Situation

A supplier purchase order acknowledgement (POA) confirms to the healthcare provider organization that the supplier has correctly received its purchase order (PO). When suppliers send POAs in disparate ways (e.g., email, fax) or don’t send them at all, the lack of visibility into order status creates significant waste of staff resources.

Using the GHX POA Managed Service, a midwestern university medical center was able to increase its receipt of electronic POAs from email or fax suppliers to 99 percent. With a more holistic, standardized approach to the order confirmation process, the supply chain team has greater visibility into order status, helping them deliver the right products to the right places at the right times to help improve patient care.

Additionally, the efficiency gain from transitioning suppliers to electronic POAs has freed up the equivalent of one full-time employee (FTE). The supply chain team reallocated this resource to more strategic activities, including management of exceptions, backorders and rejected orders, which further supports accurate and timely supply delivery to the patient bedside.

The service transitions the organization’s suppliers from manual to electronic POAs for greater visibility and efficiency to order processing.
GHX captures POAs received from suppliers electronically or manually and presents them to the provider through the My Exchange dashboard. A holistic view of acknowledgements gives visibility to more efficiently manage orders.

The service helps organizations use technology to streamline the order confirmation process. This provides scalability for provider’s increasing number of PO lines. This provider saw an increase in “perfect orders” week over week after implementation of the service because the team could manage exceptions proactively through the My Exchange dashboard. The service made a significant impact in helping clinicians get the products they need when they need them. Additional achievements include:

- **Supported** clinicians and their patients with accurate and timely product delivery
- **Standardized** the acknowledgement process for majority of POs
- **Reallocated** one FTE to more strategic, value-added activities and support for organizational growth
- **Significantly reduced** outstanding non-confirmed orders and number of days outstanding for these orders
- **Increased** volume of EDI orders, including fax and email orders converted to EDI via the GHX Exchange
- **Increased** the number of perfect orders by proactively managing exceptions

Read the complete case study at ghx.com/poa_casestudy_complete