



WEEK #2 SMI HUDDLE CALL NOTES – April 2, 2020

Stories from the Trenches with Mayo Clinic & Stanford Health Care *Jim Francis, Division Chair / Chief Supply Chain Officer from Mayo Clinic; Amanda Chawla, Vice President of Supply Chain from Stanford Health Care; John Lebowitz, Faculty Fellow from UTenn and Project Consultant at SMI*

This week's huddle call shared insights on some SMI business continuity resources and focused on a look inside supply chain operations at Mayo Clinic and Stanford Health Care in response to the COVID-19 pandemic.

Nancy Anderson opened the call and updated the members on the outcome of last week's Huddle Call. Based on last week's call, SMI is now developing a tool to support effective collaboration between providers and suppliers to prepare for downstream product shortages as elective surgeries resume. SMI expects to have this tool ready by the end of April and will share it with members as soon as it is available.

John Lebowitz began the discussion with an overview of SMI's business continuity resources including [SMI's Resource Center](#), a consolidated place for information from members, collaborators and partners. The Resource Center includes reference lists from [GHX](#) and [Lumere](#) as well as links to [AHRMM](#), [HIDA](#), other key tools and resources, and the [COVID-19 Healthcare Coalition](#) – a newly formed coalition of healthcare organizations, tech and non-profits collaborating in response to the novel coronavirus and of which SMI is now a member. SMI encourages members to go to the Coalition website and learn more about their comprehensive, cross sector approach to address this crisis - they are well resourced and open to any organizations who wish to be part of their work.

Supply chain leaders Amanda Chawla from Stanford Health Care and Jim Francis from Mayo Clinic then discussed the current state of supply chain operations at their organizations focusing on 3 main themes: innovation, communication and data/analytics.

Amanda shared insight into her supply chain team's current response and activities centered on four key areas:

1. Structure (command center, PPE task forces, governing body)
2. Analytics & Reporting (monitoring inventory, risk rating model, patient modeling and projections)
3. Agility (diversification of suppliers, 3D printing and manufacturing)
4. Communication & Change Management (town halls, daily briefings)

Focusing on agility, Amanda discussed international procurement and partnering with various organizations including Resilinc who is working on a new tool called The Exchange for Healthcare, to help hospitals exchange products with one another which will launch mid April. Amanda also shared innovative ways Stanford is addressing PPE shortages including donations, reprocessing, and 3D printing. In the future, Amanda said we can all expect to see standardization vs. diversification, new collaborative solutions and entrants into the market, and new allocation methodology.

Jim Francis provided details regarding Mayo Clinic's command center and pursuing non-traditional supply channels. Jim shared that one of the greatest challenges at Mayo outside of obtaining PPEs is keeping everyone on the same page. Both Jim and Amanda acknowledged the critical importance of communication and sharing information both within supply chain and with clinicians. Amanda's team conducts town halls and daily briefings as guidelines from the CDC are changing hourly. Data analytics is also a key component to show inventory status and model burn rates allowing the team at Mayo to redistribute supplies as needed across their locations in 5 states. The data and analytics team at Stanford has created risk rating models and conducted patient modeling and projections. Jim provided insights into some of the innovations they are seeing to address this crisis including face shields from a local manufacturer, pharmacy helping to make fitting solutions for N95 masks, and sourcing international products.



Both Amanda and Jim's insights helped to show the resiliency of the people in supply chain who are working so incredibly hard to keep up with the near impossible demand of COVID-19. Thank you to Amanda, Jim, and all of you who are working so tirelessly to get our country through this crisis.

Next Week' Huddle Call: Leading Through Crisis with Joe Walsh and Stories from the Trenches with Donna Drummond from Northwell Health.