Status	Controller	Timestamp
Red = Mandatory		NEXT STEP: Submit request to dgm@plexxus.ca .	MFINM1R	26/03/2013 10:02
1. Requestor Information		<div style="display: flex; justify-content: space-around;"> Validate Data Request Form Reset Form </div> <div style="margin-top: 10px; text-align: center;"> Data Owner Approval </div>		
Hospital Name:	Mount Sinai Hospital			
Requestor Name:	[REDACTED]			
Data Steward/Delegate Name:	[REDACTED]			
Data Owner Approval:	Not Required			
Request Type:	CREATE Non-Trade Vendor (VN)			
3. Vendor				
Title:				
Legal Operating Name:	[REDACTED] CORPORATION			
Vendor Name 2:				
C/O:				
Street:	[REDACTED] ROAD			
House Number:	40			
Street 2:				
Street 3:				
Street 4:				
City:	VAUGAN			
Country:	CAD			
Prov/State/Region:	ON-Ontario			
Postal/Zip Code:	[REDACTED]			
PO Box:				
DUNS:				
4. Contact Information				
Contact Name:				
Contact Phone:				



Single Data Record - Ex. Vendors

A	B	C	D	E	F	G	H	I	J
MDR #	Request Type	Requesting Org	Requestor	Steward	Status	Reason for Rejection	Vendor Name	SAP ID	Vendor Type
3015339	Extend	LHC	<Requestor Name>	<Data Steward>	Completed			1006160	Trade/Non-Trade
3015349	Change	LHC	<Requestor Name>	<Data Steward>	Completed			1012557	Non-Trade
3015350	Change	LHC	<Requestor Name>	<Data Steward>	Completed			1005585	Non-Trade
3015320	Extend	MSH	<Requestor Name>	<Data Steward>	Completed			1022034	Trade/Non-Trade
3015321	Create	MSH	<Requestor Name>	<Data Steward>	Completed		<Vendor Name>	1026355	Non-Trade
3015322	Create	MSH	<Requestor Name>	<Data Steward>	Completed	Vendor 1003170 already existed - ext	<Vendor Name>		Trade/Non-Trade
3015323	Create	MSH	<Requestor Name>	<Data Steward>	Completed		<Vendor Name>	1026356	Non-Trade
3015325	Create	MSH	<Requestor Name>	<Data Steward>	Completed		<Vendor Name>	1026357	Trade/Non-Trade
3015313	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			1014977	Non-Trade
									ERROR - Unsupported Vendor Data Request
3015332	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			1006613	Form
3015333	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			1006871	Non-Trade
3015334	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			1000366	Trade/Non-Trade
3015337	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			5000301	Non-Trade
3015338	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			5000906	Trade
3015340	Change	NYGH	<Requestor Name>	<Data Steward>	Completed			1001307	Trade
3015326	Create	PLX	<Requestor Name>	<Data Steward>	Completed		<Vendor Name>	1026348	Trade/Non-Trade
3015327	Create	PLX	<Requestor Name>	<Data Steward>	Completed		<Vendor Name>	1026349	Trade
3015329	Create	PLX	<Requestor Name>	<Data Steward>	Rejected	Duplicate of MDR-3015237	<Vendor Name>		Trade/Non-Trade
3015344	Create	PLX/LHC	<Requestor Name>	<Data Steward>	Rejected	Vendor 1001081 already exists for 22	<Vendor Name>		Trade/Non-Trade



Single Data Record - Ex. Vendors

A	B	C	D	E	F	H	I	J	K	L	N	O	P
Company Code	Purchasing Org:	Account Group:	Reference Company Code:	Name 1:	Name 2:	Street:	House Number:	Street1 :	Street2:	Street3:	City:	Country Code:	Region Code:
1700		Z001		<Vendor Name>		COLLEGE ST., ROOM 302	100	DIVISIO	UNIVERSITY OF		TORONTO	CA	ON
1700		Z001		<Vendor Name>		LAKESIDE CRES. SW	3303				CALGARY	CA	AB
1700		Z001		<Vendor Name>		RAINBOW BLVD., MAIL STOP 2012	3901	UNIVERSITY OF KANSAS			KANSAS CITY	US	KS
1700		Z001		<Vendor Name>		KING ST EAST	398				BOLTON	CA	ON
1900		Z001		<Vendor Name>		FAIRLAWN AVE	416				TORONTO	CA	ON
1900		Z001		<Vendor Name>	IN THE CITY OF NEW YORK	W 168TH STREET, SUITE 206	701				NEW YORK	US	NY
1900		Z001		<Vendor Name>		WEYBRIDGE ROAD	21				BROOKLINE	US	MA
1400		Z001		<Vendor Name>		Vimy Ridge Road RR#4	7797				Cobourg	CA	ON
1100		Z001		<Vendor Name>		N/A	N/A				RANDOLPH	US	MA
1400		Z001		<Vendor Name>		Christie Street	43				Toronto	CA	ON
1400		Z001		<Vendor Name>	& Prevention Program	Ramsey Lake Rd.	41				Sudbury	CA	ON



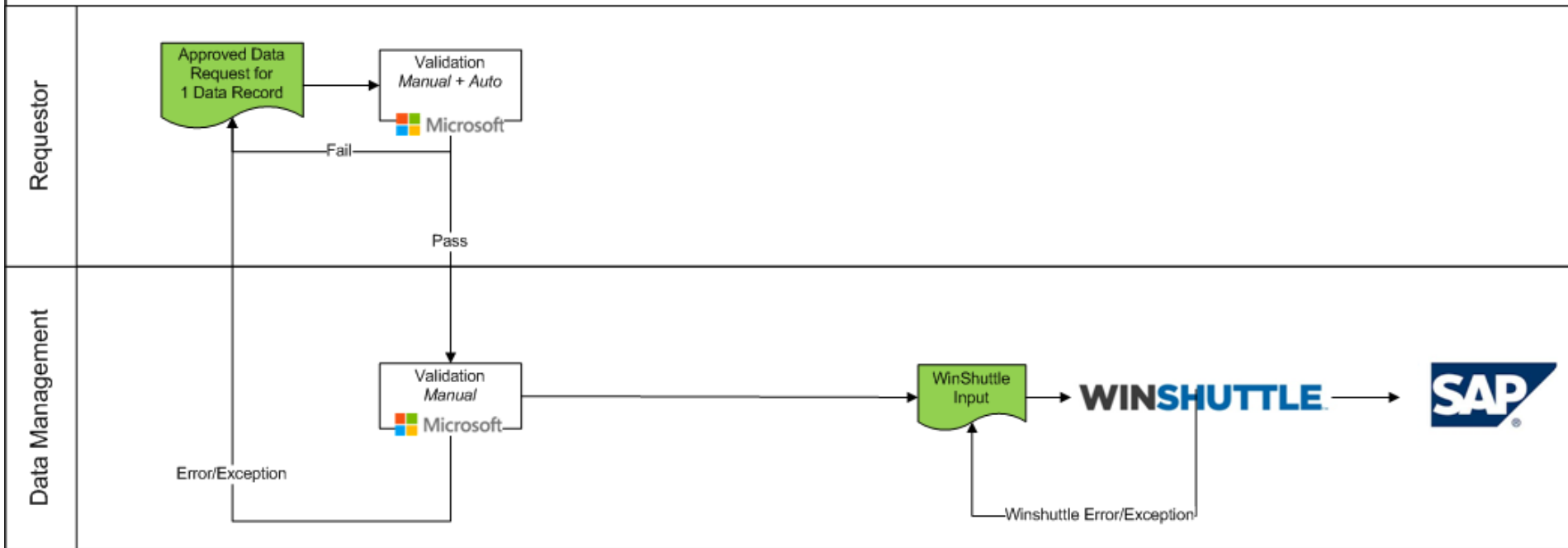
Single Data Record - Ex. Vendors

A	B	C	D	E	F
Vendor Number	Destination Ccode	Source Ccode	Payment Terms	Payment Method	Log Winshuttle TRANSACTION 10.3 Update 1 XK01 Extend Non-Trade CoCodes.TxR 3/20/2013 4:32:05 PM Mode: Non-Batch without Controls PEA-100, Isteward
1026351	1701	1700	1000	C	Vendor 0001026351 was created in company code 1701
1026351	1702	1700	1000	C	Vendor 0001026351 was created in company code 1702
1026351	1703	1700	1000	C	Vendor 0001026351 was created in company code 1703
1026351	1704	1700	1000	C	Vendor 0001026351 was created in company code 1704
1026351	1705	1700	1000	C	Vendor 0001026351 was created in company code 1705
1026351	1706	1700	1000	C	Vendor 0001026351 was created in company code 1706
1026352	1701	1700	1000	C	Vendor 0001026352 was created in company code 1701
1026352	1702	1700	1000	C	Vendor 0001026352 was created in company code 1702
1026352	1703	1700	1000	C	Vendor 0001026352 was created in company code 1703
1026352	1704	1700	1000	C	Vendor 0001026352 was created in company code 1704
1026352	1705	1700	1000	C	Vendor 0001026352 was created in company code 1705
1026352	1706	1700	1000	C	Vendor 0001026352 was created in company code 1706
1026353	1701	1700	1000	C	Vendor 0001026353 was created in company code 1701
1026353	1702	1700	1000	C	Vendor 0001026353 was created in company code 1702
1026353	1703	1700	1000	C	Vendor 0001026353 was created in company code 1703
1026353	1704	1700	1000	C	Vendor 0001026353 was created in company code 1704
1026353	1705	1700	1000	C	Vendor 0001026353 was created in company code 1705
1026353	1706	1700	1000	C	Vendor 0001026353 was created in company code 1706
1026354	1701	1700	1000	C	Vendor 0001026354 was created in company code 1701
1026354	1702	1700	1000	C	Vendor 0001026354 was created in company code 1702
1026354	1703	1700	1000	C	Vendor 0001026354 was created in company code 1703
1026354	1704	1700	1000	C	Vendor 0001026354 was created in company code 1704
1026354	1705	1700	1000	C	Vendor 0001026354 was created in company code 1705



Design Approach #2 – Multiple Data Records

Winshuttle Data Processing - Multiple Data Records



Multiple Data Records – Ex. Contracts

User completes

MDR-2007279 CONTRACT CREATE – CW_Contract Data Request Form_LS-6001184 - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Developer

Clipboard Font Alignment Number Styles Cells

G15 fx 1900

Contract Data Request Form V2-0-2			2.b) AGREEMENT DETAIL LINES					
1. REQUESTOR INFORMATION:			Mandatory fields - Header Text is marked in RED					
			Mandatory	Cond. Mandatory (ADD)	Cond. Mandatory (ADD)	Cond. Mandatory (ADD)		Cond. Mandatory (ADD)
			ACTION	COMPANY CODE	AGREEMENT NBR	AGREEMENT TYPE	AGREEMENT DATE	VENDOR NBR
Data Steward/Delegate Name:	Ruddhi Potnis		ADD	1900	CW87283	ZPRC		1000755
Request Type:	CREATE PRIME AGREEMENT (Non-DC)		ADD	1901	CW87283T	ZPRC		1000755
Populate Request Rows			ADD	1900	CW87283	ZPRC		1000755
Validate Data Request			ADD	1901	CW87283T	ZPRC		1000755
Reset Form			ADD	1900	CW87283	ZPRC		1000755
2. a) AGREEMENT DETAIL (limited to 25 contracts)			ADD	1901	CW87283T	ZPRC		1000755
Company Code	Agreement Nbr	Vendor Nbr	ADD	1900	CW87283	ZPRC		1000755
1900	CW87283	1000755	ADD	1901	CW87283T	ZPRC		1000755
1901	CW87283T	1000755	ADD	1900	CW87283	ZPRC		1000755
			ADD	1901	CW87283T	ZPRC		1000755
			ADD	1900	CW87283	ZPRC		1000755
			ADD	1901	CW87283T	ZPRC		1000755
			ADD	1900	CW87283	ZPRC		1000755
			ADD	1901	CW87283T	ZPRC		1000755
			ADD	1900	CW87283	ZPRC		1000755
			ADD	1901	CW87283T	ZPRC		1000755
			ADD	1900	CW87283	ZPRC		1000755



Multiple Data Records – Ex. Contracts

WinShuttle logs for the validation, changes to material status, & source list updated

BK	BL	BR
Log Winshuttle TRANSACTION 10.3 Update 1 Create Contract Validation.TxR 03/09/2013 2:39:08 PM Mode: Non-Batch without Controls PEA-100, Isteward	Log Winshuttle TRANSACTION 10.3 Update 1 MM02 Change Material Status.TxR 03/09/2013 2:48:08 PM Mode: Non-Batch without Controls PEA-100, Isteward	Log Winshuttle TRANSACTION 10.3 Update 1 ME05_Contract_Append_WithFix.TxR 03/09/2013 3:08:09 PM Mode: Gui Scripting PEA-100, Isteward
No message is returned from SAP.		Source list records generated
No message is returned from SAP.		Source list records generated
No message is returned from SAP.	Material 409106 changed	Source list records generated
No message is returned from SAP.	Material 409106 changed	Source list records generated
No message is returned from SAP.	Material 409074 changed	Source list records generated
No message is returned from SAP.	Material 409074 changed	Source list records generated
No message is returned from SAP.	Material 409107 changed	Source list records generated
No message is returned from SAP.	Material 409107 changed	Source list records generated
No message is returned from SAP.		Source list records generated
No message is returned from SAP.		Source list records generated
No message is returned from SAP.	Material 485845 changed	Source list records generated
No message is returned from SAP.	Material 485845 changed	Source list records generated
No message is returned from SAP.	Material 489590 changed	Source list records generated
No message is returned from SAP.	Material 489590 changed	Source list records generated



Current Winshuttle Usage - Transaction Codes

Transaction Code	Description
ME11	Create Purchase Information Record(PIR)
ME12	Change Purchase Information Record(PIR)
ME13	Display Purchase Information Record(PIR)
ME01	Create Source list
ME03	Display Source list
ME31K	Create Contract
ME32K	Change Contract
ME33K	Display Contract
XK01	Create Vendor
XK02	Change Vendor
XK03	Display Vendor
MM02	Change Material Master
MM03	Display Material Master



Results

Vendor

- 4 resources, SLA 30%... To
- 1 resource, SLA of 98% at **4x** anticipated capacity

Contract

- 5 resources, SLA of 70%... To
- 1 resource, SLA of 96% at **5 x** anticipated capacity



‘Game Changer’ for Customer service level discussions!



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Results

Composite Requests

- Introduction of first 'Composite Data Request' ("flip" source of supply)

Data Quality

- 100's of thousands of pricing records corrected in days vs weeks/months (SAP or client becomes bottleneck for throughput!)
- Thousands of Material Master records corrected in days vs. weeks/months



Results - ROI

Payback on Winshuttle licenses?

- ROI within 6 weeks

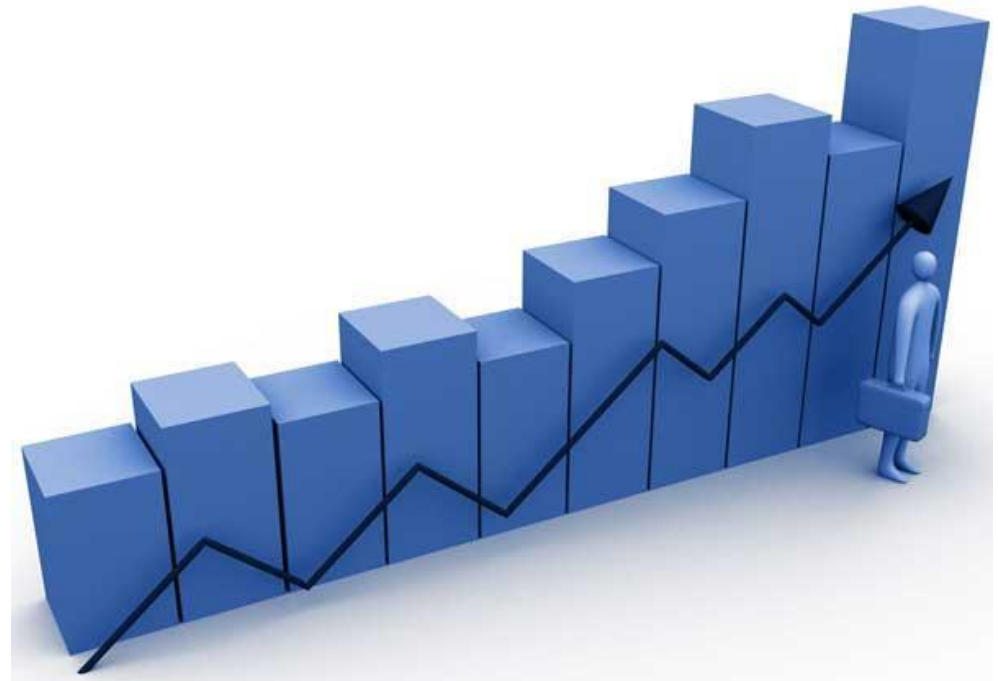
- Reduced errors due to manual data entry.

- Prompt resolution of data quality issues when discovered



Future Usage ('Phase 2')

1. Additional 'composite' requests
2. Data Quality improvement
3. Winshuttle Query
4. Workflow - validation



Tips for Success



Tips for Success

Know the tools

Methodology

People, skills

Governance, Release Management



Winshuttle Governance

On-going Training Requirements

Release Management

- Testing (including Regression)

Who approves, align with Data Governance Model?

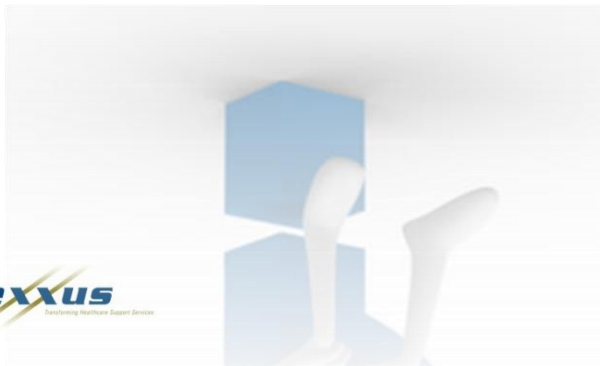
Script (Peer) Reviews – as a wise man once said...



With great power comes great responsibility



Questions?



Plexxus
Winshuttle Hardware Support Division



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APPENDIX

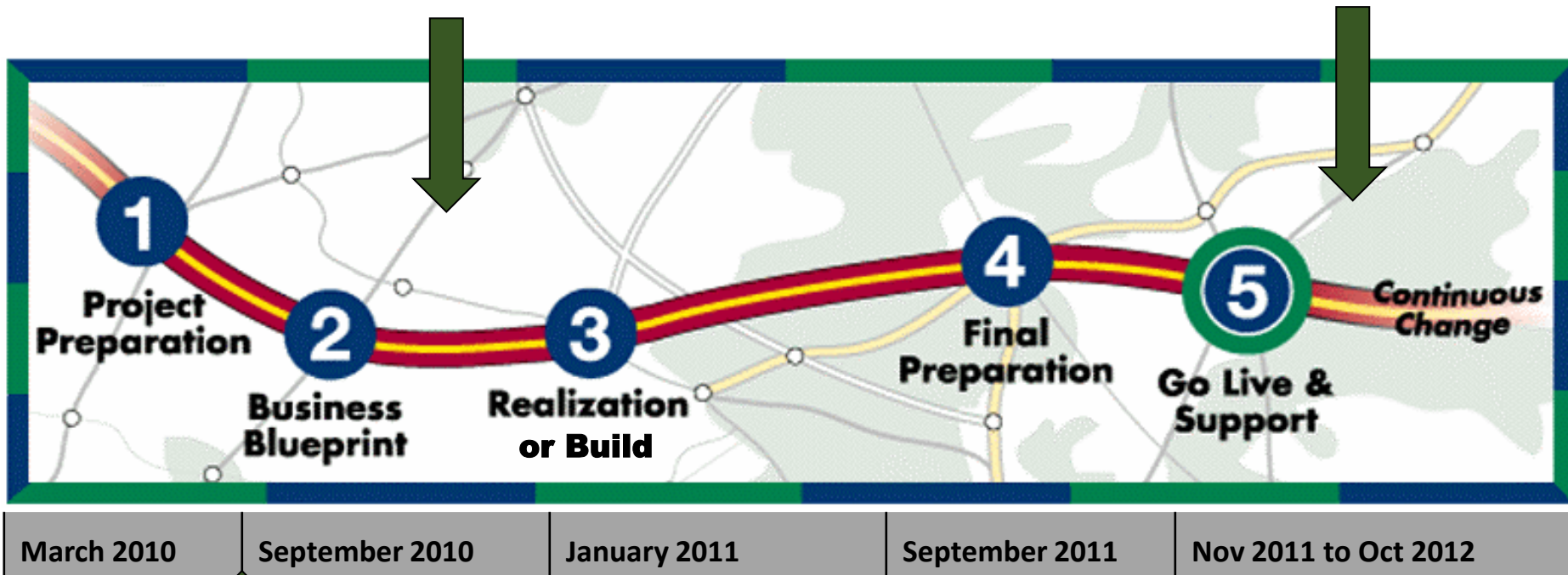
A stylized illustration of palm trees on a hill, rendered in shades of blue and green. The trees are of various heights and are scattered across the bottom of the page, creating a tropical atmosphere.

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iTS Project Timeline

All Hospitals and Plexus participated in business blueprint and build phases

Individual roll-outs:
2 hospitals every 2 months



The Importance of iTS Master Data

iTS Master Data is an 'enterprise asset', foundational for Plexus & Hospital Operations & Financial reporting.

