



CASE STUDY ENHANCING SUPPLY CHAIN PROCUREMENT

Central Ontario Healthcare Procurement Alliance • Ontario, Canada,

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*Lynn Younis
Director Finance*

Established in 2007, The Central Ontario Healthcare Procurement Alliance (COHPA) is an independent, not-for-profit corporation owned by six founding hospitals to provide a range of integrated supply chain management services to the healthcare sector.

The procurement-to-pay cycle is critical for COHPA's hospitals, who submit Cheque Requisitions and Employee Expense Reimbursements to COHPA by email. COHPA must process the requests, ensuring the forms are 100% accurate before releasing the funds. In order to be as efficient as possible, COHPA wanted to implement an electronic solution to upload the data from the forms into the McKesson Pathways Material Management (PMM) application. Previously, the hospital Accounts Payable staff manually keyed in the data which was time consuming and was prone to manual error.

COHPA chose to automate this critical process using Boston WorkStation™ (BWS) from Boston Software Systems. BWS is task automation software that allows healthcare organizations to automate thousands of common tasks, manage workflow and improve productivity.

Using Boston WorkStation, COHPA automatically picks up the emails, reads the content and posts the content into the required fields in McKesson PMM. The software informs hospital staff who submit the forms of successful submissions, as well as those with errors which need immediate attention. If there is an error, Boston WorkStation directs staff to the manual instructing him/her how to improve the submission. Prior to using automation, communicating and correcting an error condition would double the amount of staff time spent on the task.

Although a staff person could check email only periodically, BWS is continuously running in the background to check email every minute, quickly and accurately processing requests.

“By fulfilling the tactical need of managing the expense submissions, Boston WorkStation is satisfying a significant business need and helping us meet critical service levels for our customers,” said Lynn Younis, Director Finance at COHPA. “The hospital staff, physicians and vendors can get paid faster; they benefit through economies of scale as COHPA can now service multiple users. Processing time is reduced with fewer mistakes. Boston WorkStation also lets us keep track of documentation, which is invaluable during audit time.”

