

The Importance of Creating an Agile and Resilient Supply Chain



The COVID-19 pandemic has introduced supply availability and operational challenges throughout healthcare. These challenges have raised the bar across supply chain logistics, demanding new levels of collaboration and communication among leaders, distributors and manufacturers to ensure supply chain integrity and product availability. Healthcare providers are realizing that in addition to financial pressures, there are internal challenges to optimizing and improving their supply chains. These obstacles include inefficient and manual processes, incomplete data and reports, and lack of advanced technology and analytics. Common challenges include:

- Incomplete product information in the item master (data completeness and accuracy).
- Procure-to-pay manual processes and lack of automation.
- Staff variation of work processes (standard operating procedures).
- Inadequate data to engage physicians and clinicians on standardization and utilization opportunities.
- Inability to monitor implemented savings and measure realized savings against goals.
- Lack of data and performance-improvement metrics across departments.
- Inability to develop supply/demand forecasting and real-time data analytics.

Creating an agile and resilient supply chain includes automating and aligning the people, processes, data and technology. This approach will transform your organization through increased visibility and flexibility using fast, efficient, responsive purchasing and logistic processes. It will also provide real-time intelligence and actionable data to reduce operational and financial disruption and build a more resilient supply chain through the engagement and empowerment of clinical, financial and operational staff.

Additionally, COVID-19 has highlighted the need for healthcare organizations to standardize their procure-to-pay processes through automation and metrics. Another [article](#) by BRG discusses optimizing the procure-to-pay process and provides a case study illustrating the impact this can have.

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