

# Making communications aligned and effective during supply disruptions



## Communication Standards Program Overview

Practical guidance for **who communicates what/when**

# Supply Disruption Communication

*a partnership approach to standards design and deployment*



## Roles

- Facilitate working sessions
- Contribute expertise in standard design
- Provide complimentary platform access

## Roles

- Host working sessions
- Contribute expertise in standard design
- Promote industry adoption of standard

# Problem

*healthcare lacks a modern and aligned approach*

- Supply disruption communications are archaic and not standardized.
- This hinders effective supply disruption communication.
- Ultimately, this impacts the resiliency of the industry and continuity of patient care.

# Consistent / Candid / Actionable

*expounding upon the existing resiliency scorecard*

## Existing standard:

| Category            | 0 points   | 4 points                       | 8 points   | 12 points   |
|---------------------|--|--------------------------------|--|---|
| Event Communication | Does not conform to a standard<br>Provides less than ideal information | Provides necessary information | Emergency contact responsive to both automated and direct outreach | Supplier <b>consistent</b> in providing <b>candid</b> and <b>actionable</b> supply disruption intel |

**Objective:** define a common supply disruption communication standard



# Impact of Communication Standard

Now

Future

|                   | Now  | Future   |
|-------------------|--|--|
| <b>Strategy</b>   | <b>Everyone trying to do the right thing</b><br>Over-communication is common and frequently not actionable, specific, or timely. | <b>Industry communication standards</b><br>All stakeholders know what is needed to send or receive actionable information.   |
| <b>Operations</b> | <b>Information sources varied</b><br>Difficult to programmatically address challenge, frequently reactive and labor intensive.   | <b>Aligned expectations</b><br>Clear agreement about what, when and how to communicate, enabling the development of solutions that integrate with existing systems and workflows |
| <b>Technology</b> | <b>Fragmented information</b><br>Inconsistent availability of information across suppliers and providers and very manual.        | <b>Information readily available</b><br>Reliable, correct information in the appropriate channels  |

# FYI - Project Milestones

| June            | July                     | Q3 '23                   | Q4 '23              | Q1 '24                         |
|-----------------|--------------------------|--------------------------|---------------------|--------------------------------|
| <b>Planning</b> | <b>Kickoff</b> workgroup | <b>Develop</b> standards | Member <b>Pilot</b> | <b>Adopt</b> and <b>deploy</b> |

# About



NotiSphere's mission is to minimize the impact of healthcare supply chain disruptions due to communication challenges between industry stakeholders.

We accomplish this by automating communications, leveraging standards and designing best practices and processes to promote industry-wide adoption of a communication platform.

# Providers and Suppliers

Stronger Together

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