Lynx Mobile for Outpatient Oncology
Improve Performance by Optimizing Specialty Inventory Control

Inventory management technology helps cancer center decrease carrying costs and streamline clinic operations

Situation

When an award-winning multi-site oncology clinic in the Mid-South partnered with a large health system to develop an integrated cancer care program, senior leadership felt renewed pressure to keep costs down while continuing to provide patients with exceptional care. The clinic's top priorities were to not only manage the intricacies of infusion therapy, but also to reduce on-hand inventory, all while navigating the changes that come with alignment.

For several years, the clinic had used an inventory management system that didn't quite hit the mark — the technology interfaced with the billing system incorrectly, resulting in errors; the clinic staff was forced to spend valuable time manually entering data; and the flexibility of system use was limited. It could only be accessed from one computer, by one user at a time.

Since the oncology clinic aligned with a health system that was already a McKesson pharmaceutical distribution customer, they took the opportunity to evaluate their options for inventory management. The clinic switched to Lynx Mobile®, McKesson's web-based inventory management system specifically designed for oncology and other specialty clinics.

decrease in on-hand
inventory of more than

50%

Customer Profile

- Multi-site cancer center partnered with a large health system
- Awarded highest recognition by NCQA
- $48M in annual drug spend
- 8 clinic sites
- Approximately 500 employees (150–200 clinical staff)

Results Achieved

- More than 50% decrease in on-hand inventory
- Nearly 1 hour of time savings per day for restocking
- Approximately 7–10 hours saved per day for administration tasks, so patients wait less and get treatments faster

> **"The most significant benefit that we've seen with Lynx is the ease of running the reports and being able to see the max number of items we use in a day, or being able to do a snapshot of how much we've used across all eight sites."**
>
> — Director of Pharmacy Operations, Multi-Site Oncology Clinic

> **"Lynx is user-friendly and reliable. The interfacing capabilities, alone, are a huge selling feature."**
>
> — Director of Pharmacy Operations, Multi-Site Oncology Clinic

Solution

Working with a Lynx Mobile implementation manager, the clinic customized the system to suit their unique needs. Lynx Mobile seamlessly interfaced with their electronic health records (EHR) and billing system, and provided the clinic with multiple mobile access points. As a result, the clinic was able to make significant strides in controlling inventory, streamlining workflow and improving the accuracy of patient information.

Inventory Control

With the help of Lynx Mobile, the clinic centralized inventory management across eight sites of care. This allowed the staff to easily transfer drugs between facilities; place orders through McKesson Connect, McKesson's premier ordering platform; and significantly reduce the amount of high-cost inventory on hand.

The director of pharmacy operations affirmed, "In this day and age when reimbursements keep going down, you have to look for ways to stay in the black. It's important for any practice to be able to control the money sitting on their shelf, and Lynx goes a long way in helping you do that."

Lynx Mobile's comprehensive reporting capabilities were also key to the clinic's success. In addition to daily inventory audits, the software automatically captured treatment charges and drug waste to ensure accurate billing.

Streamlined Clinic Operations

The flexibility of Lynx's 100% web-based application gave the clinic a wealth of new concurrent workflow options. While a technician ran refill reports on a tablet and a nurse dispensed drugs at the Lynx Mobile cabinet, the director of pharmacy could be looking at a global view of inventory on the Lynx Mobile dashboard. This mobility helped the clinic increase workflow efficiency and cut down the amount of time each patient was in the building.

Improving Accuracy

Lynx Mobile also helped the clinic feel confident in the accuracy of patient-level information, and reduced the risk of error through manual data entry. "The EMR interface has been huge for us. It is a great safety check. It definitely reduces the risk of human error, and is certainly a time saver as well," said the director of pharmacy operations.

Results

Since implementing Lynx Mobile, the clinic has seen a decrease of more than 50% in on-hand inventory, which has lowered operational expenses and significantly improved the organization's cash flow. Time savings has also been impressive. The clinic estimated that they reduced restocking activities by nearly an hour per day thanks to Lynx Mobile's digital packing slip system.

Lynx Mobile also cut down the amount of time patients waited while clinic staff performed administrative tasks, shaving a few minutes off of each visit every day. With 150–200 visits across all sites of care, that adds up to 7–10 hours saved daily, allowing the clinic to focus on their end goal — better patient care.

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