

3M Track and Trace Solutions

Healthcare Provider Case Study

Kansas City Urology Care



Patient and Asset Association Improves Safety

Visibility Drives Business Efficiencies

In 2007, Kansas City Urology Care (KCUC) became one of the first providers to take advantage of the 3M™ Secure Supply Chain System, a pioneering track and trace system created for pharmaceuticals and other high value assets. According to KCUC's Chief Operating Officer Michael Burnett, after one year of tracking a frequently prescribed therapeutic drug used in treating the symptoms of prostate cancer, the ten-office clinical practice has helped improve patient safety, increased its efficiency, and eliminated paper record-keeping for that drug.

The 3M Secure Supply Chain System uses radio frequency identification (RFID) and information technology solutions from 3M to track the drug from the manufacturer, through distribution, to the clinic and the patient. In addition to ensuring pharmaceutical authenticity, the system helps improve business processes with its integrated inventory management and reporting capabilities. It also supports improvements in other functions, such as billing

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Michael Burnett
Chief Operating Officer
Kansas City Urology Care





Working with 3M, Kansas City Urology Care moves toward full electronic record-keeping for a high value pharmaceutical.

Automated, standardized records

Burnett said one of the clinic's primary reasons for being an early participant in the system was concern over patient safety—but not from any worry about counterfeit or fraudulently labeled pharmaceuticals. Instead, KCUC wanted to help improve its ability to respond to potential recalls.

"I've never worried about the integrity of this manufacturer's product or its distribution," he said, "but we did wonder how well we'd respond to an alert that any pharmaceutical in our offices needed to be pulled back. We weren't completely confident that we'd be able to identify who got what. Everyone recorded information a little differently and some of our offices weren't as consistent as others. We saw that the system's automated data collection tools would allow us to standardize our records."

The system also helps keep KCUC at the forefront of technological advances and regulatory requirements. "We want to stay ahead of the trends in electronic track and trace systems for pharmaceuticals and the potential for any mandates," Burnett said. "When we first heard about the system—and realized that it involved an innovator and market leader like 3M—we asked how we could be involved. We wanted to learn about it and help make it work."

Promising results

Implementation of the 3M Secure Supply Chain System, not surprisingly, presented several challenges for the staff at KCUC. The first version of the system required a number of minor modifications, including adjustments to certain reporting conventions, and a few staff members were inconsistent in their compliance. Most of these problems were resolved in the first ten months of operation, however. "It took us a little while to understand how we wanted the information to look on the reports," Burnett said, "and 3M made certain changes. The latest software release is very helpful."

He added that the system's benefits have made the effort worthwhile. "Initially, we kept both paper and electronic records. I can point to several instances where the 3M system revealed injections that were missed in the paper record, injections for which we wouldn't have sought reimbursement. Whenever the system caught an error, it saved us the costs of the three-month injection and associated labor—about \$1,000 in each case."

Burnett noted that the 3M Secure Supply Chain System also gives KCUC excellent inventory management tools. "I can sit in my office and have complete visibility of this pharmaceutical's inventory levels across our 10 clinics." The system's automatic reorder feature also has been activated. Now, when supplies of the tracked drug drop below a designated level, the system automatically directs the manufacturer's customer service and sales group to replenish with a new supply.



The efficiency of the system allows the staff to focus on other functions and services for patients, and increases everyone's peace of mind. "Nine years ago, shortly after I got into this work, a case of this drug was mixed up with some supplies that were being discarded," Burnett recalled. "That entire case was thrown out. I find it very reassuring to know that we've put systems and processes in place to guard against that happening again."

After a year of documenting the system's reliability, KCUC eventually decided to eliminate paper record-keeping for the tracked drug. Every dose of the drug for the practice's 1000 prostate cancer patients is now followed electronically from point of arrival to injection and reimbursement.

Looking forward

Today, the 3M Secure Supply Chain System gives Burnett a complete, real-time overview of how KCUC handles the tracked drug. Looking ahead, he believes that it or a subsequent track and trace system will be more fully integrated into the clinic's billing and accounting practices, and possibly be expanded to cover other pharmaceuticals and other functions.

"We think it's very important to stay on the cutting edge," he said, "and to do that, we think it's necessary to partner with innovative companies that have a solid foundation. . .companies that will be around in the years to come."

Where it's at . . .

Applied to the health care industry, the 3M Secure Supply Chain System provides enterprise visibility for and ensures the integrity of high value assets and pharmaceuticals. It also provides better inventory management, billing accuracy, and expiration and recall management. The system draws on 3M's decades of experience in identifying and tracking valuable assets, from patent documents in law offices, to underground gas and electrical lines, to millions of volumes in major city libraries.

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Michael Burnett, Chief Operating Officer, Kansas City Urology Care

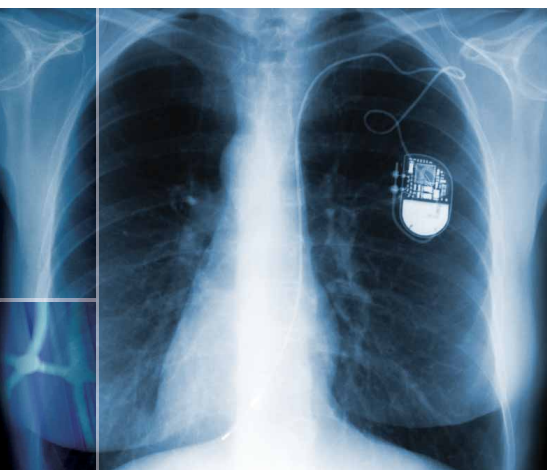
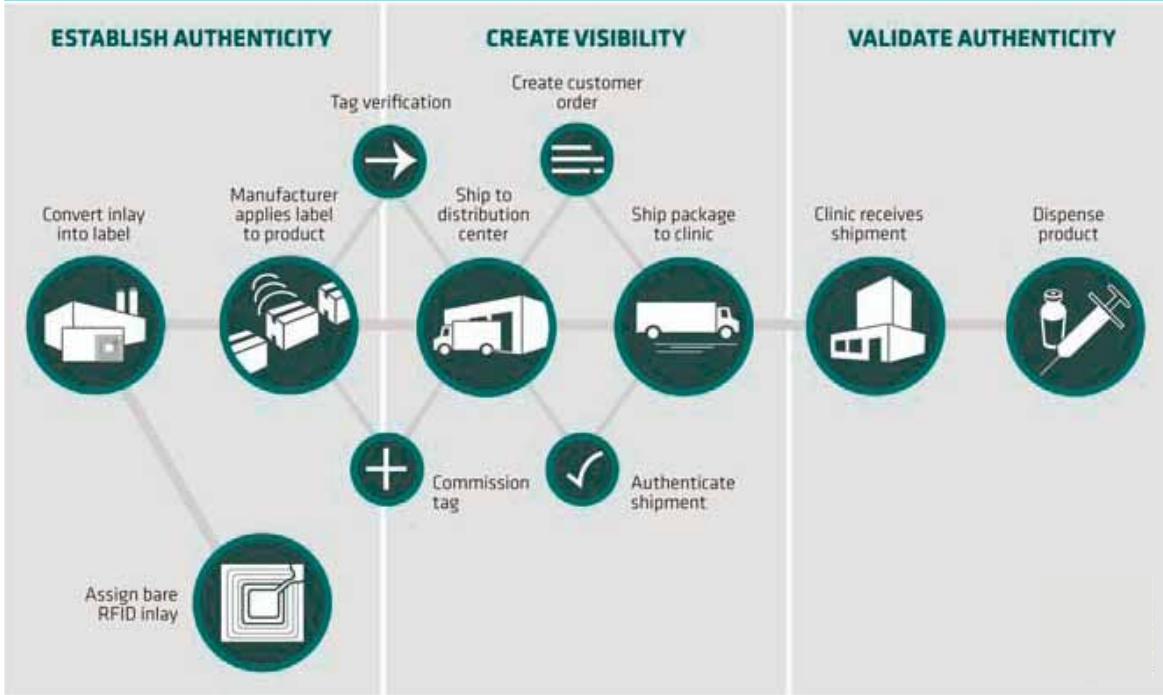


FIGURE 1 Pharmaceutical Authentication



Secure Supply Chain Systems

Tracking assets such as pharmaceuticals, medical devices and tissue samples from point of origin to point of use, 3M Secure Supply Chain Systems provide inventory, record management and reporting functions for manufacturers, distributors and clinics – employing encryption and RFID technology to store, secure and transmit information. The 3M Secure Supply Chain System provides a complete solution—software, hardware, data hosting and integration services – to help manage the entire path.

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