

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Supply chain shortages

Solution:

Triage of PPE supplies

- When PPE, specifically RAT and N95s, became a supply chain issue, Christian Horizons began to triage these supplies, creating a centralized PPE inventory.

Steps to Implement:

1. Created and maintained a central PPE inventory
 - This permitted supplies to be redeployed as needed
 - The work included using usage data and standard expectations to develop targets for all locations and centralized supply hubs (e.g., centralized supply hubs and 3-day program-level supply levels).
 - These were established for all communities, and then rolled up into org-wide reporting streams.
2. Community leaders responsible for PPE meet weekly and conduct PPE projections (based on outbreak scenarios, etc.) for the week.
 - This is key. Each week reps are asked to specifically confirm whether or not their supplies will meet coming days needs. Exchanges are arranged based on these projections.
3. Together, they determine if PPE needs to be redeployed to other areas
 - Local PPE leads determine if PPE needs to be moved from their centralized supplies to local service locations, and work with other PPE leads to determine if supplies need to be moved from another area in the province.

Results

- How effective was this?
 - It has proven to be effective for our organization. It has helped us manage local shortages on a temporary basis; however, it hasn't eliminated running out in the context of lots of areas not receiving adequate supplies.
- Was this efficient? Was it quick to implement?
 - Yes, it has been quick to implement. It is efficient in managing existing resources; however, it is not a long-term solution for PPE shortages (it is helpful to minimize risks of supply shortages, but not to eliminate that risk in the midst of broader supply issues).

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Person Consulted: Eugene Versteeg, Senior Vice President, Christian Horizons

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- The most time-consuming part of this is establishing expected usage and target supply minimums. (Targets have not yet been established for RAT kits).
- Provided that reps have a good sense of “developing needs” there has been sufficient time to ship across the province.
- Not having a consistent and confident supply of PPE has caused an increase in Agency stress. This stress is obviously felt by our staff.
- Would you recommend this to other agencies?
 - Yes, as a short term solution.

Additional Considerations:

Intra-agency meeting and collaboration is key to managing existing PPE internally

Lessons learned:

- It’s an evolving process. Currently the central PPE inventory process is being updated with new, user-friendly and interactive inventory management software.
- Different communities have leveraged real-time software solutions in different ways. That being said, most who use these approaches build off SmartSheets applications. This has also been helpful to centrally manage a number of supply orders and reporting expectations with the Ministry.

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