



Case study: Capio St. Göran's Hospital

Capio St Göran's Hospital have been using PB track and trace technology for nearly 10 years.

Capio St Göran's Hospital is an emergency hospital for adults in central Stockholm. The accident and emergency hospital has around 77,000 patient visits per year, making St. Göran one of Sweden's largest emergency hospitals.

The hospital is also unique because it has private owners and is run as a limited company. A great deal of emphasis is placed on using all resources as efficiently as possible and working according to lean principles.

Goods reception at St. Göran had functioned well for a long time but there were still some improvements to be made. In 2005, Jimmy Björkman, the head of the hospital's service unit, thought it was time to move towards a more reliable and efficient method of handling incoming goods.

"At that time we were using an Excel system that we created ourselves and were carrying out a lot of work manually. We wanted an easier way of generating statistics in order to be able to use them, for example, to check different flows and manage our staffing. We also wanted a more structured goods received process," said Jimmy Björkman. The Track and Trace system, Arrival, the predecessor of today's SendSuite™, had what was needed to take goods handling to a new level. Paper receipts were replaced by electronic signatures and the possibility of tracking packages was considerably improved. "It is a lot easier to have a receipt on a handheld device than running around with bits of paper. And, if we get an enquiry about a package, which is common when someone other than the recipient has collected it, we can quickly check who has signed for it. It is much easier and more professional to search in the system than to have to leaf through a whole load of paper receipts in a box."

Quick deliveries and a reduced risk of theft

The system has not only made it easier to find a package in the system, it has also helped them to get to their recipients faster.

"Our goal is that no packages should still be in the goods reception area when we go home at night. Everything should be sent out quickly, because this is the only option for certain healthcare activities. If, for example, a prosthesis that is going to be used in an operation goes astray, the operation cannot take place."

Another important reason for delivering a package as quickly as possible is the risk of theft. The flow of monetary value through the goods reception area is actually significant, one single item could cost millions of kronor.

"We are not a warehouse and that means that there must not be any bottlenecks, especially here with us. A factor that allows us to ensure this is the case is that we are supported by an excellent system."

Occasionally, an incoming package is damaged. If that is the case, it does not get delivered, it stays in the goods reception area. However, it doesn't just stay here; There is a function integrated in SendSuite™ that makes it possible to photograph the package. The photograph is then sent to the recipient who decides whether it should still be delivered or if it should be returned to the sender.

"The option of taking photographs is a smart function! It also means that we can prove to an external supplier that the package was already damaged when it got here."

Checks of cleaning and stocks

This year, Capio St. Göran will renew its contract for SendSuite™, both to gain access to the latest upgrades, but also because the collaboration with Pitney Bowes has worked so well for so many years.

"They have always been attentive to our needs and requirements, meaning that the system could be as adapted to our business as possible. Pitney Bowes has been good at sharing ideas and providing suggestions for solutions. At the moment, SendSuite™ is still only used for package handling. In the long term, the area of use may be expanded. Primarily, it is the functions in terms of registering activities that are performed, and stock handling that are interesting.

"If cleaning personnel could scan a barcode in every room when they were finished, then reliability of cleaning would increase. It would be easy to check that no event had been missed.

As far as stock is concerned, Jimmy Björkman is considering, among other things, hospital beds. There is currently no efficient system for seeing who has borrowed a bed from the hospital's bed store or where that bed is located. This is resulting in new and expensive beds being bought, even when this is not required.

"If beds were individually labelled with a barcode, we could monitor where they were. Additionally, the labelling could also be used to create a register containing detailed information about the age of the beds, when they were last serviced, etc. Overall, the hospital would gain much better control, it would reduce waste and theft," Jimmy Björkman concludes.

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Pitney Bowes Limited
Building 5, Trident Place
Mosquito Way, Hatfield
Hertfordshire AL10 9JJ
T: 08444 992 992
F: 08702 415 249

www.pitneybowes.co.uk



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