BIZCAPS MCIS:
STREAMLINING HEALTHCARE PROCUREMENT

PRODUCT INFORMATION CHALLENGES

For stakeholders in the healthcare supply chain, the product master catalogue underpins many key activities, such as procurement and invoicing. It is also an important source of clinical information.

Yet, many healthcare product databases and supporting systems are built on structures that aren't interoperable, that utilise multiple standards, and that duplicate underlying data. These create issues for users, vendors and, ultimately, patient safety.

Healthcare organisations face three main challenges in effectively managing their internal product catalogues: fragmented responses to multiple supplier requirements; reliance on manual processes; and the analysis of workflows as an afterthought.

The 2012 McKinsey *Strength in Unity* Report highlights the three top concerns of healthcare supply chain executives and CEOs as:

1. Increasing complexity due to product proliferation and geographical expansion
2. Increasing regulatory scrutiny and the impact of quality issues, and
3. IT challenges, including the lack of systems integration and interoperability, and the effort and risk associated with major IT projects.

Without an effective, automated information-sharing system that supports global data standards, a tremendous amount of time and manual effort is invested to repeatedly cleanse product and pricing information.

Bizcaps Master Catalogue Information System (MCIS™) empowers healthcare organisations to manage their internal product catalogues effectively by consolidating multiple supplier requirements and addressing these within a single platform, automating procurement and compliance activities, and embedding preventive controls and business rules.

"All ACT Health services and hospitals will benefit from the MCIS. We expect the MCIS to dramatically improve purchasing and distribution processes, and the safety of patients, by ensuring the right products are purchased at the right price and delivered at the right time and place."
Katy Gallagher, former ACT Chief Minister and Minister for Health

INNOVATIVE HEALTHCARE SUPPLY CHAIN SOLUTION

In collaboration with the National E-Health Transition Authority (NEHTA), Bizcaps Software developed MCIS to streamline procurement processes for buyers, wholesalers and distributors in the healthcare supply chain.

MCIS was designed from the ground up to support busy healthcare supply chain professionals and time-poor clinicians needing quick online access to accurate and standardised product information.

NEHTA established the National Product Catalogue (NPC) to provide suppliers with a single mechanism to communicate standardised and accurate product and price data to healthcare buyers of medicines, medical devices and medical consumables. The NPC uses the GDSN standard identifier for globally unique product identification (GTIN) to record supply chain and clinical information.

"The NPC is a success and should save at least $200 million per year. The Master Catalogue Information System (MCIS) developed by the people at Bizcaps Software has played a significant part in this."
Dr Steve Hambleton, Chair, NEHTA

MCIS securely validates and synchronises product information between buyers and suppliers. It automates the process of extracting, and integrating the relevant product information from the NPC and other data sources into internal product master catalogues.

MCIS is deployed rapidly and can integrate data from multiple sources and platforms, including Oracle, SAP, Microsoft, ASW, TechnologyOne, Pronto, JD Edwards, PICS, Cerner Surginet, VueTrack, hTrak, i-Pharmacy, Merlin, CBORD, NPC, GDSN, TGA, Salesforce, SKUlibrary, Source-to-Pay, EDI and other business applications.

MCIS has established itself as the market leader, today supporting five out of eight of Australia's state and territory health departments, that service 80 per cent of Australia's population. At NSW Health this involves a catalogue of over 200,000 product lines, from which 72,000 purchase orders are processed each month. MCIS was selected as the procurement gateway that manages the integration between the NPC and NSW Health's Oracle and other internal systems.

"This is the only solution to directly address our key procurement requirement by eliminating the need for us to log into datapools and extract product and pricing information. Once the data is automatically downloaded into our system, internal catalogue management is streamlined with Bizcaps MCIS's highly customisable online search facility." (GS1 Healthcare Reference Book 2015–16)
Valentino Bulaon, Manager Catalogue and Procurement Information, HealthShare NSW

The significance of this to the national healthcare supply chain reform was acknowledged by NEHTA:

"The important work undertaken in electronic data validation, synchronisation and integration between the NPC and the Health Information Master File (HIMF) and related NSW Health procurement contract financial management and electronic clinical systems is of national significance as an exemplar of Electronic Healthcare Supply Chain Reform." (GS1 Healthcare Reference Book 2015–16)

Bizcaps
SOFTWARE

AWARD-WINNING TECHNOLOGY

A national finalist at the 2014 iAwards, MCIS has achieved industry recognition as an innovative productivity tool that powers the efficiencies in electronic trading.

With powerful Google-style search capabilities, context sensitive help, customisable dashboard-style reporting and workflows that strengthen product data governance, MCIS underpins all buyer-side systems in any trading partner relationship.

Secure, scalable and highly-configurable, MCIS can be cloud-based and accessed by browser, or can be installed on-site. With user alerts and notification, it offers additional layers of security.

> "NSW Health's implementation of the NPC through the use of Bizcaps MCIS has been recognised globally with the recent commendation received from the GS1 Global Office."
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> **Valentino Bulaon, Manager Catalogue and Procurement Information, HealthShare NSW**

SAVING MONEY, SAVING LIVES

Health Purchasing Victoria chose Bizcaps Software to develop their Victorian Product Catalogue System (VPCS) utilising MCIS technology. The supply chain efficiency that the VPCS ensures also improve patient safety, as common product identifiers minimise error in ordering and managing health supplies.

In 2014, the then Victorian Minister for Health, David Davis welcomed the release of the VPCS, which he said would lead to even further savings for hospitals.

> "Over the past 12 months hospitals and the health sector have achieved financial benefits to the tune of $55 million through direct cost reductions and negotiating best-value pricing. This is a saving that hospitals have been able to direct to patients and front-line services."
>
> **David Davis, former Victorian Minister for Health**

Since it went live to mandated health services in April 2014, the VPCS has become a vital central source of information for products and pricing (from HPV and non-HPV contracts alike). The VPCS is critical to ensuring data quality and integrity for health product and pricing information. It now contains more than 30 HPV contracts and approximately 300,000 contracted and non-contracted items from almost 400 suppliers.

> "The VPCS provides easy access to procurement information enabling better procurement choices through product and price comparisons. Through a user-friendly interface, health services are able to search, filter, compare and extract product and pricing data. Users can create their favourite views of the data so that it aligns more closely to their health service's procurement processes."
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> **Megan Main, Chief Executive, Health Purchasing Victoria**

Delivering far greater supply chain integrity, MCIS is saving time, saving costs, saving resources and saving patients by ensuring the right products are purchased at the right price and delivered at the right time and place.

HEALTHCARE INDUSTRY LEADERSHIP

Bizcaps has established an active MCIS User Group to encourage collaboration and to co-ordinate future MCIS development and supplier engagement. Members include ACT Health, Health Purchasing Victoria, HealthShare NSW, NT Department of Health and Health Support Qld (Qld Health). NEHTA and GS1 attend its meetings. The MCIS User Group's objectives are to:

- explore commonality in the use of the software application (MCIS/VPCS) for product master catalogue management and NPC implementation in healthcare
- coordinate future enhancement and development of the MCIS system
- explore opportunities for extending the use of the application, expertise and knowledge base to other health jurisdictions with similar requirements
- promote to other states and territories.

REAPING THE BENEFITS OF MCIS IN HEALTHCARE