



Case study | Holy Family Surgery Center, Tegucigalpa, Honduras

Supply chain collaboration puts the focus back on patient care





Healthcare facility

Holy Family Surgery Center

About

- Three operating rooms, seven clinic bays, a dental clinic and an eye clinic
- 30-member staff
- Performs 1,300+ surgeries per year
- Hosts over 20 medical brigades annually
- Managed by One World Surgery, a nonprofit organization

The challenge

- Received donations from multiple sources
- Lacked visibility into what supplies were on hand
- Unable to forecast demand for future orders
- Had an unorganized warehouse space that contained excess and expired supplies

The solution

- An inventory management system
- An overhaul of warehouse space to eliminate excess and expired supplies

The impact

- Cleared 1,000+ square feet of space
- Eliminated five truckloads of excess and expired supplies
- Made inventory more visible to staff members
- Enabled staff to forecast demand and see in real-time what they had on-hand
- Reduced operating room turnover rate

Our partnership

The [Holy Family Surgery Center](#) is an ambulatory surgery center that changes lives in Honduras by providing affordable, quality surgical care. The surgery center, located near Honduras' capital Tegucigalpa, is managed by One World Surgery (OWS), a nonprofit committed to making surgical care more accessible. The surgery center has transformed the lives of over 40,000 patients since it opened in 2008. It has three operating rooms, seven clinic bays, a dental clinic and an eye clinic.

Year-round medical brigades hosted by OWS help the surgery center deliver quality care. These brigades connect world-class surgical experts from the United States—including specialists in orthopedics, general surgery, ophthalmology, otolaryngology, urology and gynecology—with vulnerable patients in Honduras. With support from these brigades, the surgery center is able to perform approximately 1,300 surgeries each year, all while achieving patient outcomes [on par with surgery centers found here in the U.S.](#)

While successful in many ways, the surgery center still faces barriers to care that are common to health facilities in low-resource settings. One barrier is limited access to supplies and the resources to manage them. To address this barrier, [OWS partnered with Medline](#). Since 2018, Medline has sent several brigades of volunteers—including dozens of employees—to the surgery center to implement long-term, customized [supply chain solutions](#).

One World Surgery (OWS) has transformed the lives of over 40,000 patients since it began in 2008.

The challenge

OWS purchases supplies three to four times a year, but due to resource limitations, the organization also relies on donations to equip its surgery center. In addition to receiving donations from large health systems, visiting surgeons bring their own supplies, many of which are donated surplus from their home hospitals in the U.S. They decide on what to bring based on the surgeries they will perform, but without ever knowing whether Holy Family Surgery Center already has these supplies on site. As a result, surplus supplies are unaccounted for in OWS' inventory.

Because purchased supplies are supplemented by donations that arrive via containers or hand-carried, OWS had difficulty tracking its real-time inventory and could not reliably forecast demand for future purchases. This lack of visibility limited the surgery center's functional capacity. According to local staff, ordering supplies and finding them in the bodega or warehouse was extremely inefficient and unpredictable. Often times, staff had to visit the bodega multiple times a day and on each trip, spend an excessive amount of time looking for the right tools. In some cases, surgeries were even delayed because the right tools were hard to find or weren't available.

OWS had difficulty tracking its real-time inventory and could not reliably forecast demand for future purchases.

Continue to the next page to read about the solution.

The solution

How we helped change the story

Our partnership began when we [sent a team](#) to Honduras to assess the gaps in One World Surgery's (OWS) supply chain and identify ways in which Medline's expertise could help Holy Family Surgery Center run more efficiently. Following the discovery trip, we returned with a team of 24 employees to [implement long-term, customized solutions](#) to address the gaps previously identified.

In just three days, Medline implemented a system that transformed the way purchased and donated perioperative supplies were organized, inventoried and found. In doing so, our team removed five truckloads of excess or expired supplies. We disposed of the expired supplies and redistributed excess supplies to neighboring facilities.

Our team also implemented a novel inventory tracking solution for the surgery center, which they used to properly itemize and account for each instrument or piece of equipment. The inventory management solution we implemented enables OWS to track and inventory donations as they come in, and minimize or eliminate redundancies and overages.

In just three days, Medline implemented a system that transformed the way supplies were organized, inventoried and found.

Our Global Health Initiative

Changing stories around the globe

Medline is working to make healthcare run better for everyone, everywhere. We bring everything that we've learned from serving the world's top health systems to the hospitals and communities that need it most. Together, with nonprofits and other healthcare organizations, we activate the resources that facilities need to overcome the barriers to care. **Ready to help change the story?** [Contact us to learn more.](#)

The impact

Medline's [optimization measures](#) helped Holy Family Surgery Center reclaim over 1,000 square feet of underutilized space. With the new inventory management system that Medline volunteers put into place, the surgery center's staff now has access to data to help track their inventory. The surgery center can now forecast its supply needs more accurately and hold less inventory.

[Medline's supply chain solutions](#) have also helped increase OR efficiency from set up to turnover. Surgeons now have the capacity to perform more surgeries on any given day.

Medline's supply chain solutions have increased OR efficiency from set up to turnover.

Take the next step

To learn more about the solutions featured in this case study, please contact your Medline Representative or visit these helpful resources.

- Read more about our commitment to [Global Health](#).
- Explore [supply chain solutions](#) designed to accelerate your health system's strategy for success.
- See other ways [we're making a positive social impact](#) in the communities where we live and work.



Medline Industries, Inc.
Three Lakes Drive, Northfield, IL 60093
1-800-MEDLINE (633-5463)
medline.com | info@medline.com

Follow us

