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## Safety and Quality within the Healthcare Supply Chain: a Great Unknown

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## Safety and Quality within the Healthcare Supply Chain: a Great Unknown

- Sean Smith PhD Confirmed Candidate
- Dr Michael Lane
- Prof Mark Toleman
- Dr Anup Shrestha



## Research Background

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- Clinical Safety and Quality
- Healthcare Supply Chain
- Digital Transformation
  
- Lessons from Covid-19



## Research Aims

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- Develop a tool to measure clinical safety from a healthcare supp chain focus
- Target small to medium sized healthcare providers



## Research Questions

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- How can digital transformation of the healthcare supply chain to improve clinical safety be conceptualised?
- How can digital transformation of the healthcare supply chain to improve clinical safety be measured?



## Design Science Research

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- Development and refinement of an Artefact- Clinical Safety Evaluation Model (CSEM)
- Robustness essential for clinical safety application
- DSR enables integration of the domains



## Theoretical Model

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- DeLone and McLean Information System Success Model
- Zaied (2012)- Categories, Elements and Statements
- User Benefits defined through the lens of Clinical Safety
- National Safety and Quality Healthcare Service Standards (ACSQHC 2017)
- Standard 1: Clinical Governance
- Clinical Incident; Environment; Identifiers; Systems



## Data and Analysis

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- Qualitative study however quantitative data will be collected
- Principal Clinician and Procurement Manager
- Pre intervention CSEM and SSI
- Implementation of basic electronic procurement and inventory
- Post implementation CSEM and SSI
- Artefact evaluation and refinement (FEDS model)
- NVivo analysis for further themes



## Proposed Contribution

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- Refined CSEM for industry application
- Expand the scope beyond SME
- Novel contribution to the literature
- Further quantitative research on CSEM application



## Next Steps

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- Pilot site commenced
- >5 further participant organisations

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8 - 12 JULY 2023 | SYDNEY, AUSTRALIA

# Thank you!

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