



**PROSTHETICS
INVENTORY PACKAGE (PIP)
LESSONS LEARNED**

Patch RMPR*3*61

Version 3.0

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Department of Veterans Affairs
VistA Health System Design and Development (HSD&D)

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PIP Lessons Learned from Patch 61 Test Sites

Milwaukee (VISN 12) Lessons Learned

Ann Olson, Site description Milwaukee (VISN 12) is the first site to test Patch 61 and worked along side the developers of the system to help design the PIP system and correct any errors.

Binder Method of Barcode Label Storage Milwaukee uses three-ring binders with photo holders that contain four pockets per page to hold barcode labels for different items. Since their inventory rooms are far away from the Purchasing Agent's location, they bring the labels into the office and organize them into binders. This is one method of utilizing the barcode labels.

Each binder can correlate to a Location in your inventory. For instance, you can have a binder for Orthotic Lab, Wheelchairs, satellite patient outpatient clinic, Room C-26, etc.

You can include a Table of Contents for each binder of items listed alphabetically. For instance, you might want a category for Ambulatory and list the items:

- Cane – Blind #33
- Cane – Pistol Grip
- Cane – Wood – Tall

Each item would also be typed onto a label that would be affixed to a pocket on the plastic photo holders. As items are received into inventory and the barcode labels are printed, you can stuff the sheet of labels into these pockets.

Barcode Labels Purchase the 1.5 x 3-inch labels for the Zebra label printer. Do not use glossy or semi-gloss labels as the ink can rub off. Use the flat or matte labels instead.

Use the oldest labels first Pay careful attention to the date on the barcode labels. Use the oldest label first when scanning. Make sure that the inventory being assigned correlates to the barcode label date. The oldest item and oldest barcode label should be used first.

If a problem exists with scanning a label when doing a Stock Issue, check to make sure that the oldest label (for the oldest stock item) is being used first. If you have multiple Purchasing Agents ordering the same item for different patients from the same inventory location, you may want to check that the oldest item is being entered first. This may take coordinated communication.

Note: Also make sure the item hasn't been transferred to a different location after the label was printed.

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Milwaukee (VISN 12) Lessons Learned, Continued

Barcode Labels are not scanning

Milwaukee reported that while scanning a barcode label, the following message displayed “*** **The Item scanned is not available, please update your inventory!!!**” This message appears even though the item is physically on the shelf.

Prosthetics users should double-check their inventory as to why the label is not being accepted during scanning. One of the possible causes of this message is because the item was transferred. The user may think that the item(s) are still in inventory, but in reality, it’s already gone. Depending on what the user did to that particular item (batch) - transferred, deactivated the location where this item resides, edited the quantity or deletion of a Stock Issue, the label that was printed may not work. This is because our inventory system is date sensitive.

Be careful of the following options when scanning a barcode label:

- From the **Stock Issues (SI)** menu: **Edit/Delete Issue From Stock (ED)** option.
 - From the **Prosthetics Main Menu**: **Edit 2319 (ED2)** option
 - From the **NPPD Tools** menu: **Quick Edit 2319 Record (QED2)** option
-

Find an Inventory Item

You can print the **Current Inventory Balance by Location** report to help find the inventory item. This prompt displays: **Enter 'ALL' for all Locations or 'RETURN' to select individual Locations.** If you enter ALL at this prompt, every location in your Prosthetics Inventory will be covered by the report.

Edit/Delete a Issue from Stock (ED)

Milwaukee had IRM temporarily put a supervisory lock on the **Edit/Delete Issue from Stock (ED)** option (from the **Purchasing (PU)** Menu). That way, the Supervisor will know when the PA needs to use this option to return an item, and they can manually make the adjustments in PIP.

The purpose of this was due to returned items required a deletion of the stock issue to the patient. This will now return the item into stock and reset the date entered as the date that it was originally received into PIP.

Before this patch, the item entered back into inventory by deleting the stock issue through the **Edit/Delete Issue from Stock (ED)** option looked like a new item with a current date when in fact it is an old item, but just a return. This revision to the original date allows the old barcode label to be used when deleting a stock issue.

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Milwaukee (VISN 12) Lessons Learned, Continued

Print 30 Day Average Usage Report (P3)

The **Print 30 Day Average Usage Report (P3)** was changed to **Print Items Not Issued Within 30-Day (P3)**. It only prints those items that are GREATER than 30 days and that have never been issued. For items that are issued within 30 days, this data is not needed for this report, and will not be printed.

Below is a sample screen print and sample report with the new format:

```

SI      Item Detail Report
SH      HCPCS Summary Report
SG      NPPD Group/Line Report
SS      NPPD Group Summary Report
PI      Print Current HCPCS Balance by HCPCS
PL      Print Current Item Balance by Location
PO      Print Order/Receive Item
PS      Print Transaction History
IU      Print Item Usage By Location
WS      Print Stock Work Sheet
BC      Reprint Barcode Label
P3    Print Items Not Issued Within 30-Day
OD      Print Stock On Hand Over Date Range
AL      Print All Barcode in a Location
IP      Print PIP/IFCAP Item Report
    
```

```

Select Inventory Reports Option: P3 Print Items Not Issued Within 30-Day
SITE: Hines Development System//                499
    
```

```

Enter 'ALL' for all Locations or 'RETURN' to select individual Locations: ALL
DEVICE: HOME// TELNET Right Margin: 80//
    
```

Processing report.....

```

*** PROSTHETICS ITEMS NOT ISSUED WITHIN 30-DAY ***                                PAGE: 1
Run Date: JAN 10, 2003                station: SUPPORT ISC
-----
Location: HO 1
    
```

HCPCS	ITEM	SRC	VENDOR	DATE ENTERED	QTY	UNIT COST	TOTAL VALUE
A4254-1	BATTERY FOR GLUCOSE MONI	C	ABB	10/23/01	29	45.00	1,305.00
A4404-3	EYEGLASSES	C	ABBOTT	11/26/02	5	5.00	25.00
A4404-3	EYEGLASSES	C	HINES S	11/26/02	7	10.00	70.00
A4565-18	WHEELCHAIR - ELECTRIC	C	ABBOTT	01/30/02	10	100.00	1,000.00
A4565-18	WHEELCHAIR - ELECTRIC	C	ABBOTT	01/30/02	20	5.00	100.00
A4565-19	SHOES	C	ABBOTT	02/05/02	3	3.00	9.00
A4565-19	SHOES	C	ABBOTT	02/05/02	4	4.00	16.00
B9002-2	WHEELCHAIR-ADULT/HEMI/BL	V	ABBOTT	11/18/02	1	3.00	3.00
B9002-3	WHEELCHAIR-ADULT/HEMI/BL	C	ABBOTT	11/18/02	1	2.00	2.00
B9002-4	WHEELCHAIR-ADULT/HEMI/BL	C	ABBOTT	11/18/02	5	10.00	50.00
B9002-5	WHEELCHAIR-ADULT/HEMI/BL	C	ABBOTT	11/18/02	10	10.00	100.00

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Milwaukee (VISN 12) Lessons Learned, Continued

Unit of Issue Prompt

New prompt: *Unit of Issue*. In the **Add Inventory LOCATION or ITEMS (AE)**, **Edit Inventory Items (EI)**, and **Receive Item from Supply, Vendor or Patient** options, there was no way of identifying if the item is a single or a pair. It was set up as “Each.” You would have to create two labels for each item in a pair and then divide pricing for each item. Patch 61 added this prompt (which is a list from IFCAP) in the three options listed above.

See below for the list of all *Unit of Issue* options.

Unit of Issue options

AM	AMPOULE
AT	ASSORTMENT
AY	ASSEMBLY
BA	BALL
BD	BUNDLE
BE	BALE
BF	BOARD FOOT
BG	BAG
BK	BOOK
BL	BARREL
BO	BOLT
BR	BAR
BT	BOTTLE
BX	BOX
CA	CARTRIDGE
CB	CARBOY
CC	CELSIUS
CD	CUBIC YARD
CE	CONE
CF	CUBIC FOOT
CK	CAKE
CL	COIL
CM	CENTIMETER
CN	CAN
CO	CONTAINER
CS	CASE
CT	CARTON
CY	CYLINDER
CZ	CUBIC METER
DR	DRUM
DY	DAY
DZ	DOZEN
EA	EACH
FT	FOOT
GL	GALLON
GM	GRAM
GP	GROUP
GR	GROSS
HD	HUNDRED
HK	HANK
HR	HOUR
IN	INCH
JB	JOB

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Milwaukee (VISN 12) Lessons Learned, Continued

Unit of Issue options (continued)

JR	JAR
KG	KILOGRAM
KM	KILOMETER
KT	KIT
LB	POUND
LG	LENGTH
LI	LITER
LT	LOT
MC	THOUSAND CUBIC FEET
ME	MEAL
MG	MILLIGRAM
ML	MILLILITER
MM	MILLIMETER
MO	MONTH
MR	METER
MX	THOUSAND
OT	OUTFIT
OZ	OUNCE
PD	PAD
PG	PACKAGE
PM	PLATE
PR	PAIR
PT	PINT
PZ	PACKET
QT	QUART
RA	RATION
RL	REEL
RM	REAM
RO	ROLL
SA	SACK
SC	SQUARE CENTIMETER
SD	SKID
SE	SET
SF	SQUARE FOOT
SH	SHEET
SK	SKEIN
SL	SPOOL
SM	SQUARE METER
SO	SHOT
SP	STRIP
SX	STICK
SY	SQUARE YARD
TN	TON
TO	TROY OUNCE
TU	TUBE
UN	UNIT
VI	VIAL
WK	WEEK
YD	YARD
YR	YEAR

Print Stock Worksheet

The **Print Stock Worksheet** report has a *Description* column to identify the item and it was expanded. This report is used to help conduct a physical count. The report was modified so that item description has 60 characters displayed and the remaining columns will display on the next line.

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Milwaukee (VISN 12) Lessons Learned, Continued

Source Prompt You can now edit the *Source* prompt in the **Add Inventory LOCATION or ITEMS (AE)** and the **Edit Inventory Items (EI)** options if it was entered erroneously as V(VA) and it should have been C(Commercial).

Deactivate Location option When a location is deactivated, all items will be zeroed automatically when using the **Deactivate Inventory Location (DE)** option.

When an item is zeroed, it will still appear in the reports: **Print Current HCPCS Balance by HCPCS (PI)** and the **Print Current Item Balance by Location (PL)**. There is no need to manually zero out items with this patch.

Remove/Deactivate an Item option

Also, an old option **Remove/Deactivate HCPCS/Item from Inventory (RE)** has been re-added to allow the user to Remove or Deactivate an Item from the inventory.

Once an item is removed or deactivated, all balances for that item for a site will be zeroed and the item can't be selected for editing, printing and stock issue.

See sample below:

Remove/Deactivate HCPCS/Item from Inventory screen

```
AE      Add Inventory LOCATION or ITEMS
EI      Edit Inventory Items
EL      Edit Inventory Location
DE      Deactivate Inventory Location
OI      Order Item from Supply or Vendor
RC      Receive Item from Supply, Vendor or Patient
TR      Transfer Stock Between Locations
UP      Reconcile Item Balance
RE    Remove/Deactivate HCPCS/Item from Inventory
RP      Inventory Reports ...
```

```
Select Pros Inventory Main Option: RE <Enter> Remove/Deactivate HCPCS/Item
from Inventory
```

```
SITE: Hines Development System//      <Enter>                499
```

```
*** Removing/Deactivating HCPCS.....
```

```
Select HCPCS: BA150 <Enter>
```

```
Do you want to Remove/Deactivate ALL Items for this HCPCS? N// Y <Enter> YES
```

```
Are you sure you want to Remove/Deactivate ALL ITEMS for HCPCS BA150? N// Y
<Enter> YES
```

```
*** HCPCS/ITEM BA150-1 has been Removed/Deactivated from PIP...
```

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Milwaukee (VISN 12) Lessons Learned, Continued

Physical Count It is helpful to do a physical count periodically at least monthly during testing. Use the **Print Stock Work Sheet (WS)** report for the physical count. This report provides the quantity of the item in stock as well as a blank column for the physical count for each item.

Recommendations for Testing: It is recommended that a physical count be done monthly for the most active HCPCS codes. Once your system is Live with this patch, then it is also recommended to do an entire physical count quarterly for your site. If a problem arises, it is always helpful to conduct the physical count at that point in time then to wait quarterly, especially on an active HCPCS code.

New York (VISN 3) Lessons Learned

**Roxanne Holub
- Site
description**

New York (VISN 3) is a multi-site facility. Each site has multiple locations where inventory is located. During the implementation, when printing the **Print Current Item Balance By Location (PL)** report for each site, select the printer option onsite if available.

Notify the supervisor that the report was sent to their facility. If their printer option is not available, then fax the report to the site. This will need to be done every time the report is printed and reprinted during the implementation and conversion of Patch 61.

**Labeling
method**

VISN 3 affixed the barcode labels to the actual items, except for some smaller items (including canes, crutches, etc.). They did not use the binder method like Milwaukee. The scanners can scan about 25 feet away from the computer. It is highly recommended that this be tested at each facility and for every different brand of scanner!

Physical Count

VISN 3 conducted a physical count before Patch 61 was installed and corrected any discrepancies. With multiple sites, a physical count was also done as discrepancies arose for a particular site.

**Clean up
inventory
before Patch
installation**

Before you install Patch 61 at your site, you may want to take some time to review your system and clean up old, inaccurate Item data. Run the **Item Detail Report (SI)** for “All HCPCS” with a date range of 365 days.

There may be negative balances for an item (even an item not in stock any longer). The patch will now convert all negative balances to zero during the installation of the patch.

A negative balance may indicate that there is data in the system that is older than 365 days. The negative balance will show up in the **Item Detail Report (SI)** as well as the PIP roll up to have a minus amount. Here is an example of the **Item Detail Report**:

HCPC	PSAS/ITEM	COM	STOCK ON-HAND	DAYS ON HAND	VALUE ON-HAND
K0003-6	LIGHTWEUGHT WHE	-20		0	-3,345.66

**For IRM:
Move Printer to
Production**

Notify IRM to make sure that the new Zebra Printer device name and terminal type has been moved from the Test/Mirror Account to the Live/Production Account during conversion and installation! If not, this will not allow you to print all the barcode labels over the weekend (on Sunday before the start of the next week for regular service).

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New York (VISN 3) Lessons Learned, Continued

Email Notifications (For IRM)

Verify that your IRM has rescheduled the *Inventory Task Balance Check* to run every night after Patch 61 was installed. This option checks all Items in each Prosthetic Location and sends an email (**Prosthetics Inventory Message**) if the balance is below the Reorder Level for an item.

Note: Make sure that IRM has a list of people who should be in the RMPR INVENTORY mail group to receive this email.

PIP Item and IFCAP Item Link

The new **Print PIP/IFCAP Item** Report shows all PIP items with the corresponding IFCAP item. This report helps users verify which PIP item is linked to the IFCAP Item. Whatever IFCAP Item is linked to PIP is the one being used during the Stock Issue. (The Stock Issue doesn't ask for the IFCAP Item now.)

During the installation of this patch, if an IFCAP Item code is not linked to a Stock Issue record (a 2319 transaction), the conversion to the new files will put a blank in the *IFCAP Item* field (see sample below) in the new **Print PIP/IFCAP Item** Report. This is due to a missing link or pointer to the IFCAP ITEM. Errors that you may receive running reports can be due to this.

After you review the report of all missing IFCAP Item links, edit your inventory and enter the IFCAP Item for all PIP Items that are blank. Once all the PIP Items are linked to an IFCAP Item, all reports should run with no blanks.

```
*** PROSTHETICS PIP/IFCAP ITEMS REPORT***                               PAGE: 1
Run Date: JAN 08, 2003                               Station: SUPPORT ISC
-----
HCPCS-ITEM      PIP ITEM      IFCAP ITEM
-----
A4500-1         EYEGLASSES   EYEGLASSES
A4565-1         EYEGLASSES   EYEGLASSES
A4565-9       SLINGS/COMMERCIAL
A4565-10       SLINGS/COMMERCIAL   SLINGS
A4565-11       SLING, ARM EXTRA LAR   SLINGS
A4565-12       SLING, ARM EXTRA LAR   EYEGLASSES
A4565-13       SLINGS/COMMERCIAL     **SYRINGE-SUBCUTANEOUS-3IN
A4565-16       SLINGS/COMMERCIAL     OXYGEN DEVICE
```

Inventory Reports Reminder

There are differences between the reports – **Print Current Item Balance by Location (PL)** and **Print Transaction History (PS)**. The PL prints the HCPCS/ITEM for a *specific* location, while PS prints the history of HCPCS/ITEM for **ALL** locations at your site (only one site at a time). Keep this in mind when comparing totals on these two reports.

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New York (VISN 3) Lessons Learned, Continued

New Label option

This patch provides an option to print all barcode labels for ALL items for ONE Location in a specified Station. The purpose of this is to request a massive print of all items with one command. The new option is a report option called **Print ALL Barcode in a Location (AL)**.

Barcode label printing tips

If you use the new option, **Print All Barcode in a Location (AL)**, your printer may skip or overprint a label at times. Verify the labels for all information in case a barcode or just a description is printed. You can use the **Reprint Barcode Label (BC)** option to print a second label.

If the labels are not put exactly in the printer properly, the printer can start printing in the middle of the label cutting off the item's description and or printing on two labels - either one unusable. Also, the labels can get wrapped in the printer roller causing a label jam. **To be sure the barcode printer is ready for printing, do a FORM FEED.** This way the start of the printout will always be at the top of the label.

Note: Sometimes, at the end of the barcode label, all the digits for the date are not printed due to limited space. With this patch, it now prints the last two digits of the year - instead of 12/23/2002, it prints 12/23/02.

Reorder level and Prosthetics Inventory Message (email)

If a Reorder Level is entered for an item, and the stock on hand falls below this number, a **Prosthetics Inventory Message** (email) is generated. This email lists the site, location, item, HCPCS, Reorder Level, and balance. This is a nightly job that is run and checks on the Reorder Level before generating the email message.

Below is a sample:

```
Subj: PROSTHETICS INVENTORY MESSAGE [#79931] 12/28/02@06:00 14 lines
From: POSTMASTER In 'IN' basket. Page 1 *New*
-----
Run Date: DEC 28, 2002
This is a notification from the Prosthetics Department.....

The current balance for the following item(s) is/are below the reorder level:
[Site] [Location] [Item] [HCPCS] [Reorder Lvl] [Bal]
SUPPOR HO 1 EYGLASSES A4254-3 4 1
SUPPOR HNC ULTRALIGHTWEIGHT WHEELCHAIR K0005-2 5 3
**** Quantity = 10 has been ordered for item..ULTRALIGHTWEIGHT WHEELCHAIR G
RN on DEC 18, 2002
CORKWE ROOM 3 TAIL CLOSURES/COMMERCIAL A4369-1 2 1

Thank You!!!

PROSTHETICS DEPARTMENT
```

Note: See next page on Vendor prompt and how the Reorder Level can affect the Inventory Message (email).

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New York (VISN 3) Lessons Learned, Continued

Searching by HCPCS or Description for Items

When editing item(s), receiving item(s) or reconciling an order, you will be prompted with the **HCPCS** prompt before the **Location** prompt with Patch 61. It will be helpful to either know the HCPCS code or the HCPCS description to search for an item. The more exact the HCPCS code or detailed the description you enter, the shorter the list of options displays from which to select one.

The **Location** prompt appears later in the process after the **HCPCS** prompt for these options:

- **Edit Inventory Item (EI)**
- **Receive Item from Supply, Vendor or Patient (RC)**
- **Reconcile Item Balance (UP)**

Verify the Vendor prompt

What happened in NY? NY received an email **Prosthetics Inventory Message** showing a need for Blood Pressure Monitors, which wasn't true as NY had 16 on hand, but it reported only 4. The vendor file showed a vendor, MEDICAL PLACE in upper case with a balance of 12 and the same vendor file (but in lower case) with a balance of 4 (see below). This is below the *ReOrder Level*, which triggered the email.

*** PROSTHETICS INVENTORY BALANCE BY HCPCS *** PAGE: 2
 Run Date: JAN 08, 2003 station: SUPPORT ISC

[HCPCS]	[Item]	[Vendor]	[ReOrder Lvl]	[Bal]	[Unit Price]	[Total Price]
A4670-4	BLOOD PRESSURE MO C 14080S	MEDICAL	5 EA	12	31.94	383.28
A4670-4	BLOOD PRESSURE MO C 14080S	Medical	5 EA	4	31.94	127.76
Totals for A4670 =		16		511.04		

Now with Patch 61, this email message will be sent based on the **HCPCS/Item/Location** fields and combine the totals and ignore different formats for the same vendor in the **Vendor** field. This **Vendor** field (originated from IFCAP) has many duplicate entries for the SAME vendor (same address, but different identifier number potentially from multiple users entering the same vendor in different formats).

Note: After the patch installation, check that the Reorder Levels are there for your items. NY had to re-enter the Reorder Levels for each item. (This was a time-consuming job for multi-site facilities.) Log a NOIS first before re-entering missing info.

Multi-Sites

Because NY couldn't distinguish the label from one site to another, the Site name was added next to the Vendor and Location on the barcode label.

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New York (VISN 3) Lessons Learned, Continued

Scanner Tip Hold the barcode scanner about 4-6 inches away from the barcode label. It may not be able to read the label if it is held too close.

Install Time The installation took 20 minutes in NY (for nine sites), but **the conversion took 8 hours**. Keep this in mind when planning your installation timeframe at your site. It depends on the size of your PIP list at your site for how long the conversion will run.

Note: It is recommended that this be done on a Saturday. See sample schedule below.

Sample Schedule Here's a possible schedule for your implementation:

Friday	Saturday	Sunday	Monday
<ul style="list-style-type: none"> • Print PL Report • Physical Count • Edit (if necessary) • Print PL Report again 	<ul style="list-style-type: none"> • IRM to Install Patch 61 into Production 	<ul style="list-style-type: none"> • Print the PL Report • Compare reports • Print All Barcode Labels • Organize Barcode Labels for items 	<ul style="list-style-type: none"> • Use PIP in Production

Columbia, SC (VISN 7) Lessons Learned

**Jim Wilcoxson
- Columbia, SC
Recommendation**

VISN 7's recommendation is to make sure each site has the complete Patch 61 package loaded in the Test Account. Make sure that IRM has completed all the steps from the Implementation Guide including the conversion.

The most significant problem encountered by the majority of the stations was working in the Test account and then trying to manually build data into the Production account when the conversion did not run.

Lesson Learned **The lessons learned in VISN 7 is:**

If after installation there is no inventory data, then the conversion part of the installation did not run. Do NOT do any work in the account including loading data into PIP until the conversion has been restarted and completed.

Issuing Stock

Once the installation has taken place and the patch is in use, make sure the Prosthetics staff issues the stock with the oldest date first.

Barcode labels

Another recommendation is to assure that when creating the labels, make sure to use the correct HCPC code for the item as well as the correct PSAS item.

In VISN 7, there is one designated inventory person who handles this and he is the only person other than the supervisor who has the key for loading inventory items, etc. This assures a more accurate entry and maintenance of the system.
