Tecsys Talk

Get to Know Tecsys

[Tecsys Web Page](#)	[Training Hub](#)	[Report an Issue](#)

Tecsys is here for you to manage medical supply inventory and costs with better supply-level tracking, as well as, clinical supply documentation throughout the health system. Teams are meeting daily to ensure issues are being resolved as quickly as possible. Your feedback is highly appreciated and continues to drive enhancements to the system.

Since the Tecsys implementation, the application has improved our visibility of supply movement and order efficiency. Read further to learn about the most recent updates, changes, and other information you need to know about Tecsys.

Latest Updates and Information

Scheduled Downtime

Next: Saturday, September 23ʳᵈ, 2023

- Allow over-receiving enhancement
- Cross hospital usage depletion enhancement
- Supply order calculation enhancement

Previous: Saturday, August 26ᵗʰ, 2023

- CDUI source location scroll bar fix
- CDUI unable to document implants fix
- CDUI/Epic scheduling message update fix
- CDUI items not crossing to Epic fix
- Delivery creation sequencing fix
- Dynamic case planning/picking enhancement

Updates

- [Review the top issues identified as part of the daily Tecsys status meeting](#)
- [Tecsys Issue Escalation Path](#)
- [Tecsys representatives will be on-site. Find out the schedule of where and when.](#)
- [Tecsys 'Wins': Review the latest enhancements that will improve your experience when using Tecsys](#)

Tecsys Support & Trainings

Online Training

Learning Exchange Courses:

- [CDUI Demo - Cath, IR, GI, Endo](#)
- [CDUI Demo - OR/OB](#)

New and Updated Training Guides

- [Tecsys CDUI Timeout Troubleshooting](#)
- [Tecsys CDUI - Changes to Tissue Documentation ...](#)

Implant Log			
Defaults for next implant:	Site	Laterality	Action
	N/A	N/A	Implant

Tip

Save time and prevent errors by entering your default implant site before adding your implants to CDUI

Updates

Review the top issues identified as part of the daily Tecsys status meeting

The feedback that has been expressed about Tecsys has been heard, and measures are being taken to make needed improvements. A daily status meeting occurs to identify issues that need to be addressed within Tecsys and to ensure action is taken to correct those issues. Here are a few of the top issues that are being worked on by the team.

1. Overall system stabilization

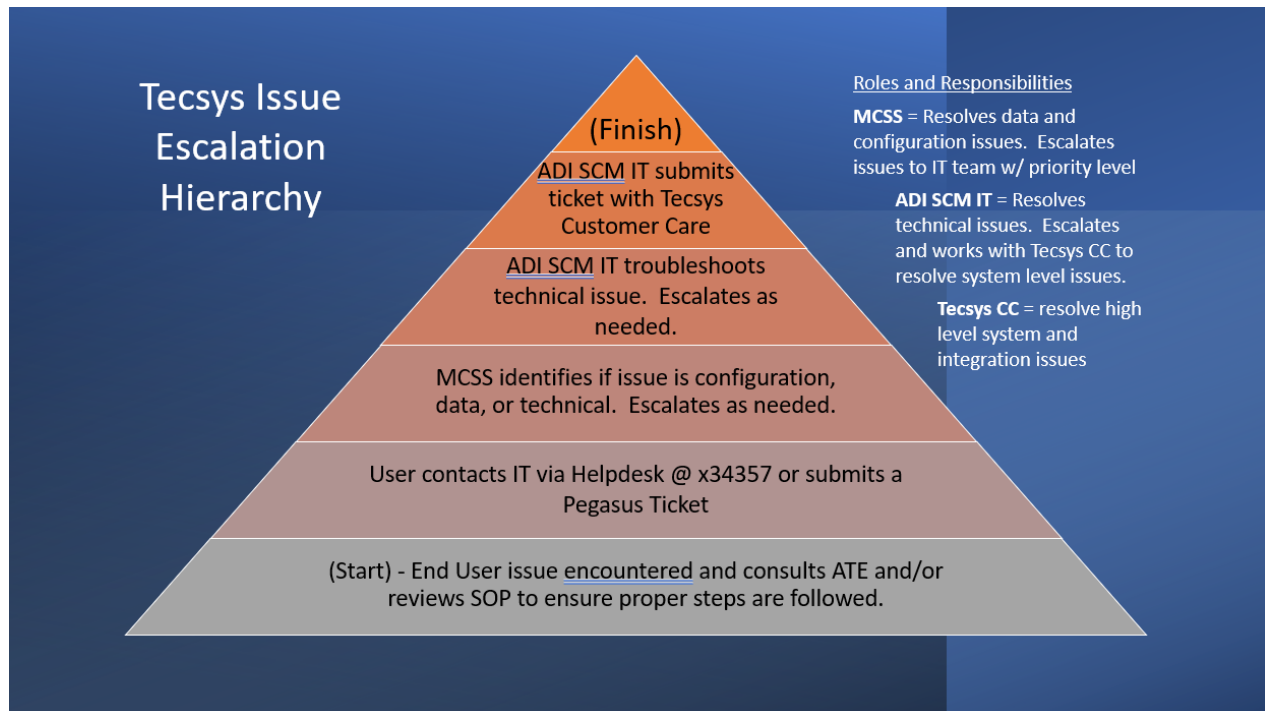| Item	Status
NAT space	Resolved
Network VPN	A change is being scheduled to address this issue

2. CDUI issues: Case validation and items crossing over. Fix was applied on August, 26th, 2023
3. Vendor Implant Tray item documentation
4. Upcoming Scheduled Downtime on Saturday, September 23rd, 2023

Upcoming Focus:
- EIB process to upload vendor trays has begun.
- 5 vendors fully loaded into the item master
- Tray validation steps are beginning
- 1st vendor build has begun

Tecsys Issue Escalation Path

As a Reference, when needing to resolve an error or issue with Tecsys, the following Escalation Path Diagram illustrates the hierarchy of issue escalation steps starting with the review of SOPs and progressively escalating as needed towards Tecsys Customer Care.

Updates

Tecsys representatives will be on-site. Find out the schedule of where and when.

Tecsys representatives will be coming on-site. While on-site, they'll be looking to:

- determine how well VUMC is utilizing Tecsys
- identify 'pain points' and 'wins'
- gather feedback from clinicians
- gather feedback for supply chain personnel
- observe the end user experience
- develop key performance indicators and action plans related to assessment findings

Times	Location
Week of September 18th, 2023	**Adult Hospital** *2201 West End Ave, Nashville, TN 37235* **Vanderbilt Bedford Hospital** *2835 US-231, Shelbyville, TN 37160* **Vanderbilt Tullahoma-Harton Hospital** *1801 N Jackson St., Tullahoma, TN 37388*
Week of October 2nd, 2023	**Adult Hospital** *2201 West End Ave, Nashville, TN 37235* **Vanderbilt Wilson County Hospital** *1411 Baddour Pkwy, lebanon, TN 37087*

As an update, here are the high level items that have been discovered as a result of the on-site assessment so far:

- Opportunities exist to improve communications between clinical users, supply chain and across shifts for stockouts, training, and downtimes

- Kanban signage color families, updating supply locations, and the use of static boards cold would improve standardization

- Vendor implant trays such as KLS CMF, Acumed Trauma, Nuvasive Spine, and Depuy Synthes Trauma items have been built in Workday. Trays are currently being configured in Tecsys.

- It would be beneficial to remind employees about a couple items:

  - Scanning your supplies in cases generates supply order replenishments, so always scan your items for inventory accuracy and reordering

  - Please keep you packing list with the unused case supplies/tote for returns accuracy and processing

Updates

Tecsys 'Wins':

Review the latest enhancements that will improve your experience when using Tecsys.

- CDUI Items Crossing to Epic:

    As of 09/06, we have gone 11 days with all items passing through to Epic.

- Case Validation Slowness:

    As of 08/30, Case Validation slowness when sending items to EPIC has been resolved.

- Documenting Implants:

    As of 08/26, The issue was fixed and, CDUI users are able to document implants.

- Dynamic Case Planning:

    When an item is unavailable to pick and is marked as zero at Briley, the system will automatically adds that item to the hospital pick list eliminating manual processes in place since go-live.

- Implant Trays:

    The ability now exists to add multiple implant quantities at once.

    Tray Helper is able to be utilized for implant trays owned by other hospitals.

VANDERBILT UNIVERSITY MEDICAL CENTER