St John Ambulance

St John Ambulance is a volunteer-led charity, with market-leading status in the provision of workplace training, first aid supplies, events and ambulance services.

They are driven by values, humanity, excellence, accountability, responsiveness and teamwork (HEART), with volunteers being at the heart of what they do and how they deliver their work in communities to preserve and protect life.

The organisation has 415 locations, including 32 hubs (logistics and operational ambulance stations), 281,000 items, 509 unique stock-keeping units and in the region of 21,500 users.

Contract Objectives:

St John Ambulance identified the need to partner with an organisation that offered an effective asset management software solution in accordance with the MHRA managing medical devices guidance for healthcare and social service organisations.

They required an asset management solution that would keep a record of their entire inventory and a full history of each asset, including the date of purchase, the last known scanned location and where the asset has been deployed throughout its lifecycle. It was also important to them that their new supplier had a way of scheduling and recording asset maintenance and repair procedures.

The Solution

St John Ambulance awarded CSS as their preferred supplier, trusting us to provide them with the business-critical asset management software platform stipulated in their tender documentation.

Implementing our asset management platform, Pro-Cloud throughout St John Ambulance's locations has centralised their asset classes including, clinical equipment, clinical consumables, medicines and uniforms. The system is being used as their asset register, ensuring details and allocations such as events, vehicles and personnel are never missed. Through the use of barcoding technology St John Ambulance are now in complete control of their inventory, all assets are tracked and traced including medicine quantities.

Our core **Asset and Medication Management Module** ensures St John Ambulance always has real-time visibility of their inventory. Each asset has its own unique tracking number, that is created from GRN to scrap, ensuring each asset movement is tracked through the use of barcode technology and the most advanced hardware options. This vital asset data is centralised in Pro-Cloud enabling stock takes to occur with ease. With 415 locations and in the region of 500 vehicles, having an accurate asset management and tracking solution in place is so important for the St John Ambulance operation to run efficiently.

Due to the nature of St John Ambulance's everyday operations a mobile application for both iOS and android was an essential requirement. Using our **Mobile Workforce Application** means volunteers have all that they need at their fingertips. They are notified of their activities, can mark tasks as complete and are alerted of important information, resulting in an anytime, anywhere working solution. The mobile application can also be used whilst on and offline, making sure updates are never missed.

The Solution continued:

The servicing and maintenance of St John Ambulance's equipment are paramount to ensure assets are always safe, usable and remain in action, which is why they are utilising our **Tasks and Servicing Module**. The module automates scheduled maintenance/tasks, processes ad hoc tests with questionnaires and enables the set-up of field safety notices, which when required are escalated to the appropriate personnel to ensure an item isn't used in action and replaced immediately.

To stay in control of their operations further St John Ambulance has full access to our **Microsoft Business Intelligence Reporting Suite**. The suite includes multiple pre-built and custom-made reports, enabling key information to be accessed in one place and comparisons to be made by location. Our reporting capabilities ensure St John Ambulance have the tools available to provide clear indicators of assets at a glance, detailing areas from missing stock to live forecasted stock alerts. Our reporting capabilities provide a full historic audit trail of every component of St John Ambulance's inventory requirements.

The On-Boarding Process

Due to the COVID-19 pandemic, our on-boarding team had to adjust how they worked, replacing on-site visits and classroom-style training with virtual zoom sessions. The promise of a 12-16 week implementation meant everyone involved worked through challenges faced and kept to the deadline agreed.

St John Ambulance has one main location and many different hubs where bags are packed for the day ahead. The Pro-Cloud test platform was set up with all the key locations, inventory items and linked volunteers, which was used for full system training, including scenario mapping and real-life events management.

To ensure the system configuration was satisfactory the set-up was completed and signed off on the Pro-Cloud learn system before moving over to the live system ready for use.

To aid the user experience we recommended our single sign-on offering to be used with our online interface and mobile application, which enables quicker system access. Through the use of the single sign-on, once a user logs into Pro-Cloud on their return automatic access will be granted without the need to re-enter their details. To assist with the user training process, we also created a workflow site with both Pro-Cloud and St John Ambulance workflows compiled together.

Challenges Faced

› Due to the COVID-19 pandemic remote working was a necessity, that challenged both St John Ambulance and the CSS team.

› Transferring four separate regional excel based databases that consisted of different approaches of recording asset data, including terminology and suppliers used. If one region altered their asset register it was localised to that area and didn't transpire across other regions. There was minimal stock control and no way of centralising asset data throughout the entire organisation.

› Early on in the project data validity issues were identified. Some labelled items did not meet the data format required.

› They required bulk equipment to be transferred from one location to another.

› Initially inputting historic servicing data wasn't possible.

Problems Solved

- Zoom conferencing was the answer to remote working and both parties adpated accordingly.

- St John Ambulance's project lead consolidated all four databases and decided what equipment needed to be imported to Pro-Cloud. Where there were different suppliers used for a specific item, e.g. a blood pressure monitor a legacy code was created and all blood pressure monitors were allocated to this code. Creating a legacy code also ensures the same supplier is used throughout each region going forward.

- Manual labelling was the answer to solve the data validity issue. This approach ensured asset data was successfully recorded for future use.

- A transfer system was created specifically for St John Ambulance that meant Pro-Cloud receipted the transfer of bulk equipment from one location to another.

- The CSS team listened to St John Ambulance and configured the system to enable historical servicing records to be imported to Pro-Cloud.

Overview

Investing in an asset management software solution has provided St John Ambulance with complete visibility of their entire inventory and has enabled all regions to work in synergy with medical equipment being shared where possible. The sharing of equipment combined with inventory checking and recorded pre-use and after-use checks means equipment will always be used to its full potential and going forward St John Ambulance funding will be spent in the most efficient way possible.

Testimonial

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Before the COVID-19 pandemic arrived we in St John identified the need to replace an outdated method of recording our assets. Having just selected CSS to partner us on this journey and as the pandemic took hold we decided to press on with this transformation knowing that it would be a difficult ask for all concerned. As the core team worked on developing the solution and it's implementation, St John volunteers had already given hundreds of thousands of hours of their time, supporting the NHS Ambulance Trusts, in hospitals and as part of vital community projects such as being asked to train staff volunteers from across all walks of life to deliver the COVID-19 vaccination programme. Knowing that we needed to continue to look forward and consider what the 'new normal' may look like we felt that having a solution such as Pro-Cloud was vital. This has been a great project to lead on behalf of the charity and the support received from the whole team at CSS has been outstanding throughout the tender, and pre implementation phases. They have proven to be reactive to our requests for small changes in processes and capabilities and delivered on three specific development work streams. We have created over 415 locations and in the region of 500 vehicles and spent 6 months 'laying hands' on all our equipment. We now continue to go from strength to strength and this improves our safety and governance for our patients and volunteers.

Steve Eversfield
National Equipment Manager

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Automate Everything