



Johns Hopkins Hospital Healthcare

UPS Trackpad®

Johns Hopkins Hospital Sews Up Receiving Solution

Johns Hopkins Hospital, located in Baltimore, Maryland, has provided international leadership in medical research and education since it was founded in 1889. When the hospital faced a challenge with its receiving process, it turned to Customer Solutions for a solution.

Client Challenge

Johns Hopkins Hospital is a global resource for patients and a magnet for talented physicians and scientists committed to making a difference. More than 8,000 people work at the hospital, which is divided into 300 different departments.

As many as 1,000 packages arrive at the hospital daily, including everything from basic office supplies to urgently needed surgical equipment and perishable items that require special storage and handling. Previously, the receiving department manually recorded the tracking number of each arriving package along with other details about its status. Whenever a staff member called to inquire about the status of a package, the receiving department had to sift through the paperwork to provide a response.

“We have an enormous number of packages coming through our loading dock and it is important for us to quickly account for each of them,” said William Kennett, Senior Director of Corporate Materials Management for Johns Hopkins Hospital. “Customer Solutions offered us the technology and support we needed.”

GEOGRAPHIC AREA SERVED
United States

CHALLENGE

Streamline and enhance the receiving and delivery process for a leading education and research hospital.

SOLUTION

UPS Trackpad®, state-of-the-art logistics technology that efficiently tracks packages from the time they arrive in receiving to their final destination providing system-wide visibility each step of the way.

RESULTS

- Significantly enhanced service
- Increased staff productivity
- Saved time and money in receiving process
- Provided tools for improved materials management

"UPS Trackpad is saving us at least two hours a day and has significantly reduced problems with misplaced packages. We are getting lots of positive feedback. The hospital is extremely fast-paced and the staff greatly appreciates the streamlined service."

— Lee Weathers
Receiving Department
Service Manager
Johns Hopkins Hospital



Our Solution

Customer Solutions introduced the state-of-the-art logistics and delivery technology UPS Trackpad® to the hospital's receiving department. The software application works with handheld, Radio Frequency Identification Devices (RFIDs) that are used to scan packages upon arrival and automatically upload the tracking number into a central server.

The UPS Trackpad system was tailored to meet the needs of the hospital. Any staff member with access to the hospital's server can log on to a computer and quickly learn whether an expected package has arrived at the hospital's receiving dock and, if so, where the package is within the hospital's supply chain. Trackpad records whether a package has been loaded onto a cart for that day's delivery or is being temporarily held in the receiving area. The system even pinpoints whether packages that require special handling have been placed in the receiving department's freezer, refrigerator or high-security area.

When a package is delivered to a hospital department, the delivery personnel use the UPS Trackpad handheld computers to automatically record the date and time and electronically capture the signature of the recipient.

"Before when someone called to ask about a package, it could take from 15 minutes to an hour to trace it for them. With UPS Trackpad, it takes seconds," said Lee Weathers, Service Manager for the Johns Hopkins Hospital receiving department.

"UPS Trackpad is saving us at least two hours a day and has significantly reduced problems with misplaced packages," Weathers added. "We are getting lots of positive feedback. The hospital is extremely fast-paced and the staff greatly appreciates the streamlined service."

The Results

"Customer Solutions provided us with logistics technology that delivered immediate benefits and also set the stage for long-term improvements in our materials management," said Kennett. Building on the success of the solution, the hospital is exploring the possibility of integrating UPS Trackpad into the hospital's purchasing and materials management system, further streamlining operations.

For more information please visit us at ups.com/customersolutions.

