



THE BLAME GAME
STARTS
WITH **YOU**

VENDOR MANAGEMENT EXPERT



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Jeff Wertz | President Surgio Health

Beyond Clean Vendor Management Expert™:

THE BLAME GAME STARTS WITH YOU

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It's easy to pass the buck and blame the rep, the OR, or SPD. But, if you really care, you don't stop at blame, you bring a solution - for the patient on the table, or the one in the future.

A primary purpose of the surgical time-out is to improve effective communication and personal accountability amongst the surgical team. That same accountability and communication expectation should extend further upstream from the procedure to scheduling and instrument preparation.

Whether you are a rep upset that you aren't finding out about procedures with appropriate lead-time, or the SPD tech getting instrument sets rushed in at the last minute, you both have a reasonable gripe. Complaining doesn't get far and doesn't help the next patient.

Friction between people in the workplace is inevitable. In the OR, with patient safety at stake, tension runs even higher. Maintaining healthy relationships requires effort and time from both parties. If a conflict arises, it is essential to handle it respectfully and professionally. The best way to do this is to communicate and listen actively. Understanding each other's perspectives is crucial to resolve conflicts and improve relationships.

Regularly scheduled meetings and open communication channels can go a long way to prevent conflicts from arising. Setting clear expectations and systems to measure performance in comparison to those expectations make it easy to have more substantive and productive conversations. This applies to the rep, the OR, and SPD - be the change you want to see.

Have more vendor management questions? Contact Jeff at: jwertz@surgio.com

Beyond Clean Vendor Management Expert™ Biography:

JEFF WERTZ
PRESIDENT
SURGIO HEALTH



Jeff has 10 years of healthcare experience developing, implementing, and selling technology to hospitals, ASC's, and private practices throughout the country. He currently serves as the President at Surgio Health where he partners with health systems to design and deliver innovative modern technology and data to improve surgical logistics. Jeff spent his early years as a medical device representative supporting surgeons and hospitals in orthopedic trauma and extremities procedures. He is passionate about drawing on this past experience to apply novel technology solutions that better address and inform the needs of each stakeholder.

For more information about improving vendor management in your facility, contact Jeff at jwertz@surgio.com

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