



VENDOR IFUS: COMMUNICATION & TRUST (BUT VERIFY)

VENDOR MANAGEMENT EXPERT

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Jeff Wertz | Vice President Surgio Health

Beyond Clean Vendor Management Expert:

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Vendors and SPD should agree in the importance of IFU's. In addition to keeping the patient safe, they also help maintain the serviceability of the device. Frustration mounts for vendors when [seemingly] out of nowhere, a new initiative of updating IFU's comes up and they are unable to use instruments that have been processed many times before at the hospital.

Clear communication of your IFU initiative to vendors and their surgeons is critical to avoid conflict and disruption to surgeries. Establish an efficient process through which vendors can provide the information being requested. Then, ensure that information is organized and stored at your facility so it can easily be referenced in the future. Relying on reps for this is futile.

Rep training is primarily focused on the use of the product in the OR setting. IFU's, as they are used by SPD, are not commonly understood by reps. They should, however, be able to help facilitate access to the most up-to-date IFU from their manufacturer's marketing department. You can rely on them to get you the most recent version, but make sure your trained SPD staff interpret the information as it relates to your facility.

Clear messaging and expectations from the healthcare system is critical. If the message comes from the SPD manager and staff, alone, it's unlikely to be successful. Given advanced notice and a clear process, your good vendor partners will show up.

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

Beyond Clean Vendor Management Expert Biography:

JEFF WERTZ

VICE 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 VP of Product & Business Development 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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