

HIRC Resiliency Badge Program

A new healthcare industry standard and evidence-based assessment that evaluates supplier resiliency at a product-category level



Our Mission

With substantial industry focus on supply chain resiliency, the badge aims to build and enhance resiliency through partnership. The badge provides proof of supplier resiliency and enables providers to select for this competency commercially.

Our Impact



Enable providers to more readily select suppliers with demonstrated resiliency



Enable suppliers to better compete on the merits of resiliency



Reduce redundancy in evidence gathering



Increase partnership and continuity of patient care

Why is HIRC building a Resiliency Badge Program?

Problem

Prior to this initiative, the healthcare industry has lacked a transparent and credible way to identify high-reliability suppliers.



Our Solution

The badge provides proof of supplier resiliency and enables providers to select for this competency commercially.

How we drive Strategic Differentiation through Best-in-Class Inside-Out Analysis

What healthcare does today

"need to perform well in benchmarks and demonstrate improvement in gap areas"

Outside-In

Focus on comparative benchmarking to identify leaders/underperformers

Can result in misalignment between strategic goals and organizational capabilities

Pushes towards homogeneity by focusing on benchmarks/scores

Unclear data requirements across suppliers



Resiliency Badge Program

"strengths drive differentiation, and sustaining those strengths drives innovation"

Inside-Out

Focus on identifying supplier's strengths & opportunities for improvement/optimization

Drives differentiation and growth, aligned to organizational processes & capabilities

Sets tone for innovation by reinforcing suppliers' strengths

Self-contained, independent data approach with high security

A definitive answer to is my supplier resilient?

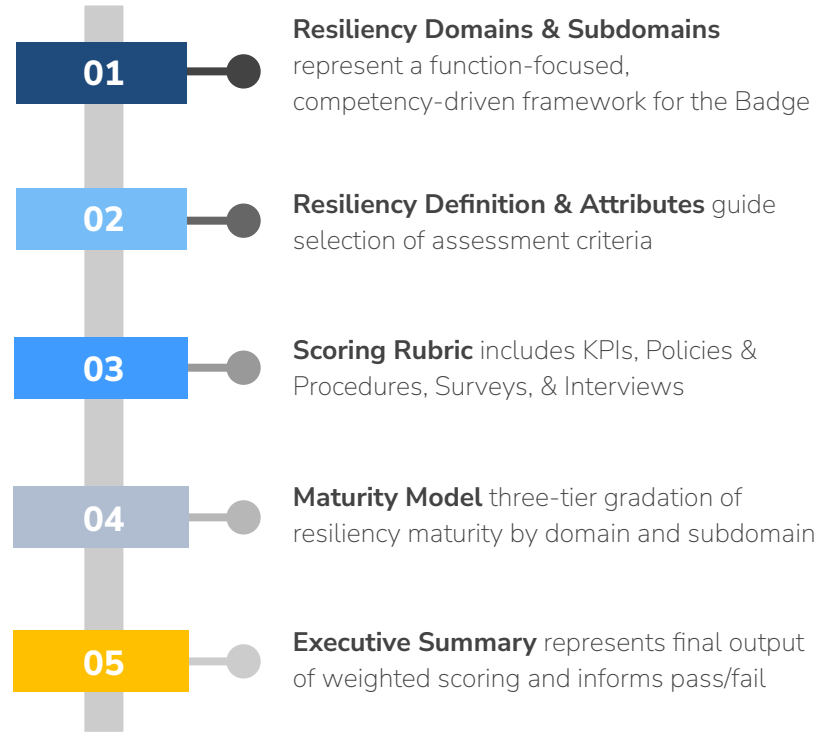
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How does the Program work?

The Resiliency Badge Program is a robust inside-out assessment to identify supplier resiliency maturity, taking a multi-layer approach to break down and assess resiliency across domains using various types of evidence (e.g. KPIs, Policies & Procedures, Surveys, & Interviews)



Risk Domains

- Demand Planning**
(e.g. Demand Sensing)
- Inventory Management**
(e.g. Target Inventory Levels & Safety Stock Management)
- Logistics**
(e.g. End To End Network Design)
- Supply Chain Visibility**
(e.g. Technology & Data Integration)



- Supplier Management**
(e.g. Supplier Selection & Qualification Processes)
- Risk Management & Contingency Planning**
(e.g. Business Continuity & Mitigation Planning)
- Operational Health**
(e.g. Performance Metrics & Management)
- Market**
(e.g. Market Stability)

A badge built on the science of resiliency

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Our Value Proposition

Providers

- ✓ obtain **standardized evidence** of resiliency of strategic trading relationships
- ✓ **gain confidence** that your supplier has the capability to deliver critical products reliably
- ✓ **enable efficiency** by not having to investigate and gather data independently

Suppliers

- ✓ **differentiate yourself** in the marketplace with proof of resiliency
- ✓ **enable efficiency** by reducing one-off data requests
- ✓ **demonstrate strengths** and innovations & identify opportunities for future growth

What are Providers saying?

9 out of 10 provider leaders in HIRC say the resiliency badge will have a meaningful impact on:

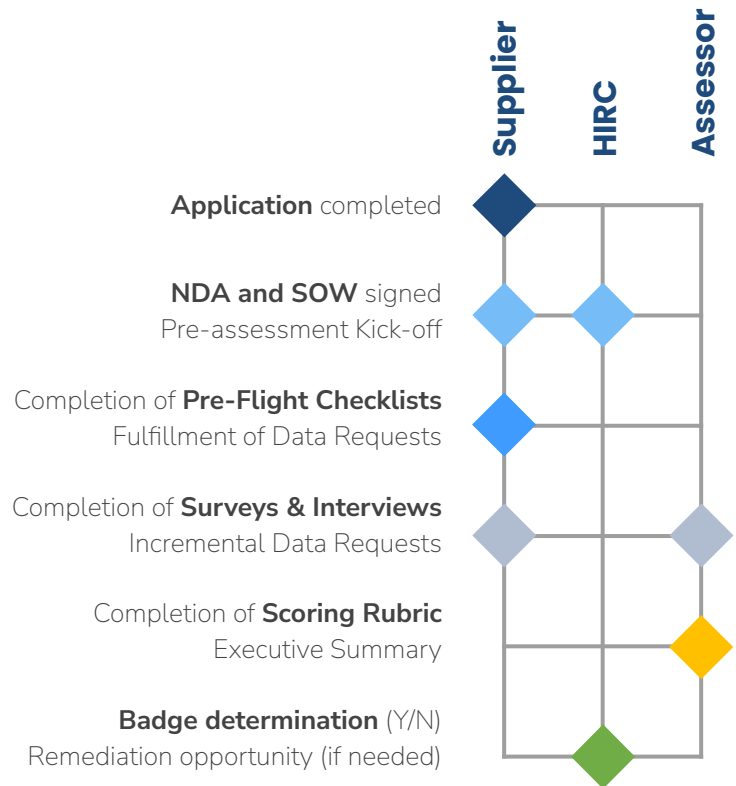
- Bids and Awards
- Annual Review
- Elimination of duplicate information requests

What can I expect as a Supplier?

- Security:** Data Privacy, Confidentiality
- Timeline:** 4 weeks
- Cost:** Standard pricing: \$85k
Member pricing: \$75k
- Employees:**
 - 1 FTE to coordinate internally
 - Fractional FTEs across domains/ BUs

Ask of our Supplier Community

- Invest in operational resiliency and risk management to protect continuity of patient care
- Differentiate yourself in the market by earning the resiliency badge



Resiliency as a winning strategy in healthcare

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Why is HIRC building a resiliency badge program?

"The industry has lacked a transparent and credible way to identify high reliability suppliers, which has meant no commercial consideration is given to resilience today."
– Bill Selles, SVP, Corewell Health

"A founding principal of HIRC is doing this work together, both providers and suppliers in a way that both partners have a voice and achieve their business objectives in an efficient and balanced manner."
– Tom Harvieux, CSCO, BJC HealthCare



Why does the resiliency badge matter in healthcare?



"Everyday healthcare providers are forced to utilize substitute products on little notice. We need high reliability, and we need to reward reliable suppliers with greater market share."
– Bill Selles, SVP, Corewell Health

"A big part of this effort is to prevent the market from fragmenting. Should this occur, suppliers can expect numerous and likely more complicated expectations arising."
– Tom Harvieux, CSCO, BJC HealthCare

How does your organization plan to operationalize the badge?

"The resiliency badge will play an important role in our strategic sourcing criteria for critical products. We will incorporate in business reviews and performance expectations."
– Jim Francis, CSCO, Mayo Clinic

"The badge will become part of our quarterly review conversations, and will begin to be considered when awarding agreements in critical categories."
– Eric Morrison, System VP, CommonSpirit Health



What is the value proposition to providers and suppliers?



"Suppliers who adopt the badge should be able to credibly market the products differently than their competitors."
– Bill Selles, SVP, Corewell Health

"The resiliency badge more clearly identifies the level of resiliency maturity in healthcare supply chains; incorporates resiliency as a key factor in sourcing decisions for the industry; and reduces the burden of performing evidence gathering by standardizing expectations."
– Jim Francis, CSCO, Mayo Clinic

The Voice of our Providers

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Key Program Materials

Video
Overview



Scoring
Rubric



Assessment
Guide



Program
Slides



Contact Us



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Get Started on Your Resiliency