Healthcare Supply Chain Strategy Do’s and Don’ts

Support for the healthcare supply chain leader to establish strategic objectives, prioritize action steps, align initiatives with business goals and build a strategic plan

**Don’ts**

Reputation as a cost-reduction center
Healthcare supply chain leaders fail to demonstrate how the healthcare supply chain can serve as a strategic partner and not just a cost-reduction center.

Prioritizing short-term needs over long-term strategy
Executives who support the healthcare supply chain strategy initially get distracted from it by urgent work, ultimately rendering the healthcare supply chain strategic plan ineffective.

Lack of clinical partner input
The healthcare supply chain strategy fails to fully consider the perspectives of clinical partners and consequently falls flat upon delivery.

Lack of frontline engagement
Healthcare supply chain leaders fail to engage key managers and employees, leading to a lack of urgency in making progress toward strategic goals.

**Do’s**

Focus on supply chain’s value-add ability
In meetings with senior operating staff (e.g., CFO, COO, CMO), highlight areas where the healthcare supply chain can go beyond cost reduction and add value.

Align the leadership team throughout the year
Actively manage alignment and win buy-in across the supply chain’s leadership team throughout the year.

Engage clinical partners early on
Involve clinical partners in the healthcare supply chain strategy planning process to understand their priorities.

Eliminate unnecessary activities and legacy behaviors
Assist staff in eliminating activities and behaviors that do not support the new healthcare supply chain strategy to free up capacity for new imperatives.

Managing healthcare supply chain: We can help
Disruptions like manufacturer consolidation, climate events and economic and political upheaval make it difficult for healthcare supply chains to drive down costs. Disruption forces integrated delivery networks (IDNs) to be reactive to back orders and recalls of essential medical products, which increases the total healthcare supply chain cost to serve.

To succeed amid disruption, the healthcare supply chain must invest in longer-term solutions that provide business continuity while maintaining profitability. Solutions such as improved data analytics, external intelligence and supplier visibility serve as preventive measures that can help build resilience into the healthcare supply chain.

Gartner insights, advice, data and tools help chief supply chain officers build resilient healthcare supply chains that are both patient-centric and cost-efficient.

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