

The Ottawa Hospital
Ottawa, Ontario, Canada
www.theottawahospital.on.ca

Industry:

Healthcare

Annual Revenue:

US\$780 million

Employees:

10,000

Oracle Products & Services:

Oracle Financials
Oracle Inventory
Oracle Purchasing
Oracle iProcurement
Oracle Order Management

“The Oracle partnership provided TOH with industry expertise through the Insight Program, resulting in an operational blueprint to transform our supply chain processes. The program has been an essential and critical component to ensuring we invest strategically in our supply chain program, allowing us to become a benchmark in the industry.” – Cameron Love, Vice President Facilities Planning & Support Services, The Ottawa Hospital

The Ottawa Hospital Identifies Opportunities for Reducing Supply Chain Costs

The Ottawa Hospital (TOH) is a 1,100-bed, acute-care, academic health sciences center, and the principal health care provider for the Eastern Ontario region. Comprised of three campuses, TOH is one of the largest academic hospitals in Canada, serving more than 1.5 million people in Ottawa and Eastern Ontario. TOH provides a full range of acute care services and a variety of specialty tertiary care programs for the region. With more than 140,000 emergency visits, 50,000 surgical procedures and 600,000 outpatient visits, TOH continues to identify and implement initiatives to ensure effective, efficient programs while providing safe, quality health care services.

Challenges

- Act on identified opportunities to improve the supply chain efficiency and become the benchmark amongst its peers
- Make fundamental changes in supply chain management to address continuously increasing costs of drugs and supplies
- Identify appropriate strategies and technologies to make needed changes in the supply chain cost structure as a pilot for a broader Ontario-wide supply chain automation initiative

Oracle Insight Accomplishments & Benefits

- Gained a clear understanding of TOH’s key strategic issues and supply chain management challenges through focused discovery sessions with the Insight team
- Obtained a clear solution priority roadmap, including the recommended phased implementation, working with hospital and supply chain experts and the Insight team
- Helped build a strong consensus among executives on the logical priority of projects through the Insight discovery and analysis process
- Formed a clear vision of project priorities, specific expectations of benefit realization, and a better roadmap of future supply chain automation opportunities