

CASE STUDY

Creating world-leading surgical logistics with Maastricht UMC+





FAST FACTS

27 OPERATING ROOMS

715 BEDS

7,500 EMPLOYEES

23K+ ADMISSIONS

LOCATION

**Maastricht,
Netherlands**

The challenge

Managing surgical supplies in a busy operating room is complex. Every instrument and implant must be tracked accurately, so surgeons can access critical tools at the right time.

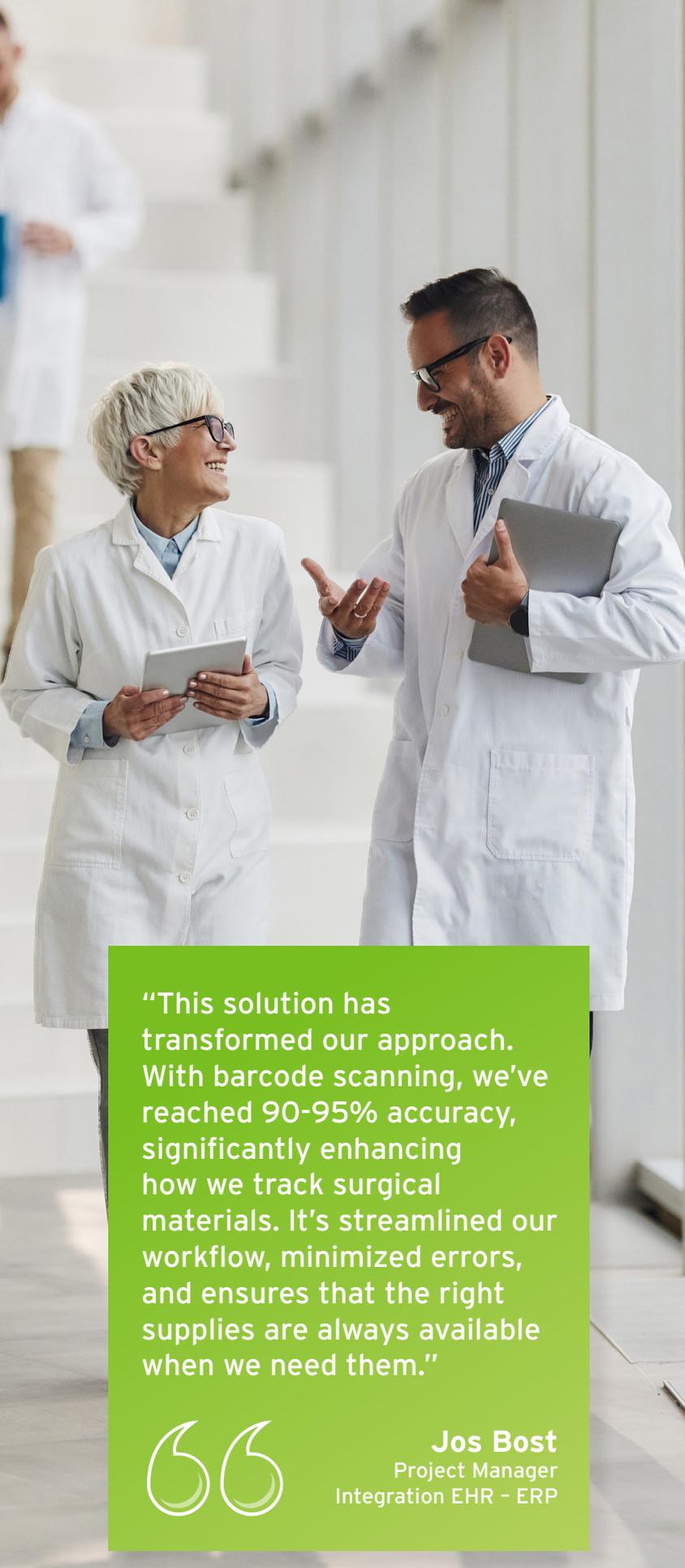
When Maastricht UMC+ decided to switch from SAP i.s.h. med to Epic, they faced a huge challenge: maintaining their advanced closed-loop MM workflow for tracking and managing surgical materials. Epic and SAP had to communicate seamlessly, data accuracy had to be maintained and operations couldn't miss a beat.

Our solution

Nordic partnered with Maastricht UMC+ to embrace the challenge, assembling a team of experts—including Epic managers, SAP consultants, engineers and logistics specialists—to design and implement a seamless and integrated workflow.

Together, we created an innovative, future-proof solution, which included:

- ◇ Cleaning and enriching the supply file, creating an accurate, GTIN-based registration system in Epic.
- ◇ Setting up real-time scheduling updates between Epic and SAP through an HL7 SIU-interface, making sure both systems stayed in sync.
- ◇ Mapping digital pick lists to specific procedures, making it easier to select the right supplies.
- ◇ Optimising their existing wristband-scanning technology for fast and accurate stock depletion and logistics tracking, and more efficient material picking before procedures.
- ◇ Achieving 90-95% barcode-scanning accuracy during surgeries for tracking implants, capturing critical serial and lot numbers.
- ◇ Automating post-procedure stock depletion and cost tracking using HL7 interfaces and CSV exports to SAP, eliminating the need for manual updates.



Our impact

This project refined how the hospital managed surgical materials—not only by automating processes, but by boosting accuracy and patient safety.

Thanks to this future-proof solution, operating room staff can spend their precious time focusing on patient care. Real-time supply tracking improves inventory control and prevents delays, while accurate implant tracking enhances patient safety. Meanwhile, seamless updates to SAP have maintained financial and logistical accuracy.

Maastricht UMC+ is now a global pioneer. They are the first hospital to achieve a fully automated, closed-loop MM workflow with Epic, including real-time updates and automatic stock tracking. This has set a new standard for surgical efficiency and patient care globally.

“This solution has transformed our approach. With barcode scanning, we’ve reached 90-95% accuracy, significantly enhancing how we track surgical materials. It’s streamlined our workflow, minimized errors, and ensures that the right supplies are always available when we need them.”



Jos Bost
Project Manager
Integration EHR - ERP

Nordic is an award-winning global health and technology consulting company that partners with health leaders around the world to create healthier systems, organizations, and people. Together, our global team of more than 3,300 professionals brings decades of experience across our key focus areas of strategic advisory, digital and cloud initiatives, implementation and support, ERP services, and managed services.

**Contact us for
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