



Harnessing Clinical Traceability and Automation to Transform Inventory Management

Genesis enabled the Royal Free London NHS Foundation Trust to more efficiently and effectively manage its clinical supply chain while delivering compelling financial advantages and improving patient safety.



Royal Free London NHS Foundation Trust

The Royal Free London NHS Foundation Trust is one of the UK's biggest trusts. Its 10,000 staff members deliver care to more than 1.6 million patients each year across three main hospitals. Its vision is to deliver world class expertise and local care.

The Challenge

As one of the UK's largest trusts, the Royal Free London NHS Foundation Trust sought an effective inventory management solution to standardise processes, reduce waste, and strengthen automation across its three main hospitals. In addition, several national drivers prompted the Trust's push to enhance efficiency and tracking in its hospitals—including the Lord Carter report, the prevalence of GS1 standards, and NatSSIPs, which aimed to prevent never events. With these in mind, the Trust recognised that data-driven supply chain management and clinical traceability were integral to improving both organisational efficiency and patient safety.

The Trust desired a solution that would help to mitigate the error associated with manual inventory management while enhancing continuity across its hospitals. In addition, the Trust required a collaborative partner who could deliver a seamless implementation experience, empower its end users, and respond to its evolving needs over time.

The Solution

Looking for a flexible solution that would meet its specific requirements, the Trust implemented Genesis Inventory. Genesis' solution and partnership enabled the Trust to gain enhanced visibility over its stock and reduce waste, providing the insights needed to continually deliver excellent care and mitigate costs.

Enabling Trust-Wide Continuity and Standardisation

The Trust required a single, unified solution to standardise insights and enhance continuity across all of its locations. Beginning with the Royal Free Hospital in 2017, the Genesis team closely collaborated with the Trust to train staff, effectively roll out its solution, and deliver ongoing support. With all three hospitals leveraging the same Genesis solution, the Trust achieved greater continuity and visibility across its supply chain.

Maximising Efficiency through Automation

Prior to implementing Genesis, the Trust managed inventory in bespoke ways, with a strong dependency on manual counts and data entry. These processes were tedious, time-consuming, and error-prone. Genesis Inventory enabled the Trust to easily track inventory through simple barcode scanning, saving clinicians' time and strengthening accuracy.

Powering Data-Driven Decision Making

Before Genesis, the Trust had limited visibility into stock across its hospitals. By measuring utilisation and consumption in an automated way, Genesis enabled the Trust to easily access standardised insights around stock on hand, waste, recalls and expiries, and much more. In turn, the Trust could more effectively predict demand, mitigate unnecessary costs, and keep its patients safe.



Genesis has really enabled us to uncover hidden value in our supply chain. Now that we can easily trace supplies across our hospitals in an automated and intuitive way, we have a new level of visibility over stock. With this visibility, we have been able to better align purchasing decisions with demand and significantly reduce waste, translating to substantial cost savings.

—Paul Pilgrem, Assistant Director, Partners Procurement Service, North Central London ICS

The Rollout & Results

After implementing the Genesis solution across its hospitals, the Trust gained the visibility and control it required. Here's how Genesis empowered the Trust to transform its clinical supply chain.

Streamlining Trust-Wide Implementation

With three major hospitals and over 10,000 team members, the Trust needed to ensure a seamless transition to the Genesis solution. Beginning with the Royal Free Hospital, the Genesis team worked closely alongside the Trust to seamlessly roll out Genesis Inventory, providing the training and support necessary to maximise value. After a successful go-live at Royal Free, the Genesis team again collaborated with the Trust to implement its solution in Chase Farm Hospital. Finally, as a result of the Genesis' team's comprehensive training, the Trust largely handled its implementation of Genesis at Barnet Hospital internally, with Genesis readily available to provide support and address questions.

As a result of implementing the Genesis solution throughout its core hospitals, the Trust experienced stronger site-wide continuity. Equipped with standardised data around inventory and waste, the Trust could access the insights it needed to inform stronger decision making.

Working Towards GS1 Compliance

Several external drivers, including Lord Carter's 2016 report focused on improving hospital efficiency and the resulting push to implement GS1 standards in hospitals, prompted the Trust's transition to the Genesis solution. With GS1 barcode standards in place, the Trust aimed to better manage its supply chain and realise significant financial savings.

As a GS1-accredited solution, Genesis provided the Trust the framework needed to more effectively track supplies across its hospitals. Through simple barcode scanning, the Trust could more easily and accurately trace supplies as they moved from delivery to the patient bedside.



The support that Genesis has provided the Trust, from implementation to today, has been quite impressive. They ensured that our team members were effectively trained and comfortable using the solution from the start, and they have been readily available to address our questions and concerns on an ongoing basis. While Genesis' solution has enabled us to operate more efficiently and reduce costs, its team's partnership and support has really stood out.

—**Heather Appleby**, Senior Programme Manager,
North Central London CCG

Achieving Greater Visibility and Control

The Trust's large size and various locations made it difficult to maintain visibility into supplies and predict demand, especially when relying heavily on manual inventory management. Genesis not only provided the automation needed to enhance efficiency, but also enabled the Trust to effectively track supply utilisation in a data-driven way within a single, unified solution.

In addition, the Genesis solution integrated seamlessly with the Trust's existing systems in order to further maximise continuity throughout the Trust. Since rolling out the Genesis solution, the Trust has realised more than £10 million in stock visibility across 210 departments. To date, it has raised more than 70,000 orders through the solution and scanned nearly 600,000 items.

Accessing Key Insights to Inform Decisions

The comprehensive supply chain insights delivered by the Genesis solution empowered the Trust to harness data-driven decision making to optimise its supply chain. Armed with complete clinical traceability, the Trust was able to better predict demand and systematically measure waste and excess stock. In turn, it could make more informed purchasing decisions and reduce costs associated with unnecessary, unused stock.

Realising the advantages of data-driven clinical traceability, the Trust again partnered with Genesis to implement its Point of Care solution. This solution enabled the Trust to integrate inventory management with clinical realities to further enhance visibility, better capture charges, and continue maximising patient safety.



The efficiency gains we've seen since implementing Genesis are massive. With just simple scanning, we can maintain accurate supply counts and access a wealth of useful insights. Rather than spending large amounts of time manually managing and tracking inventory, our staff can now focus all of their efforts on delivering excellent care.

—**Jason Whittaker**, Logistics Department Manager,
The Royal Free London NHS Foundation Trust

Would you like to learn more about how Genesis can enhance insight, efficiency, and safety for your IDN, hospital system, or Trust?

Request a demo at genesisahc.com/demo today.



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