



Bridging the gap between Supply Chain Management and Direct Patient Care

Objectives

After this presentation attendees will understand the following objectives:

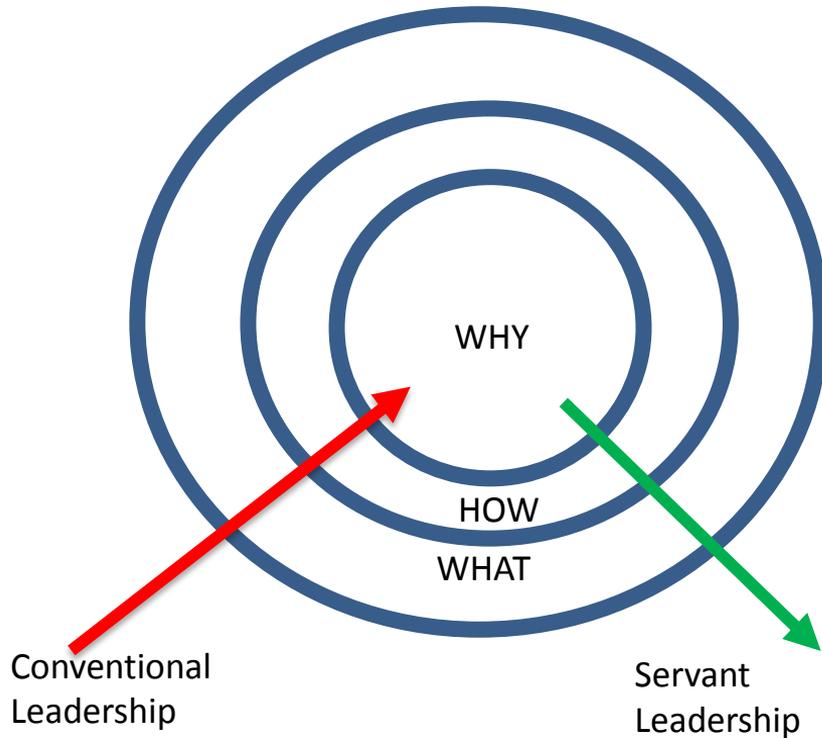
- **A) Identify the need to think of patient care leaders not only as clients but as team members, to achieve organizational success.**
- **B) Describe the critical need to imbed supply chain staff as team members on the inpatient and procedural units and as members of patient care and quality committees.**
- **C) Explain how to fully engage supply chain staff in organizational and department expectations.**
- **D) Understand how Supply Chain can play a major role in organizational cost savings.**



Let's Start with the Why

Simon Sinek

The Golden Circle



- What's your purpose?
- Why do you get out of bed?
- Why does your organization exist?
- Why should anyone care?

“True servant leaders think and act from the inside out”

Simon Sinek

START

WITH WHY

Simon Sinek

www.startwithwhy.com

TED TALK

People don't buy WHAT you do, they buy WHY you do it.

DO BUSINESS with people who believe what you believe

IT LINKS DIRECTLY to how our BRAIN works

Few People or ORGANISATIONS KNOW WHY they do what they do.

INSPIRED leaders and organisations Communicate from the INSIDE OUT

We KNOW How we do it

I BELIEVE

We KNOW WHAT we do...

MARTIN LUTHER KING

LAW of DIFFUSION of INNOVATION

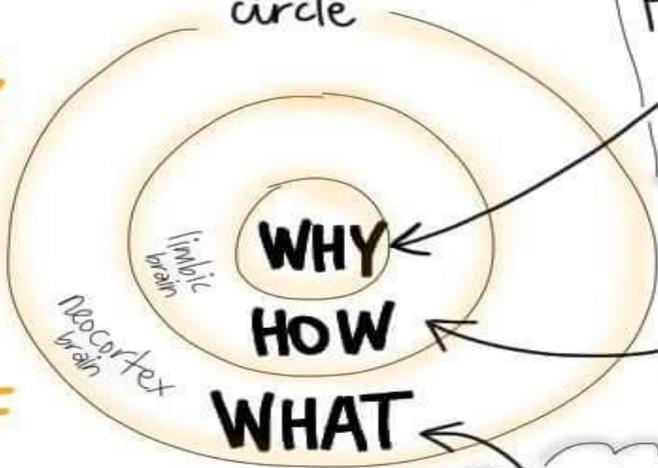


All the great leaders and organisations communicate the same way...

It's the WORLD'S simplest idea



The GOLDEN circle



YOUR PURPOSE (not PROFIT)

YOUR CAUSE

YOUR BELIEF

Why should anyone CARE?

Today's healthcare dollar is shrinking and healthcare organizations are having to cut cost, expand services, improve patient outcomes and patient satisfaction. Supply Chain Managers will play a critical part in all of these areas. To be successful, Supply Chain Managers have to bridge the gap between supply management and direct patient care.

- Just in time delivery
- Establishing a Prime Vender
- Ensuring supply stock rotations
- Reducing supply inventory
- Reduce out dates
- Establishing a Supply formulary
- Working with distributors and venders to get best pricing.
- Buying supplies as a System instead of individual facilities
- Entering into buying agreement with healthcare consortiums
- Buying Generics

These are things we should all be doing now, what I'm suggesting is moving Supply Chain Managements to the bed side as a member of the patient care team.

How can Supply Chain Bridging the gap between Management and Direct Patient Care?

- Understand what your end users (Nursing, Lab, Radiology and PT) need to provide patient centered care
- Understand what the Patient requires to return to a healthy state
- Met with Nursing Leadership to determine how Materials Management and nursing can form a partnership
- Work with and take input from Nursing units when new products are requested or introduced
- Establish a Materials Management representative for each Nursing department as well as each Nursing unit
- Make sure the Materials Management representative is seen as a member of the nursing / patient care team
- Ensure that the Materials Management representative is visible on the units and departments. Make sure they are seen as the go to person for any materials needs
- This rep should attend unit staff meeting to ensure that Materials Management is meeting the units needs
- Materials Management leadership should meeting with nursing leadership to ensure that patient care needs are met
- Attend patient care rounds if they exists, if not then have a Materials Management make rounds on the unit with a questionnaire for Staff and Patients to determine if Materials Management is meeting their needs and expectations,

What I am suggesting is that you form a *PARTNERSHIP* or become primary member of the patient care team if one already exists

Hearts and Minds

- **Establish a Clear Shared Vision / Mission**
- **Over Communicate**
 - Meet in groups
 - Meet with individuals
 - Outline how each person contributes to the Vision / Mission
- Listen “Actively”
- Solicit your staff’s thoughts, concerns and personal and professional goals
- **Identify who the leaders are at all levels and engage them**
- Take advantage of any opportunity to demonstrate your total support your staff
- **Always back your leaders in public / teach and coach in private**



Family
is not an
IMPORTANT
thing, it is
Everything



© Chronicle / Lance Dwyer

- **One Team . One Vision. One Mission. One Family**
- **Always have your team's back**
 - Don't tolerate back biting, bad mouthing, undermining of staff by anyone
 - Don't tolerate negative behavior
- Get out of your office and roll up your sleeves
- Never ask your staff to do something that you're not willing to do
- **Lead by example**, remember they are watching you
- **Be Bold**
 - Take a risk if it will benefit the team, Patients or the Organization



Staff Engagement

- **Always establish written expectation**
- **Expectations apply to ALL Staff**
- **When possible always include staff in the creation and establishment of expectations**
- **Engage you positional leaders and non-positional Leaders to ensure expectations are followed ***
- **Earn Staff Respect - It will not happen over night**
 - To change culture it takes time 6 to 12 months
 - Trust can only be earned, it doesn't come with your title
- **BE VISIBLE TO YOUR STAFF**
- **One Team . One Vision. One Mission. One Family**
- **Always have your team's back**
 - Don't tolerate back biting, bad mouthing, undermining of staff by anyone
 - Don't tolerate negative behavior
- Get out of your office and roll up your sleeves
- Never ask your staff to do something that you're not willing to do
- Celebrate little successes
- Reward staff for doing the job well
- **Lead by example**, remember they are watching you
- **Be Bold**
 - Take a risk if it will benefit the team, Patients or the Organization

The Reward of this Partnership

- Greater staff satisfaction within Materials Management
- Greater staff satisfaction among those that Materials Management serves
- Improved patient satisfaction
- Improved cost savings
- Reduced inventory on the shelves and reduction in outdates
- Better supply item selection due to end user involvement in changes



Discussion & Questions

