



June 6, 2019

Marco Program: Supply Chain Resiliency

STRENGTHS:

1. Emphasized the value of organizational partnerships for resource sharing and personnel support.
2. Conducted a thorough assessment to identify each member organizations' primary needs.
3. Recognized a need for training, exercises, orientation, and continuing education to make response plans common knowledge.

VULNERABILITIES:

1. Critical personnel shortages are shared among a majority of the membership. The struggle to identify and sustain a talented workforce creates stress on the supply chain (e.g., supplies, turnover, onboarding, advanced education).
2. Structural impacts, roadway blockages, and a high probability of floods disrupt pathways for transporting and disseminating supplies. The region suffers from an all-hazards concern, making prioritization a challenge.
3. Disseminating timely and relevant information to the public and eroding trust indirectly impact patient care. Knowing what and how to communicate will enhance the memberships' reputation, reduce costs, and improve the quality of care.

RECOMMENDATIONS:

1. Create secondary plans when primary supply chain systems are interrupted or inadequate. Standardize the process and an annex for effective supply chain management.
2. Develop a common language for improved interagency communication and comprehensive controls and systems, including planning, implementation, measurement, and learning.
3. Evaluate the specific needs of vulnerable populations, especially in a long-term situation. Build those unique perspectives into the response plan for a holistic, community-based approach (e.g., transportation of critical supplies to back-up facilities).



"Develop more planning processes and exercises to improve healthcare partner internal supply chain preparedness. Develop regional processes to assess supply needs and locate regionally available assets."

"Use the questions in this program to conduct a deliberate and focused meeting with our respective organizations."

"Create strong partnerships with multiple vendors providing the same products or services. Document these relationships with MOUs."

Teach Life a Lesson

PRODUCT: Spotlight Real-Time ([click here](#))

ARTICLE: Disaster E-Health and Interagency Communication in Disaster Healthcare: A Suggested Road Map ([click here](#))

VIDEO: Modernizing Public Warning Messaging ([click here](#))

ACTIVITY 1: Address Shortages

Increase in demand and an aging population put a strain on staffing in the healthcare industry. This becomes even more apparent during a patient surge following a crisis. Coordinate across member organizations and look for alternatives to fill the deficit. Cross-train and provide professional development opportunities to fill shifts in other departments or settings. Take advantage of staffing services and traveling healthcare organizations to maintain regular operations. Partner with members of the National Association of Travel Healthcare Organizations to ensure validity. Remove silos by implementing technology to synchronize risk mitigation efforts across the organization and with partner agencies. Be sure to train everyone on implementing these strategies and effectively using communication tools.

ACTIVITY 2: Be Resilient

The breadth and complexities of the healthcare system present an opportunity for implementing the risk management framework. Create a common language to initiate conversations. Identify priority issues to define the context and methodology for reaching objectives. Overcome resistance by starting with small, manageable, employee-led initiatives. Build to include other member organizations for an alternative perspective and opportunity to exercise skills such as monitoring and reviewing. Draft a Memorandum of Understanding (MOU) to establish formal partnerships and detail how each organization will contribute to the relationship. Do not forget to gather the unique perspectives of non-clinical service and support providers, such as human resources, compliance officers, internal auditors, and IT, as they will also play important roles during a response. Always be open to feedback, and establish mechanisms for gathering unbiased reviews.

ACTIVITY 3: Create a Common Language

Clear and correct communication between member organizations, patients, stakeholders, and the public is crucial to an effective response. Develop a framework of communication standards with representatives from multiple organizations to prevent redundancies and misunderstandings. While written communication is often the most common method used between healthcare professionals, there is a risk of adverse consequences when the information is not delivered in a timely fashion to the correct individuals. Digital communication is more accessible and faster than ever before. Create a consistent messaging process used across all agencies using terms that are universally understood. Patients benefit from cooperative communication, resulting in decreased errors, the prevention of conflicting information, and the reduction of delays. This has the added benefit of reducing provider workload due to increased confidence in decision-making and improved continuity of care.

WE'D LOVE TO SEE YOUR PREPAREDNESS EFFORTS!

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