This FAQ is intended to answer some general questions that HHC Nurse Managers and clerks may have about LUM, and how it will change the procedures for stocking and billing for the medical-surgical supplies used in their area.

**What is LUM?**

With the Logical Unit of Measure (LUM) process, inpatient unit supply rooms will be restocked by placing an order for each room with the LUM vendor (Owens & Minor) rather than picking the items from the B2 Warehouse inventory. Stockkeepers will continue to do a count on the handhelds on a daily basis as they currently do. However, rooms will not be restocked from the inventory in the UH B2 warehouse. Instead, a Purchase Order (PO) will be sent to Owens & Minor (O&M). O&M will deliver orders on a set daily delivery schedule. O&M will be the only vendor supplying LUM.

About 1,800 of the more than 2,300 items currently stocked in the B2 warehouse will be LUM products. Any supplies that do not come through O&M or are not on the LUM contracts (approximately 500 different items), will not be part of the LUM process. These items will continue to be inventoried into and out of the UH B2 warehouse as they are today.

**Who will be responsible for ordering LUM supplies?**

Materiel Services will continue to be responsible for obtaining supplies. The count that the stockkeepers do on the handhelds for LUM will be used by Materiel Services to create the POs that are sent to O&M on a daily schedule.

**How will LUM supplies be invoiced?**

In addition to the changes in the ordering/delivery process, LUM will bring some changes to the payment process. Currently, Materiel Services pays the vendor for the medical-surgical items for the inpatient unit supply rooms and recharges the units (or Pharmacy where appropriate) for their supplies. This process will continue for non-LUM orders. However, LUM POs will be charged directly to the appropriate unit’s designated set of ChartFields.

**How does my unit obtain items that have run out?**

It depends on the situation:

- If the shortage is of LUM or stock items, you will continue to handle as you do currently. If this shortage is a regular occurrence, work with your stockkeeper to adjust the amount that is normally ordered.

- Your unit will continue to order any unit-specific item as you do currently.

Keep in mind that until MS has determined that the LUM process is stable and running smoothly, a small inventory of items will continue to be stocked in the warehouse for just such situations. Your stockkeeper will always help as needed.

**How will my unit handle outdated or overstocked product?**

Both situations will be handled the same way as they are handled currently.

- Outdated or expired product and overstocks will be returned to Materiel Services. Contact your stockkeeper to help with this process.

- Defective or substandard product will be referred to Value Analysis. Contact Value Analysis at: Value Analysis@med.umich.edu.
Will my unit get restocked on weekends too?

Unless you receive prior notification that this is going to change, if your unit currently is restocked on weekends, it will continue to receive supplies on weekends. Orders to O&M will not be placed on weekends, but your clean room supplies will be restocked on both Saturday and Sunday. During the week, on Thursday an additional order is placed to restock your supplies on Saturday and another additional order is placed on Friday for restocking your room on Sunday.

When will my unit’s supply room be restocked?

- If your supply room is currently restocked in the morning, Monday – Friday, then with LUM is will be restocked on a similar schedule.
- If your supply room is currently restocked in the afternoon, Monday – Friday, restocking with LUM will occur a few hours later in the evening.
- On the weekend, times for all units to be restocked will be similar to the current schedule.

How can we request changes or clean-ups for my unit’s clean room?

Among the things that will contribute to the success of the LUM model is regularly monitoring supply usage and adjustments required to assure that your unit has what it needs, when it needs it, and is not overstocked. This is a coordinated effort on the part of the stockkeeper, the unit, and MS supervisors. If you realize that an item is running short in your supply room on a regular basis, if you are going to change or add an item, or if you want to request a clean-up of your supply room, page your stockkeeper or contact the LUM team at MS-LUM-TEAM@med.umich.edu. MS stockkeepers and the LUM team will make sure that your supply requirements are met. Your stockkeeper is a good start for any changes that need to be made.

How will my unit’s monthly reports change?

LUM transactions will be charged directly to your unit’s ChartFields. Charges will be paid on PO Vouchers. Data Mart reports are going to be updated to display these charges. The Data Mart team will communicate details of the changes prior to the updated reports being rolled out.

Who do I communicate with if I find incorrect charges on our Data Mart reports?

Contact the LUM group at MS-LUM-TEAM@med.umich.edu.