

Case

RES Creates Scanning Portal for Zimmer Ohio

Customer



Zimmer Ohio

Challenges

Zimmer Ohio, a branch of Zimmer, Inc., is a company that specializes in the development, maintenance, and distribution of orthopedic reconstructive, spinal, and trauma devices, dental implants, and related surgical products. One of the services provided by Zimmer is the assemblage of surgery cases for hospitals, surgery centers, etc. These cases consist of devices, implants, and instrument trays, which contain the tools and other pieces specific to each individual surgery.

Previously, when a surgery request form was received from a client, the surgery cases had to be manually assembled, scanned, and processed upon exit and return. This included a visual inspection for accuracy by a trained employee on the entire surgery order, as well as each individual instrument tray, before being sent out. It was the employee's responsibility to determine whether there were any missing, extra, or expired instruments in each tray, a job which demanded that the person know the appropriate contents of all the various tray types. Additionally, because all instrument trays and some products were returned after usage by the customer, the entire manual process needed to be completed again upon intake.

Main Issues:

- All processes were done manually, requiring a great deal of man power and leaving the potential for inaccurate cases and trays.
- A large amount of knowledge was needed to complete the visual checks upon equipment exit and return. The position required that the employee have extensive instruction, costing the company both time and money.

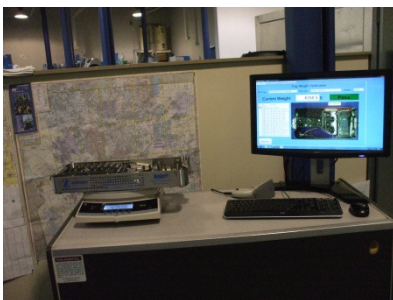
Our Solutions

RES was able to address Zimmer Ohio's accuracy issue with their AIMS (Asset Inventory Management System) software and with the invention of a large scanner, or "portal," in which entire surgery case loans could be rolled into, scanned, and verified.

With this advanced system, customers' surgery request forms are first loaded onto AIMS from Zimmer's scheduling software. Then, a surgery case is placed on a loan and rolled into the portal, where it is scanned and compared against its corresponding surgery list on AIMS. Within seconds of being scanned, the inventory specialist is alerted to any missing items, expired items, or extra items on the surgery case loan. This new process saves Zimmer Ohio both time and money, as well as decreases the chance of surgery case discrepancies.



Another innovative solution developed by RES involved Zimmer Ohio's scale system. RES realized the limitations of the original case and tray visual inspection operation; thus, they created a scale system that has all but eliminated the need for knowledge on the subject. This state-of-the-art method begins by attaching a small RFID tag, with its own unique RFID number, to a verified instrument tray. Once placed on the scale, the software weighs the tray, takes a picture of its contents, and scans the RFID tag. An employee then enters the tray's identification number and commits its information into the database, linking the specific RFID number to the tray's barcode.



These easy steps lead to an even more effortless weigh-in. Simply place the instrument tray on the scale and click a button; the tray's information then displays itself on the screen. If the weight is accurate, the screen flashes "pass" in bright green. If the weight is off, the word "fail" appears in unmistakable red. In addition, the pictures allow an accurate point of comparison for someone of any skill level. The person is able to see what is missing and correct the issue, or, if no correction is needed, recommit the tray and leave a comment. RES's redesigned scale technology allows for precision and speed that is unrivaled by the old system, as well as an ease of use never before experienced.

Results

Since its collaboration with RES, Zimmer Ohio has experienced accuracy and efficiency like never before. The new system has made their unreliable, labor intensive processes obsolete.

- Surgery case accuracy is now at 100%. Consequently, product inventory accuracy on their shelves has increased as well.
- The new system has resulted in three hours of time savings per inventory specialist per day, as well as provided an ease of use that requires little to no training.
- The physical inventory effort is now only 30 minutes. It was over 16 hours before.
- Payback is within 4 months.

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