INDUSTRY CHANGES IN RESILIENCY AND YOUR ROLE

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STANFORD MEDICINE SUPPLY CHAIN



4,300+ Contracts Managed Annually



Multiple ERP's, 23+ 3rd Party Applications, Master Data & Analytics



55 clinics of logistics and distribution management



Over 1.9M Pounds of Mail Handled Annually



40M+ Medical Supply processed Annually



Over 1,900+ physical locations serviced Daily (Par-Locations)



Over \$4.2B+ In Non-Labor Spend



Miles Traveled: 1.3M Miles Internal Courier Miles Annually











Healthcare Industry Resiliency Collaboration (HIRC)



49 Providers, 90 engaged suppliers (21 members), 2 GPOs, 11 Industry Collaborators

AGENDA



What's happening in the industry



What can you do to improve the industry



What are we doing about current shortages

WHAT'S HAPPENING IN THE INDUSTRY

Learnings and Insights From the 2023 Gartner Supply Chain Symposium



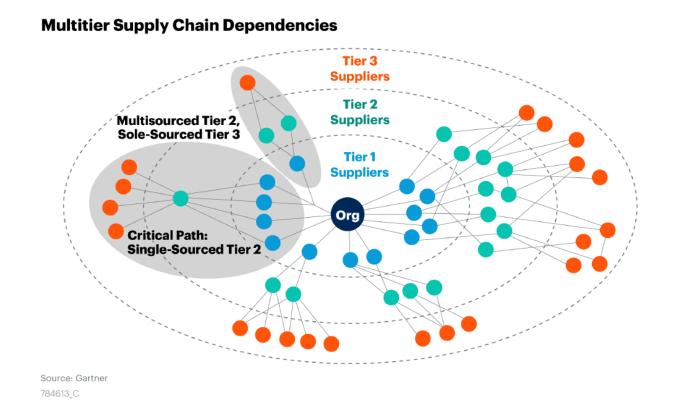


of those disruptions were considered high impact, affecting revenue, reputation, and overall operations.

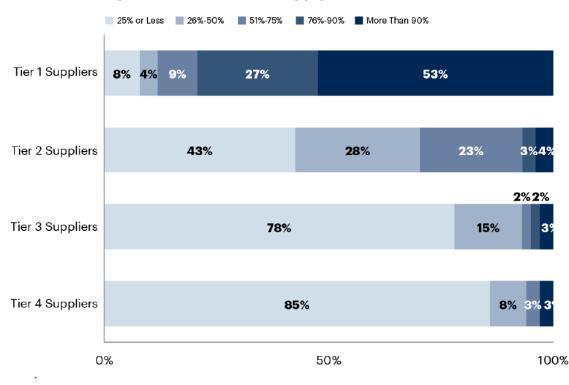




"Supply chain visibility" is defined as having a holistic n-tier understanding of an organization's supplier ecosystems based on real-time data that includes upstream, downstream, and circular product and services exchanges. It is the foundation for transparency and traceability. (Gartner, Feb '23)



Level of Visibility at Different Tiers in Supply Base



HIRC Mapping and Monitoring Standard



Business Continuity Plan

Initial

- Approved BCM (Q1)
- Crisis Plan (Q14)
- Recovery Timeframe (Q19)



Initial

Essential risk procedures missing or unknown.

Developing

- Product BCM (Q2)
- Pandemic Plan (Q5)
- BIA (Q9)
- Communications Plan (Q17)
- Recovery Capacity (Q20)
- Organizational Monitoring (Q25)

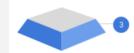


Developing

Some key crisis & risk procedures defined.

Defined

- BCM Adherence (Q3)
- BCM Improvement Plan (Q6)
- BIA Mitigation (Q11)
- Crisis Testing (Q15)
- Recovery Testing (Q22)



Defined

Crisis & risk mitigation procedures defined.

Tested

- Supplier Monitoring (Q26)
- Supplier BCP Collection (Q28)
- Supplier BCP Feedback (Q29)
- Supplier Contacts (Q30)
- Supplier Impact Survey (Q31)
- Single Source Alternatives (Q32)



Tested

Internal BCP program is active & regularly tested.

Collaborative

. BCM fundamentals of levels 1-4 met



Collaborative

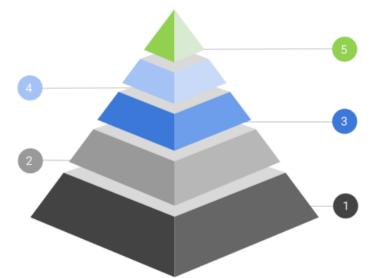
Internal and supplier risks are monitored and proactively mitigated.

Tested

Internal BCP program is active & regularly tested.

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Some key crisis & risk procedures defined.



Collaborative

Internal and supplier risks are monitored and proactively mitigated.

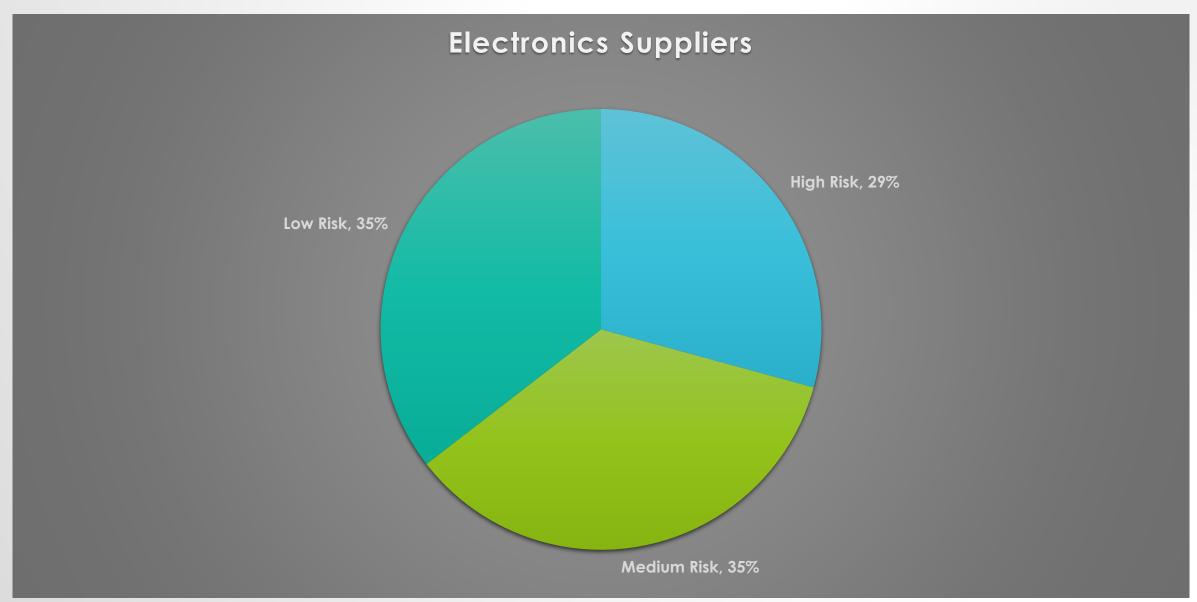
Defined

Crisis & risk mitigation procedures defined.

Initial

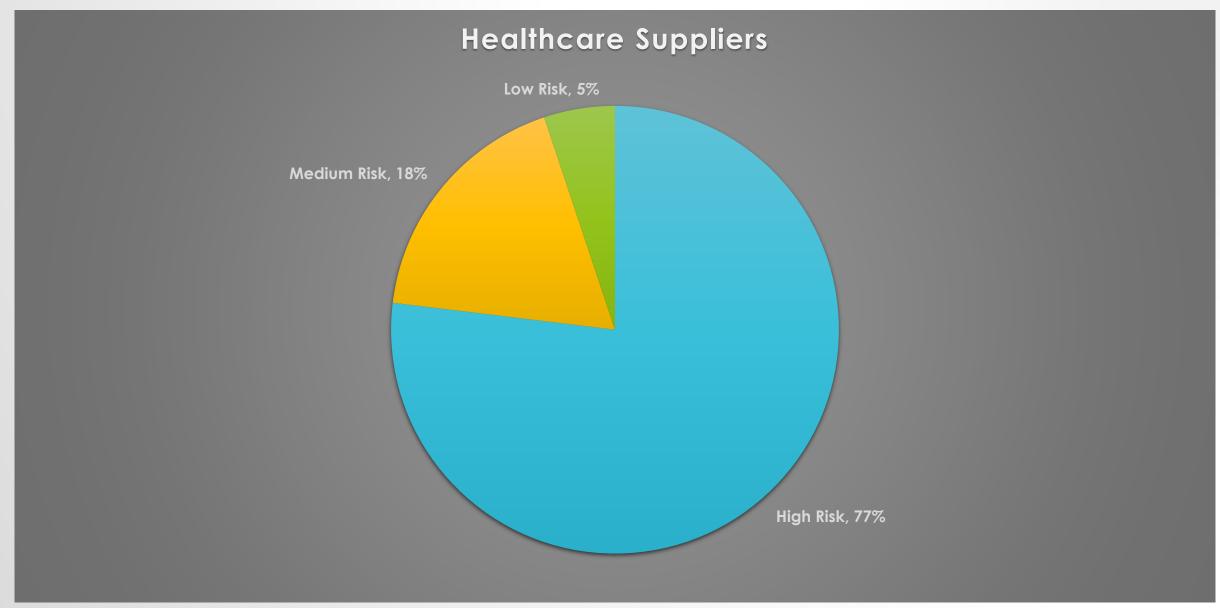
Essential risk procedures missing or unknown.

Business Continuity Risk Assessment by Industry



^{*}Data provided by Supply Risk Solutions

Business Continuity Risk Assessment by Industry



^{*}Data provided by Supply Risk Solutions

WHAT YOU CAN DO TO IMPROVE THE INDUSTRY

I CARE!





COSTS OF UNRELIABLE SUPPLIES



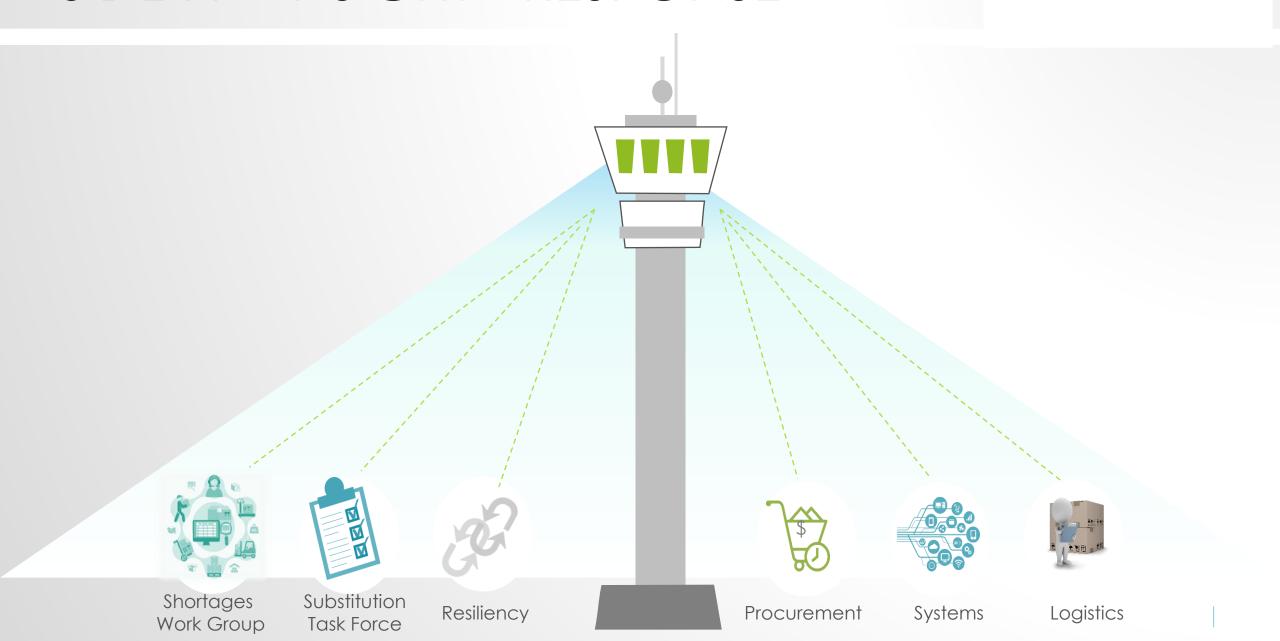
- Clinical time to approve substitutes
- Clinical education (sometimes)
- Supply Chain time to find and procure substitutes
- Price of substitute likely off contract or negotiated under duress

HIRC Resiliency Scorecard

Category Supply Chain	0 points	ed no location M	points leets s	some of	stand	s most of HIRC	Strong	all of HIRC rd g evidence of dancy or
Mapping	Additi and/o	or discussion	redun simila Emer	evidence of dancy or r capability rgency contact onsive only to	of res	edundancy of liar capability dergency contact sponsive to both tomated and	Supr in pr	or capability blier consistent oviding candid actional supply uption intel
Event Communication BCM Assessment	on eme or c unr	ergency contact, contact is cesponsive d not complete the sessment dditive evidence and/or discussion	e Cal	ct outreach culated score 2.5 tifact provided	of C	rect outreach calculated score to 4.5 Live discussion meaningfully addresses supp continuity topics	of Cal	iculated score of with evidence rovided meaningful seesment of esiliency continuous mprovement
KPI		Provides no reporting of sen levels Additive eviden and/or discuss	vice	Periodically re service levels Limited backs		Routinely repo service levels 95%+ Limited recall quality issues	of s or	Routinely reports service levels of 99%+ Supplier proactive in mitigating supply disruptions Provided specificity
	iscussion	Additive evid		Provided ov of resilience program Actively Co	ollabor	prepared no response states Followed to resiliency	ess and strategie through growth	in the discussion relative to products of interest on Member of resiliency industry group
	ore = Poir	nts Achieved / To	tal Pos	initiatives ssible Points (Convention 50-60%	exclud	e any categories Strategio 70-80%	that are	Partner 85%+

WHAT ARE WE DOING ABOUT CURRENT SHORTAGES

VISIBILITY - INSIGHT - RESPONSE



SHORTAGES WORK GROUP (SWG)

Shortages Work Group

- Leads cross functional group of Supply Chain staff to identify shortages and put them on the correct path to resolution
- MBOs, allocations, discontinuations, recalls, etc.
- Reactive work
- Meets daily

Substitution Task Force

- Leads cross functional group of Clinical leaders to approve proposed subs should one not already be approved and/or is not available on the market
- Both proactive and reactive work
- Meets weekly
- Approves 70+ substitutes a month

First: Auto Sub Program

- Load pre-approved substitutes that distributor carries into program to allow primary items that would otherwise kill to fill with the subs through the LUM program
- Automation that runs in the background

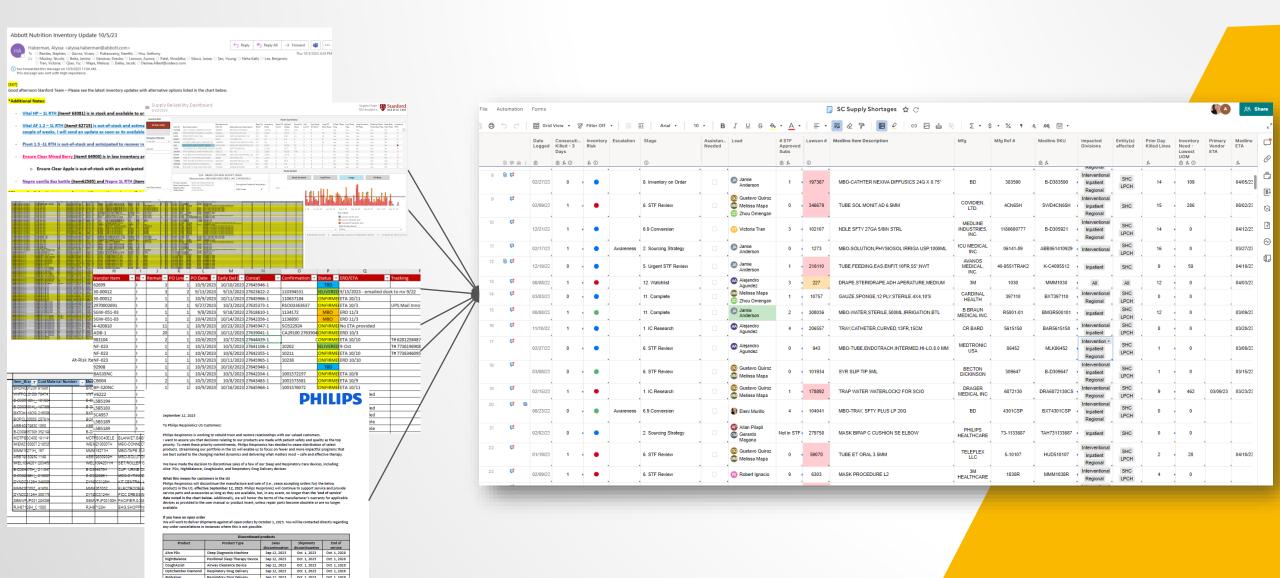
Second: Inventory Procurement / Sourcing Change

 Teams that purchase original or pre-approved substitute products that are not available through Auto Sub program

Third: Supply Conservation & Utilization

- Cross functional group of Clinical leaders to determine how to conserve supplies if needed
- Meets as needed

SHORTAGES WORK GROUP (SWG) SMARTSHEET



Philips Respironics remains committed to sleep and respiratory care, and we will work closely with you to facilitate

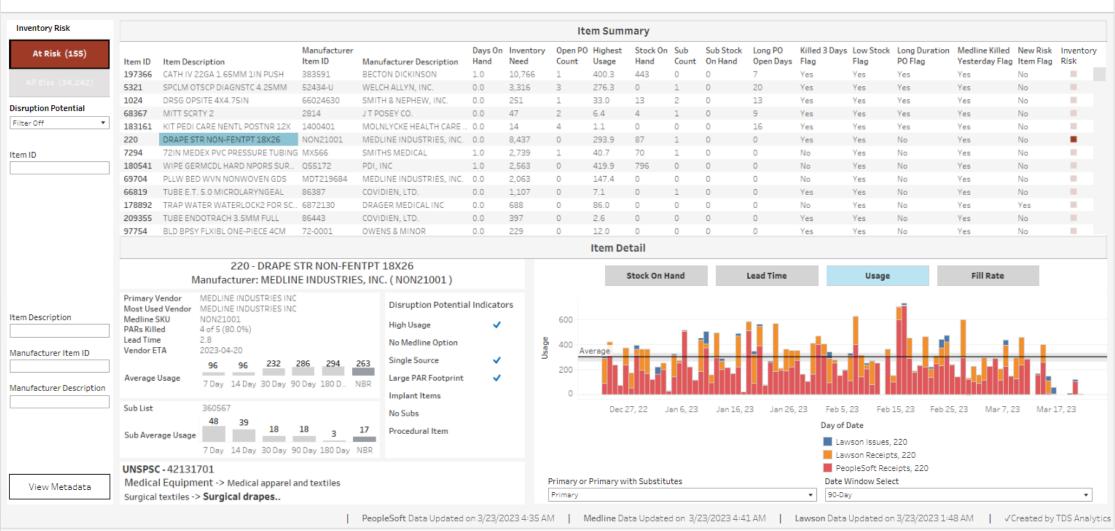
SUPPLY RELIABILITY DASHBOARD (SRD)



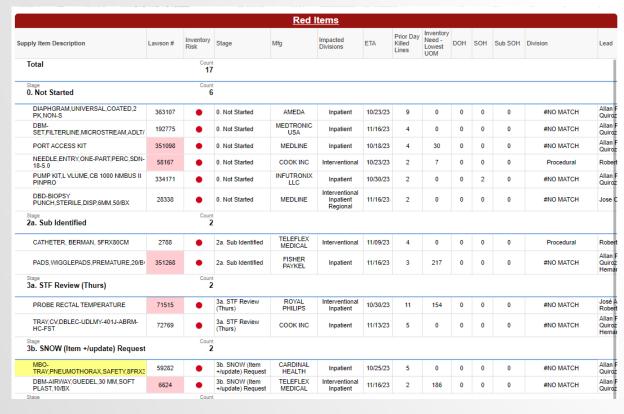
Supply Reliability Dashboard

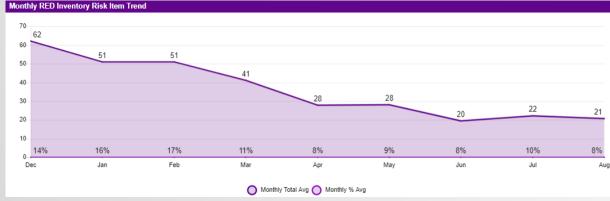
3/23/2023



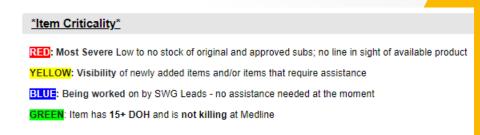


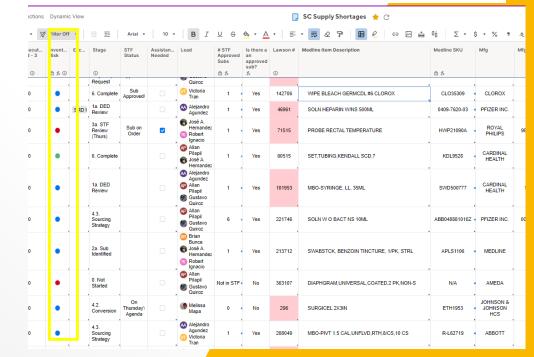
SHORTAGES WORK LIST PRIORITIZATION



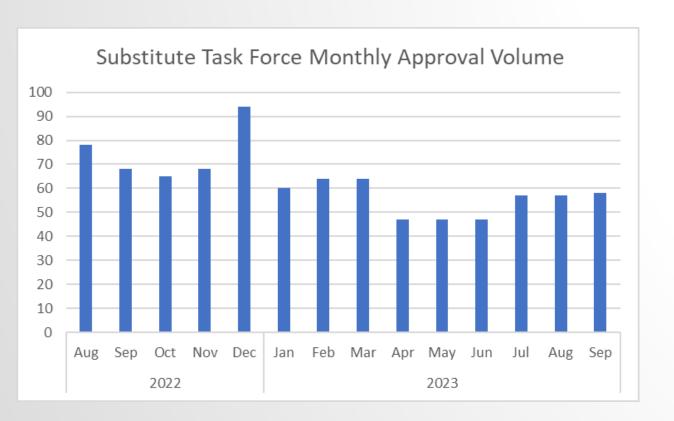


Created a stop light color system to identify inventory risk within the worksheet. This addition provides better visibility of the stages for at-risk item; especially for our red critical item.





SUB TASK FORCE (STF)



TOTAL: 2327 substitute item pairs identified and stored in ERP

Process

- The STF is a collaboration between supply chain and clinicians sourced from across the enterprise
- The committee meets once a week to review substitute candidates for key MBO items identified by the SWG; urgent reviews are handled off cycle
- Clinical evaluators are identified by which departments stock the item
- Approved items are activated in our ERP as Substitutes

STF Metrics – Weekly Volume

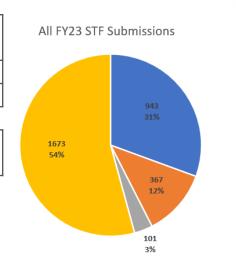
- 15-20 items typically reviewed
- 12 Approvals
- ~5 Urgent Reviews

SUBSTITUTIONS FROM SHORTAGES

Review Status	All FY23 STF Submissions	FY23 STF Submissions via SWG	% from SWG
Approvals	943	706	75%
Grand Total	3084	2369	77%

		SWG Submitted	
All FY23 Approval Rate %	30.5%	Approval %	29.8%

^{*} Other 23% of items added into the STF are from conversions, proactive research, VBS items, etc.

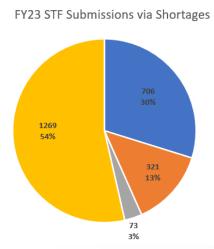


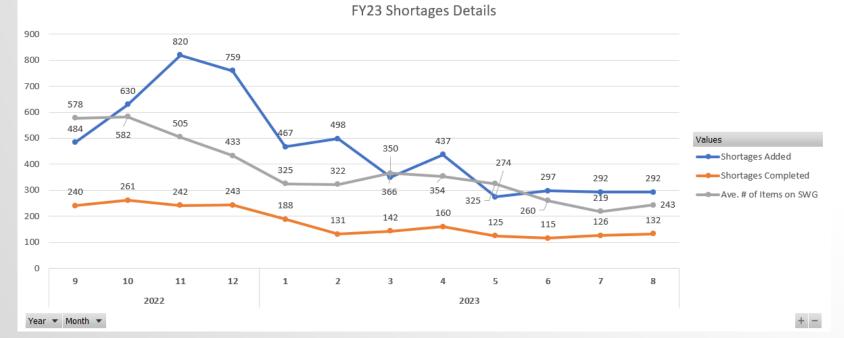


Review Status Approved

Sub Identified

Denied

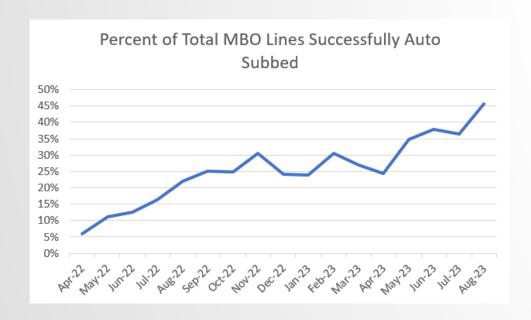


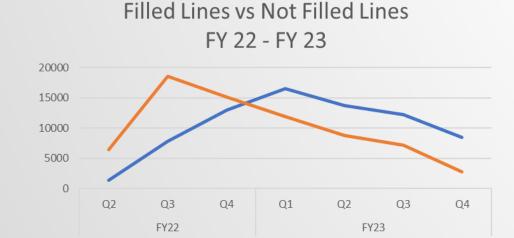


Shortages Metrics – Daily average

- 12-17 New item add
 - 2-4 new items added to each teammate
- 5-7 Items resolved

DISTRIBUTOR AUTO SUB





FILLED LINES ——NOT FILLED LINES

Process

- SC team maintains a list of active Sku pairs that vendor uses to update their Auto Sub program
- Killed lines that match a loaded Auto Sub Sku are rewritten with the Sub Sku
- Vendor produces daily report of Sub/Non-Sublines

·Metrics

- 756 Sku pairs added to Auto Sub
- Avg 60 Sku pairs added per month

MARKET DISRUPTION





QUESTIONS?