

# Clinician and Patient Support through Supply Chain Innovation during the COVID-19 Pandemic

Authors: Ramnik Khangura<sup>1</sup>, Cynthia D'Alessandri-Silva<sup>1</sup>, MD, Michael Aragon<sup>1</sup>, MD, Kulwant Sandhu<sup>1</sup>

<sup>1</sup>Outset Medical, Inc. (San Jose, CA, USA)

## BACKGROUND

- Since March 2020, the COVID-19 Pandemic has critically impacted the global supply chain from raw materials to devices and supplies.
- As a result, many hospitals' and dialysis providers' capacity to provide care for patients in ICUs and dialysis units were materially impacted.
- To ensure patients received the necessary life-saving dialysis treatments from the ICU to Home with Tablo, it was critical to implement a new, long term global supply chain strategy.

## OBJECTIVE

Report on the impact of an innovative supply chain initiative to meet these challenges.

## METHODS

- A retrospective analysis of supply chain performance metrics from Dec 2020-Dec 2021 were assessed monthly for:
  - On-time delivery
  - Inventory
  - Allocation events; and
  - Overall parts shipped
- During March and April of 2020, Outset's supply chain team implemented 3 strategic initiatives aimed at improving risk analysis, upstream sourcing and logistics management:
  1. **Risk analysis improvements:** included investment in software analytics and application of AI to improve transparency for rapid decisions.
  2. **Upstream sourcing:** developed expertise in the full life cycle of every component and category of the device to secure supplies with methods including dual source or near source.
  3. **Logistics:** focused on long term stability and localization of goods by partnering with third party distribution and logistics providers to utilize a wider range of supply transport options.

## RESULTS

- Over the 13-month review period, total treatments delivered increased by 125%.
- The mean On Time Delivery performance over the same period was 96% (min 92%, max 98%), better than the internal target of 95%.
- There were no occurrences of delivery interruption or implementation of supply allocation to any hospitals, clinics or home dialysis patients.

## CONCLUSION

- Sustainable innovation in Tablo's console and cartridge supply chain successfully supported the increased demand for dialysis equipment and supplies.
- This helped ensure reliable delivery of critically needed treatment-related supplies for clinicians and patients using Tablo throughout the peak of the COVID-19 pandemic.

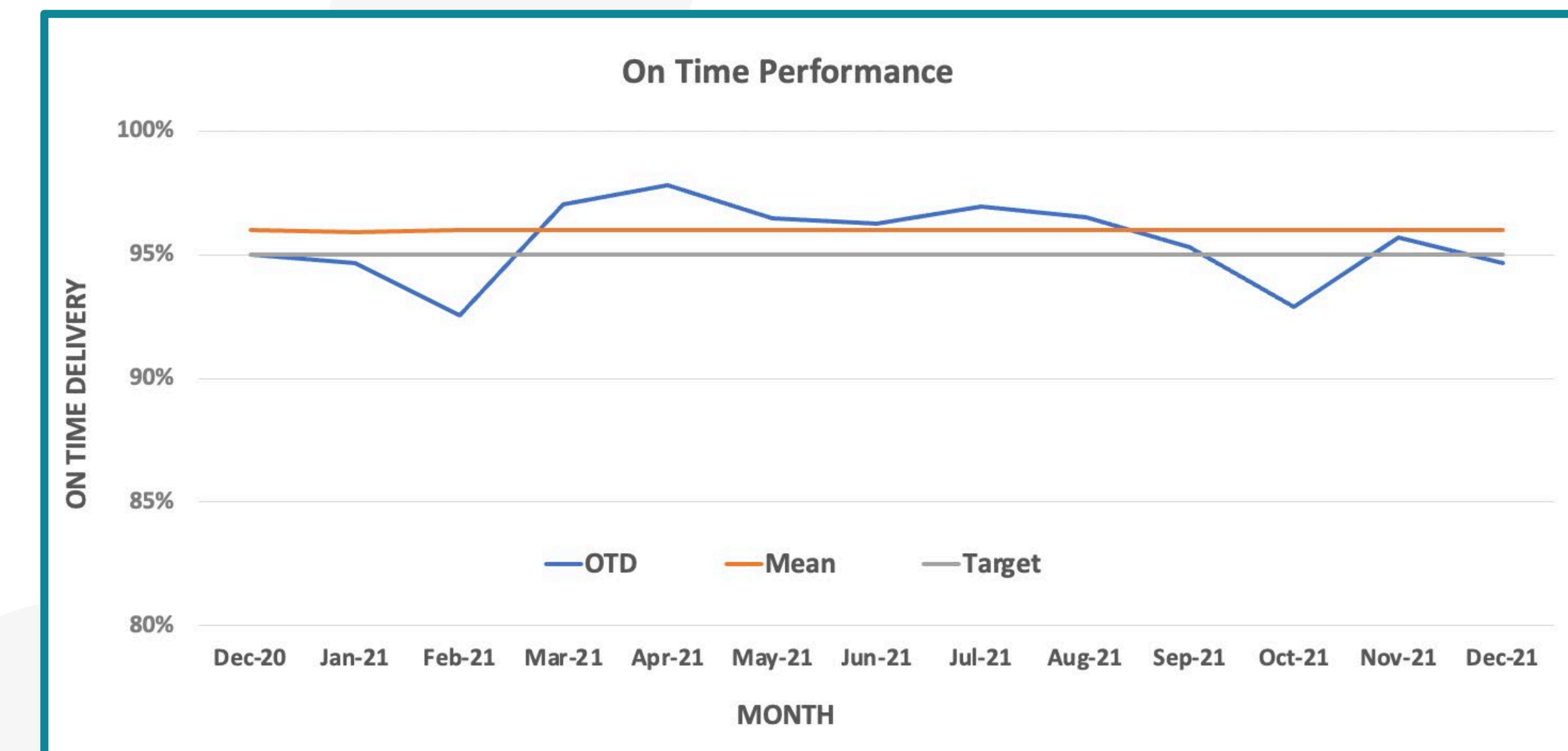


Figure 1. Mean On-Time Delivery Performance (Dec'20 through Dec'21)