

# An Interview with Marty Tenenbaum

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March 2013



## How did the NeWave technology help develop MIMS?

NeWave has been a critical partner in our efforts to be the first and only company in Canada to provide an automated medical supply inventory management system - Trimedec Information Management System (TIMS) to medical clinics and hospitals across the country. We see TIMS as a significant POD and the technical knowledge and insight provided by NeWave has been invaluable.

## How did you find the TIMS systems as far as ease of install and ease of operation?

It's fairly straight forward, although depending on how many areas within the clinic require antennas this can take time. The most difficult part of the automation process has been the development of the software so it was a great opportunity for us when Ontario Health Clinics made the decision to agree to be the first install which has helped us pave the way.

## What problems at Ontario Health Clinic were you trying to solve?

The first rule of any technology used in a business is the automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency. (Bill Gates) There was no specific issue, Ontario Health Clinics stated objective is "we're creating a model for health care service delivery that simply works better" TIMS fits nicely with this stated objective.

## Your brochure identifies several cost reductions? Could you elaborate on those?

### Lower Inventory stock levels

In cooperation with Ontario Health Clinics we developed a medical supply min/max inventory quantity to each item. This process was critical to effectively eliminate the possibility of having unnecessary high inventory levels on-hand when not required. Both the clinic and Trimedec have access to the Trimedec Information Management System (TIMS) which provides all parties with real-time, any-time knowledge of what is on-hand and what is required to be shipped to the clinic.

### Reduction of waste

Often medical clinics find themselves in a situation when required (maybe year-end) to review what supplies are on-hand. Often clinical staff turn up dated supplies which cannot be used so the only option is to discard these supplies and re-order replacements. This triggers a series of human events which in turn adds unnecessary costs to the facility.

## Reduce inventory handling costs

By accurately knowing at any time what the clinic has in stock and having the ability to collect this data we can over time effectively reduce the amounts of regular shipments, emergency shipments to a facility. In addition the clinic can pre-plan high points i.e. flu season when more of one item is required and less of others.

## Reduce supply order time

For Ontario Health Clinics TIMS has simplified the ordering process, given clinical staff greater control over the supplies and a better handle on supply dating. Being out of critical supplies has become a thing of the past and it has freed up time of the doctors and nursing staff.

## Eliminate manual checks.

By eliminating manual checks clinical staff efficiency is greatly improved which allows these critical staff members to spend more time focusing on patients. TIMS monitors all medical supplies, highlighting replenishment needs on a real time basis, simplifying and automating resupply. Clinical staff should always know where the right item is at the time of need.

## Have you been able to determine an overall cost savings/ROI?

Resourceful medical clinics, with a heavy use of technology have shown improved workflow, reduced staffing needs and enables these ideal medical practices to reduce their overhead. While overhead in a typical family practice is roughly 60 percent of revenue, overhead in ideal medical practices can average nearly 35 percent. Because of the reduced overhead, these practices need to see fewer patients to cover their costs. Doctors can thereby spend more time with their patients and feel more in control.



## Trimedec appears to have found a successful application at Ontario Health Clinics. What are your expansion plans into other medical facilities?

Within a couple of months we will have the TIMS software running at 100% and moving onto V2. We will provide clinics with the option to allow the supply data to migrate to the clinics accounting books. This financial data will effortlessly populate their financial books and give a very precise accounting of supplies purchased, supplies on-hand and more. We have built the software to allow for the accounting of a single item by breaking down how packages, bags and boxes are shipped to the clinic.



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