



VENDOR POLICY CHALLENGES

PART I

THE FACILITY APPROACH

VENDOR MANAGEMENT EXPERT



BEYOND

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Jeff Wertz | Vice President Surgio Health

Beyond Clean Vendor Management Expert:

VENDOR POLICY CHALLENGES: PART I THE FACILITY APPROACH

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It's easy to complain about the reps being a problem for the facility. What's harder is understanding the different factors leading to those issues (so many trays, late delivery, etc.).

Realistically, there are challenges on both sides. Because of this complexity, I'm breaking this into two parts: One reviewing how facilities can better approach their policies, and another outlining the rep's experience.

For facilities: My first question would be if your surgeons know about the policies you have in place? As it was the key strategy for [How to reduce late loaned tray deliveries](#), surgeon engagement is a critical component.

If your surgeon doesn't support your policies, I guarantee the rep is viewing them as suggestions. They know if something happens, the surgeon will support them. When you have a surgeon ally, they'll actually help you hold the rep accountable.

In discussing with your Surgeons, you should have a focus of what part of your policies are most important and how it can directly impact them and their patient. Is it on-time delivery? Number of sets? Advanced notice? Remember, if everything is important, nothing is.

Give them something they can focus on with you.

Lastly (and most importantly), if your facility isn't measuring and reporting on these policies, the rep knows it isn't that important to you - it's an aspiration. That's like being on a diet but without weighing yourself.

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

Beyond Clean Vendor Management Expert Biography:

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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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