



**SPD AND OR TEAMS
MUST CREATE
A UNITED FRONT**

VENDOR MANAGEMENT EXPERT

**BEYOND
CLEAN**



**Jeff Wertz | Chief Commercial Officer
Surgio Health**

Beyond Clean Vendor Management Expert:

SPD AND OR TEAMS MUST CREATE A UNITED FRONT

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An SPD manager can have all the high hopes in the world to set up and establish a great vendor program but without clinical support, they don't stand a chance.

The surgeon and the rep are already on the same team. So, when reps see or hear clinical teams make comments of frustration or misunderstanding about SPD and their policies, they know they have the advantage. When push comes to shove and that tray needs to be processed late, clinical teams will side with the surgeon (and by association, the rep).

Is this due to a lack of respect? Understanding of the job? Maybe some of both?

Either way, that relationship must be established to gain a united front. SPD teams must take the first step because they have the most to gain.

How? Prove your case to them. Show them you are taking it seriously. Illustrate the impact that vendors are having on your department (and by extension, their cases).

How many trays are coming in late? How late? How many have issues with them? OR teams must be able to feel the impact. Don't overthink a scalable system in the beginning, just get started. Do it for a month, or even just two weeks. Manually if you must. Anything that can give you a representative sample size of data.

The downstream effects of a united front make it easier for everyone. When the OR has buy-in, they become more deliberate in notifying and communicating with the reps. This provides more lead-time, which can reduce late delivery, and so on.

Even better for SPD, next time there is a policy issue moving forward, it's no longer a one-sided discussion.

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

Beyond Clean Vendor Management Expert Biography:

JEFF WERTZ
CHIEF COMMERCIAL OFFICER
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 Chief Commercial Officer 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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