

DEVICE RECALL

PATIENT SAFETY

ALERTS

5 THINGS YOU MAY NOT KNOW ABOUT MEDICAL SUPPLY RECALLS

HARM

COMMUNICATION



MEDICAL DEVICE RECALL EXPERT

POWER
SUPPLY

Guillermo M. Ramas | Founder & CEO NotiSphere

Power Supply Medical Device Recall Expert™:

5 things you may not know about Medical Supply Recalls

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1: Matching PO data isn't sufficient for managing a recall. If you work at a health system and look at purchase history to find out if you are affected by a recall, your process is not as accurate as you think. The manufacturer has far better data than the hospital to determine if a specific organization received affected product, especially when considering recalls that are batch, lot, or serial number specific (about half of all recalls in the US). Direct information from the manufacturer ensures that you only work recalls that impact you.

2: FDA information is slow. The publication of a recall on the FDA website often happens weeks or months after the manufacturer issues the recall; if you want to receive immediate alerts that are relevant to your organization, your recall communication process needs to include direct communications from the supplier.

3: Manufacturers want you to do it their way. If providers don't demand an efficient recall communication process now, things are going to get much worse. Some suppliers have started creating portals to ask healthcare provider organizations to log on to communicate about recalls. This approach will result in an inability for healthcare providers to manage all recalls in one place. Not to mention, separate usernames, log in, and IT approvals will be required for tens if not hundreds of portals.

4: Your team is spending 100's of hours managing recalls for products you did not buy. Recall alert feeds add between...
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Have more device recall questions? Contact Guillermo at: guillermo@notisphere.com

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(Continued from previous page) ...50-95% of unnecessary alerts, creating hundreds, sometimes thousands of hours of unnecessary work for providers; many of them nurses. More sophisticated recall management software and systems should be used to change the process and free up your team's time to improve productivity.

5: Your current process is not a two-way communication highway. Even if you are using a third-party electronic medical recall solution to receive alerts, you are relying upon an initial paper notification to hear about a recall. These companies rely on their provider customers to alert them of a paper recall event and broadcast it to other customers. In essence, it's more inefficient than paper and creates a lot of unnecessary work and alert fatigue.

The recall communication process in use by the healthcare industry to inform providers about product alerts has barely changed in 40+ years... this is a problem that should be addressed. During this time of understaffed organizations and unreliable product availability, effective recall communication is more important than ever. Fortunately, the solution isn't difficult. Improvements to this process will protect the sanity of clinical and supply chain teams and most importantly, patient safety. +GMR

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Medical Device Recall Expert Biography:

Guillermo M. Ramas

Founder & CEO NotiSphere, Inc.



Guillermo is a serial intra/entrepreneur with 24+ years of healthcare technology experience that prides himself in designing, developing and taking to market innovative solutions that address industry-wide problems. Guillermo is Founder and CEO of NotiSphere, a healthcare technology startup revolutionizing the way the industry handles medical recall communications.

Before NotiSphere, Guillermo served as Chief Executive Officer of Genesis Automation USA, a subsidiary of the fastest growing provider of traceability solutions for the healthcare industry in Ireland and the UK. Guillermo was also Executive Vice-President for the Commercial Group at Zynx Health, a leader of evidence and experience-based products and services for the healthcare industry. Prior to Zynx Health, Guillermo worked at VHA and Novation (now Vizient) where he was instrumental in designing, developing and commercializing innovative price benchmarking solutions and analytics applications that still today save hospitals hundreds of millions every year and generate millions in revenue.

Earlier in his career, Guillermo also held positions at CSC Consulting, EYT (formerly Ernst & Young Technologies) and Shared Medical Systems (now Cerner). Guillermo holds a BS in economic sciences and business, from the University of Navarra, Spain and a Senior Executive Program degree from IESE Business School.

*For all your device recall questions,
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