



WHY ARE YOUR LOANER TRAYS LATE?

VENDOR MANAGEMENT EXPERT

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Jeff Wertz | Vice President Surgio Health

Beyond Clean Vendor Management Expert:

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Of the 30,000+ procedures scheduled in Surgio Health's Vendor platform, 8,100 (27%) of those were delivered late (by hospital policy). For SPD, this means over 25,000 trays had to be processed with haste. The unintended consequences of this alone are a conversation for another time. The question for today is "Why?" Why are these trays being delivered late? As reported by reps during a late delivery, here are the top 3 reasons:

1. **Late case add-on (31%)**
2. **Tray unavailable (26%)**
3. **Last minute request (16%)**

It's reasonable to label numbers 1 and 3 as communication breakdowns. This isn't surprising after reviewing the process by which reps find out about a procedure they are needed for. It's highly variable. Here's a list of common sources of notification:

The surgeon * The surgeon's PA/MA * Facility scheduler * Facility coordinator * Facility SPD staff * Charge nurse in the OR (not good!)

Reliable reps know they can't depend on any single person and often proactively reach out and double-check. Unfortunately, humans aren't perfect, and notifying the rep isn't always top of mind. This ultimately leads to situations where a patient is on the table and equipment isn't available. Tray availability is understandable even for short lead-times. The number of sets available to a rep is dependent on their manufacturer's ability to appropriately ration their inventory. That inventory isn't cheap, so they stretch what they have. Unfortunately, this is far from a science for many companies and often a point of contention with their reps.

Ultimately, laziness isn't the main culprit of late deliveries. Improved communication and continuous performance analysis can go a long way to everyone's benefit.

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

Beyond Clean Vendor Management Expert Biography:

JEFF WERTZ

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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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