

# Elevate your supply chain effectiveness



## Four keys to managing your supply chain

Healthcare organizations face a complex balancing act between saving on cost and accessing the supplies necessary to deliver patient care. Navigating the granular intricacies of this delicate balance means building and managing a resilient supply chain with effective, reliable inbound freight tracking, courier management, and final mile pharmacy delivery.

Unfortunately, only 20 percent of executives in a Gartner survey<sup>i</sup> describe their organization's supply chain networks as highly resilient, while a recent survey from PricewaterhouseCoopers<sup>ii</sup> shows that close to half of health industry executives named supply chain disruptions a serious business risk.

How can a healthcare organization get a grip on its supply chain?

## Mobilizing supply chain management into forward-thinking strategies

Successful healthcare supply chain management means robust risk management and the ability to deal with unseen circumstances in support of patient safety.

*"Health systems large and small must be prepared to deal with unpredictability," Armond Green, Head of Business Development for Trioise explains, adding, "It's essential to have a contingency plan for most operational priorities in healthcare organizations, especially when it comes to delivering important, life-saving medicines and supplies at a moment's notice."*

Gaining control over product deliveries through data, resources, and cost allocation support allows health systems to manage supply chain operations more effectively, gain visibility over costs, and, ultimately, realize more savings. Procurement, purchasing, logistics, transportation, and distribution are all ingredients in the recipe for primary and complementary freight management programs to get product where it's needed throughout a healthcare ecosystem.

Over the past 25 years Trioise has continued to partner with hospital executives, clinicians, and supply chain leadership to streamline operations and reduce costs in pursuit of quality patient care. Here are four keys we've uncovered to help you optimize your supply chain management:

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**An effective complementary freight program amplifies cost savings while filling the gaps in delivering needed product to support patients in need.**

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**A complementary freight program doesn't compete with your primary freight program. Not only can they coexist, but they can improve each other's effectiveness.**

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**Having access to multiple vendors beyond those included in a primary freight management program covers all your bases in the never-ending pursuit of patient safety.**

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**A strong supply chain relies on agility and flexibility, which is exactly what complementary freight delivers.**

## 1. Embrace the idea of analyzing total value

Understandably, many hospitals facing constant financial strain and scrutiny zero in on cost-saving opportunities. While a specific vendor or agreement may offer initial savings, organizations could be sacrificing long-term efficiency. In-depth supply chain analytics can help hospitals avoid singular cost-based decisions in favor of a more strategic approach.

## 2. Anticipate and prepare for change

Without actionable insights into issues on the horizon, hospital leaders are left to pick up the pieces after a problem strikes rather than prepare ahead of time. Triose helps clients create detailed contingency plans in case of a shortage, emergency, or urgent issue, leveraging an omni-carrier approach with UPS, USPS and other large cargo carriers.

## 3. Enhance visibility

Better logistics visibility into everything from freight management to medical couriers is crucial for hospitals to address problems in real-time and mitigate future risks. A delay in time-sensitive medical deliveries is potentially detrimental to patients, so deeper visibility allows hospitals to minimize delays, mitigate risks all while focusing on patient care.

## 4. Prepare to pivot

No one knows what's coming around the bend, but preparation is essential – for every piece of your supply chain, not just freight. For example, the COVID-19 pandemic forced pharmacies to adjust to increasing demand for prescription home delivery, impacting courier networks, intra-system pharmacy pick-ups and delivery, and last mile delivery. Health systems needed to quickly turn their focus onto courier vendor contracting and management; oversight of the prescription delivery journey; daily reporting and analytics; and risk mitigation, straining resources and impacting overall operations. Strengthening your entire supply chain is key.

Healthcare is in a constant state of evolution. Partnering with Triose gives you access to a comprehensive set of efficiencies impacting multiple sectors of your health system. Contact us to learn more about how we can help you streamline operations and reduce costs with an agile, resilient supply chain to help you deliver excellent patient care today and in the future in the face of any challenge.

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3. Raman, Kamala; Rytjies, Daniel; Chen, Xiao. The Route to a More Resilient Supply Chain. Q4 2020. Accessed 3 October 2023. Available online at: <https://emtemp.gcom.cloud/ngw/globalassets/en/insights/gartner-business-quarterly/documents/supply-chain-guidance-gbq-q4-2020.pdf>

4. PricewaterhouseCoopers. PwC Pulse Survey: Managing business risks. 5 August 2022. Accessed 3 October 2023. Available online at: <https://www.pwc.com/us/en/library/pulse-survey/managing-business-risks.html>