Implementation of a New Electronic Shipping System to Improve Timeliness

APHL Newborn Screening and Genetic Testing Symposium
New Orleans, LA – 9/10/2017

Scott Shone, PhD
Create A Shipment

WHERE IS THIS SHIPMENT GOING?
Address Book:
Select One

HOW WOULD YOU LIKE TO SHIP?
Service:
UPS Next Day Air
Do you need additional services?
□ Send E-mail Notifications
□ Deliver On Saturday
Some services may require extra information. You will be able to enter the required information on the next page.

WOULD YOU LIKE TO SCHEDULE A PICKUP?
□ Schedule a UPS On-Call Pickup. *An additional fee may apply*

Where to?
Selection required, but limited

Where from?
Fixed

What?
Selection required, but limited

How?
Selection required, but limited
Saturday delivery checkbox

Pickup?
Selection required depending on location
Existing Process

Challenges

- Label confusion
  - Incorrect scheduling of pickups/deliveries
  - Multiple labels in system
- Pickup execution consistency
  - No control over pickup time
  - No visibility to specimen tracking at time of pickup
- Difficulty tracking
  - No visibility or pre-notification of the inbound volume of specimen samples
  - Inability to reconcile inbound volume received against expected specimen volume
<table>
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<th>Shipped Date</th>
<th>Ship To - Company or Name</th>
<th>Service</th>
<th>Shipment Tracking #</th>
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Specimen Shipping Labels

**UPS Solution**

1\textsuperscript{st} Tier Solution = UPS CampusShip  
2\textsuperscript{nd} Tier Solution = UPS Complete View Shipping

**Benefits**

- Dedicated shipping web site that can be configured (to an extent) for the NBS Program
- Site produces a UPS smart label and creates an electronic record for tracking purposes
- Initiates end to end visibility for each and every shipment
Hospital practitioners log into system to view and ship label(s).

NBS daily label file is sent via the Internet.

NBS daily label file is uploaded to a secure, dedicated site.
Complete View – Hospital

**New Jersey Newborn Screening**

Thank you for evaluating our new shipping system. Please contact us at 609-530-8371.
Specimen Pickup Point

- Enhances package visibility
- Reduces missed pickups
- Synchronizes lab, clinician & UPS
- Streamlines on-boarding
- Weekday/end specific pickup points
**System Change**

**CampusShip**
- Label confusion
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**Complete View**
- Label creation is controlled
  - Pickup/Delivery days set
  - Number of labels “ordered” is limited
- Defined Pickups
  - Every hospital has a defined pickup location(s) and time(s) in UPS System
  - Scanning Pickup Point marks first entry
- More Accurate tracking
  - Visibility of packages entering and moving through system
  - Inbound volume known to allow Program to anticipate work and identify lost packages earlier
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