



Products

- > Overview
- > Multi-user, Shared-user and Dedicated Warehousing
- > Multi-Market Hubs
- > Order to Cash
- > Packing Services
- > Clinical Trials Logistics
- > Reverse Logistics
- > Managed Transport
- > Lead Logistics Provider (LLP)
- > International & Domestic Transport
- > Patient Transport
- > Hospital Logistics
- > Home Healthcare Logistics
- > Promotional Logistics
- > Procurement
- > Pandemic Response
- > Innovation

Hospital Logistics

Overview & Requirements

DHL Supply Chain has developed a range of services to support hospital supply chain optimization. DHL works with hospitals to gain a clear understanding of current issues and future goals for their supply chain and offers a customised service to meet these needs.

The services range from off-site consolidation to on-site logistics and materials management. As DHL continues to develop customer relationships there is considerable opportunity for innovation and the development of further services, in particular the integration of systems and aligning all material flows (including pharmacy) into and around the hospital.

DHL Solution

In developing the solution it is key to spend time within the hospital, working with all key stakeholders (clinical, procurement, finance, management, logistics or pharmacy) to gather data and to understand current and future constraints.

Solution design involves the integration of a range of services that are implemented to best meet the needs of the hospital. Identification of needs and data capture allows design of the solution. Key deliverables and milestones are agreed ahead of implementation.

Customer Benefits

	FOCUS Allow the Hospital Group and staff to FOCUS on core business to drive patient care and operational efficiency.
	VISIBILITY Provide visibility of logistics operations (including inventory) to enable informed decision making and reduce management time and cost.
	ASSURANCE Provide assurance in delivery of outsourced logistics operations and drive innovation within the supply chain.
	VALUE Provide a reduction in total business costs, reduce waste, achieve a greener supply chain and drive continuous / process improvement activities.

Off-Site Consolidation

Provision of off-site consolidation reduces traffic around the hospital and the number of inbound deliveries as well as enabling direct to ward and theatre deliveries. In addition savings can be achieved through consolidated purchasing, facilitating larger order quantities and product standardisation across the trust.

Reduced traffic & cost through off-site centre

Opportunity

A 300-bed city hospital currently experiences ~200 inbound vehicle movements daily, causing delays.

Solution

Off-site centre receives goods and consolidates ward-specific deliveries.

Traffic reduced by over 100 journeys per day, in addition to lower procurement costs.

Faster availability to wards, with increased process compliance.

On-Site Services

DHL provides a range of on-site services, bringing together our supply chain expertise to improve hospital processes and inventory flows. These include:

- hospital storage area design and management
- internal distribution including medical devices & instruments, x-rays, laboratory specimens and pharmaceuticals
- integrated medical and surgical, fluid, central sterile supplies department and postal services.

Simplification of on-site flows

Opportunity

To satisfy the logistic needs of a 350 bed hospital currently involves 51 activities, 10 handovers and considerable risk.

Solution

Consolidating services with the logistics function simplifies the process flow, reducing activity levels by 55%, handovers by 70%, and creating a platform for further improvement.

80% lower staff involvement and substantial cost reductions.

Improved safety and increased efficiency.

Materials & Inventory Management

Managed inventory provides the tools and expertise to efficiently manage stock of medical devices, pharmaceuticals and

consumables. Initial data gathering identifies focus areas and facilitates smooth implementation of specialist software and collection methods that drive down inventory levels, obsolescence and product loss. Appropriate storage locations are identified to improve visibility and control and minimise potential for damage.

Aligning demand & supply

Opportunity

A stock management solution currently results in a high inventory value, and with many items not allocated for over 90 days, obsolescence, damage and expiry regularly occur.

Solution

By employing an inventory based on demand at point of use, stock values become visible and can be accounted for on the balance sheet. This results in a purchasing holiday and consignment to owned shifts.

Zero obsolescence,
plus inventory and
SKU reduction.

Cost efficiency and
increased visibility.

Additional & Complimentary Services

In addition to the core services there are elements which DHL use to ensure success and an efficient hospital supply chain:

- System integration expertise, aligning DHL, partner and customer systems
- Clear implementation (DePICT) and continuous improvement (DMAIC) processes
- DPDHL sourcing group to support identification of alternative consumable items
- Knowledge and capability in procurement to understand how logistics can aid procurement activities.

Processes & Framework

DHL's hospital logistics services use a well- defined framework:

- Clear processes and systems for off-site consolidation to manage the inbound supply chain and goods inwards activities within the hospital, in addition to returns to suppliers
- On site logistics governed by world class logistics processes to reduce internal costs and ensure a cost effective normal solution but with the flexibility to manage urgent / emergency movements
- Materials and inventory management systems and processes to reduce inventory and ensure stock is located where required. This also provides a framework to drive down the number of discrete products (SKU's)
- System integration expertise (DHL Link) to work with current systems to reduce replication and address change management issues
- KPI measurement and tracking, driving continuous improvement processes.

Value Delivery

DHL Supply Chain delivers tangible value to our customers in the form of efficiency improvements, allowing clinical staff to be more effective and reducing waste within the hospital supply chain. The range of hospital logistics services delivers the following benefits to customers:

Improved stock availability through storage area redesign and proximity to point of use

Improved security and traffic flow through consolidation of inbound deliveries

Improved focus on patient care due to reduced clinical staff time spent on materials management

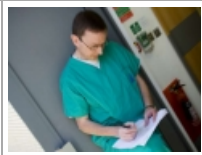
Reduced investment in inventory through improved stock visibility

Reduced space and resource requirements for inbound activities through direct to ward deliveries

Reduced delays and resource required for internal deliveries through provision of on-site services

Additional Content

Hospital Logistics Downloads



[Home](#) : [Corporate Social Responsibility](#) : [Contact Us](#) : [Site Map](#) : [Terms & Conditions](#) :

[DHL.COM](#) : [Express Services](#) : [Global Forwarding](#) : [Supply Chain](#) : [ISC](#) :

© 2013 DHL International GmbH. All rights Reserved.