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Leading to Technological Excellence

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**THE WORLD IS OURS ...**

TO PRESERVE TO EXPLORE TO DEVELOP





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# Reprocessing and sterile supply of loaner sets to hospitals

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# the supply chain of orthopaedic implants and loaner instruments

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How it used to be...

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# CSSD

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## CSA: Centrale Sterilisatie Afdeling



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# Reprocessing

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**Decontamination**



**Packaging**



**Sterilization**












## Problems:

- **Workload CSSD**
- **Quality risk**
- **Planning OR**
- **Loss of instruments (€200K/year)**





|   |            |            |   |
|---|------------|------------|---|
| Hospital  | CSSD       | efficiency |    |
| Hospital  | OR         | quality    |    |
| Hospital  | surgeon    | quality    |    |
| Hospital  | management | liability  |    |
| Patient   |            | safety     |   |
|  |            | efficiency |  |

# What are the options for Smith & Nephew?

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**1. Substantial investment in additional trays**

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**2. Decontamination by Smith & Nephew**

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Major change  
**SUPPLY = STERILE**

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# What are structural options for Smith & Nephew?

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Long term solutions : Fundamental redesign of supply chain

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**1. Create proper CSSD Smith & Nephew**

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**2. Partnership external partner**

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# A joint adventure

**Starring:**



**Co-starring:**



140 belgian hospitals





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# Reprocessing

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# Logistics

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# System integration

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# Change management

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REPROCESSING

LOGISTIC

SYSTEM INTEGRATION

CHANGE MANAGEMENT

A **joint** adventure...

that changed **the reprocessing**



## Former process

- 140 CSSD's
- no quality warranty
- no patient safety warranty

## New process

- Centralization: 1 platform
- Standardised process
- EN ISO 13485

REPROCESSING

LOGISTIC

SYSTEM INTEGRATION

CHANGE MANAGEMENT

# A **joint** adventure...

## that changed **the logistic process**



### Former process

- Complex
- Timing issues

### New process

- Organized
- Simplified
- Innight transport

REPROCESSING

LOGISTIC

SYSTEM INTEGRATION

CHANGE MANAGEMENT



Pick up sterile goods @  
STERIMA-VANGUARD

BC trolley

BC trays



Transport

BC trolley



Delivery of procedure  
trolley in hospital

BC trolley

BC location

Pick up used goods @  
hospital

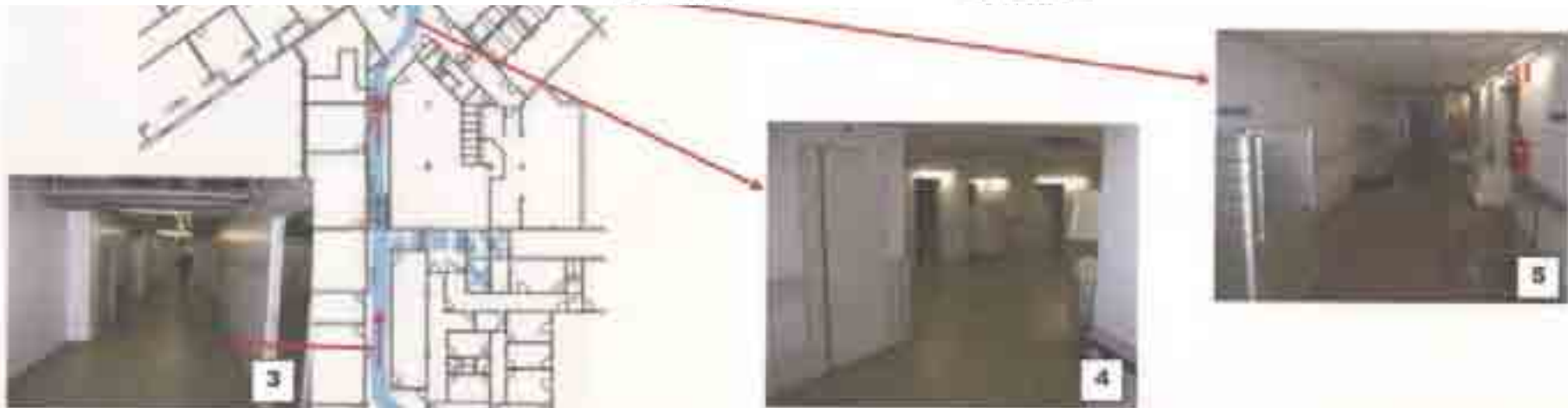
BC trolley

BC location



Delivery used goods @  
STERIMA-VANGUARD

BC trolley



REPROCESSING

LOGISTIC

SYSTEM INTEGRATION

CHANGE MANAGEMENT

# A joint adventure... system integration



REPROCESSING

LOGISTIC

**SYSTEM INTEGRATION**

NGE MANAGEMENT

# A joint adventure...

## change management

- Key opinion leaders
- Ministry of Health
- 140 hospitals :
  - management
  - pharmacists
  - finance managers
  - logistic managers
  - CSSD managers
  - OR managers
  - surgeons



REPROCESSING

LOGISTIC

SYSTEM INTEGRATION

**CHANGE MANAGEMENT**



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# Results

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# A joint adventure... in performance



| KPI                 | New supply chain process |
|---------------------|--------------------------|
| Customer complaints | Minus 50%                |

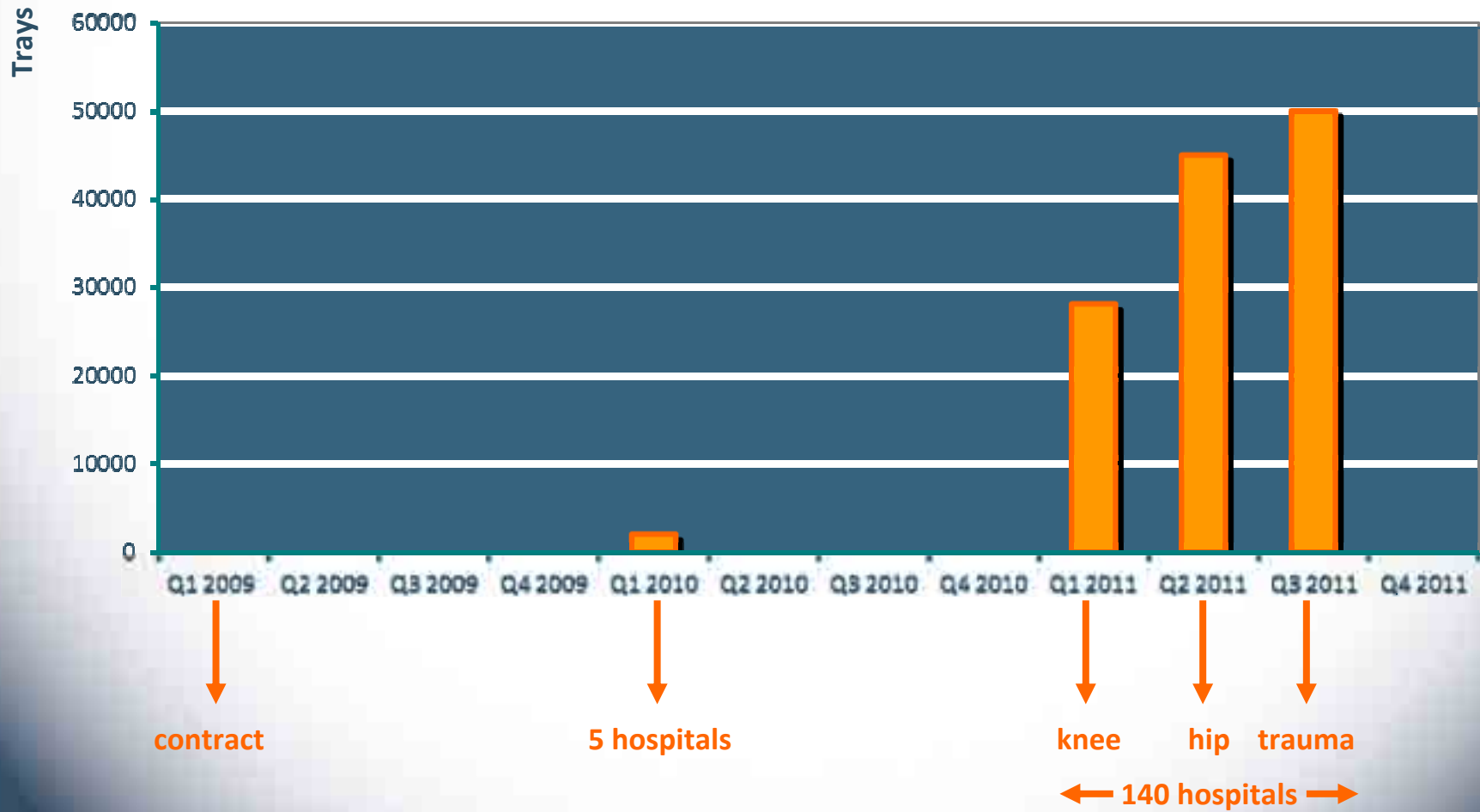
| KPI          | New supply chain process    |
|--------------|-----------------------------|
| Cleanliness  | Delivered Service level 99% |
| Sterility    |                             |
| Completeness | Agreed Service level 95%    |
| Delivery     |                             |

# A joint result...



|          |            |            |  |  |
|----------|------------|------------|--|--|
| Hospital | CSSD       | efficiency |  |  |
| Hospital | OR         | quality    |  |  |
| Hospital | surgeon    | quality    |  |  |
| Hospital | management | liability  |  |  |
| Patient  |            | safety     |  |  |
|          |            | efficiency |  |  |
|          |            |            |  |  |

# A joint adventure... in implementation





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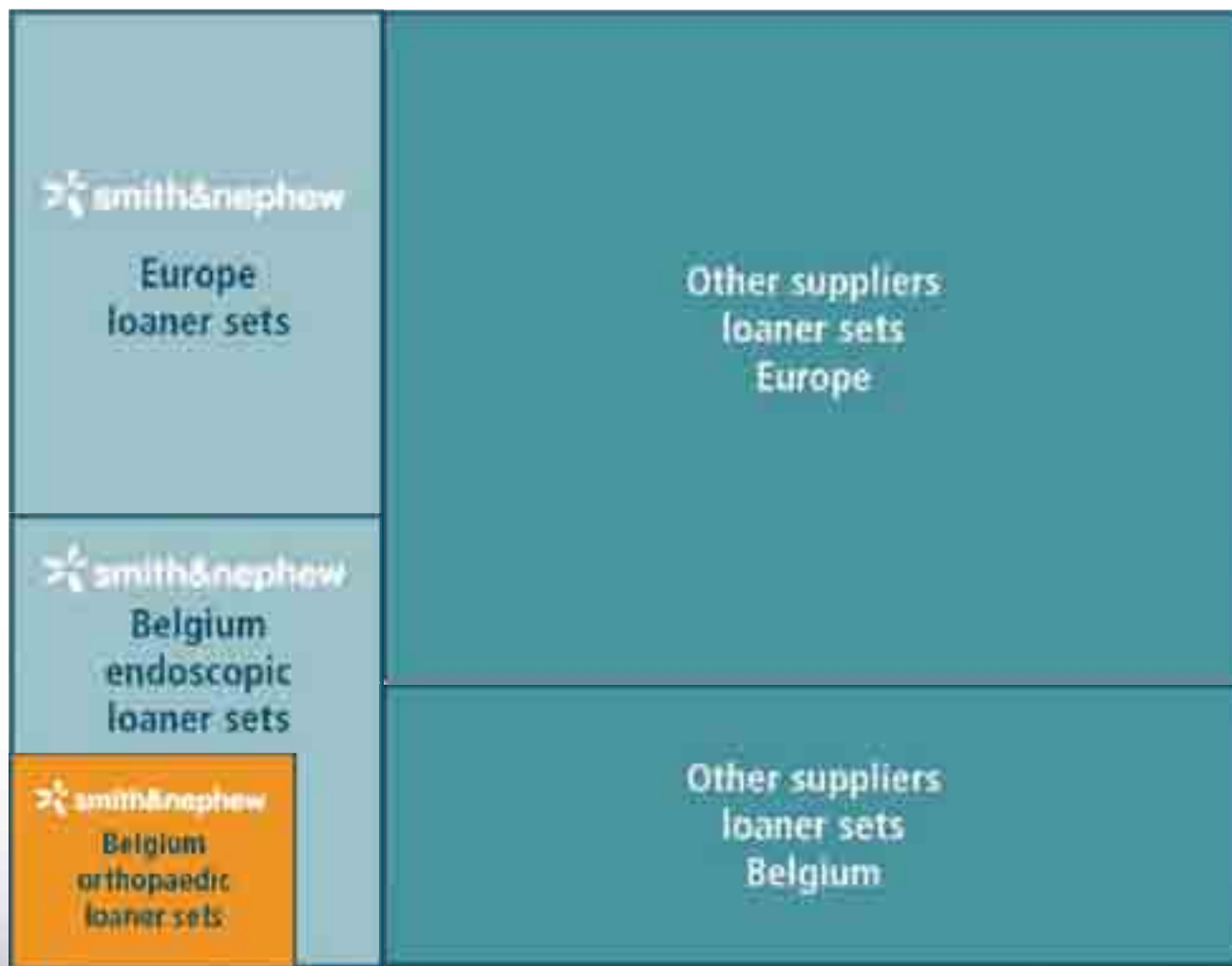
# The future

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The future is

in our hands, knees, hips, shoulder & more





A **joint** adventure...  
with a **happy ending**



Improved patient safety and operational efficiency



Increased service  
level in order to  
ensure business  
continuity



Creation of new  
business