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## New Ways to Benchmark from SCMetrix™

### Setting a new standard for supply chain benchmarking

In 2009, SCMetrix™ is enhancing its program by offering quarterly benchmarks, a new best practice tool, and a new benchmarking group. Organized around three benchmarking and performance improvement tools – SCCore, SCAdvanced, and SCPractices – SCMetrix™ offers the industry's most comprehensive portfolio of tools based on rigorous academic research. Hospitals and ambulatory surgery centers can participate in one or more of these benchmarking tools by signing up for a free annual subscription.

The SCMetrix™ benchmarking tool was launched by AHRMM and the W. P. Carey School of Business at Arizona State University in 2007. In this economic climate, AHRMM and ASU are pleased to continue to offer this premier benchmarking program at no cost. For more information visit [www.scmatrix.org](http://www.scmatrix.org) and [www.ahrmm.org](http://www.ahrmm.org).

### Why we need SCMetrix™

- Healthcare needs consistent, reliable, actionable, and credible performance measures that represent the end-to-end supply chain from sourcing through distribution.
- Trading partners rather than neutral third party organizations provide current benchmarks.
- Existing benchmarks focus on acquisition prices rather than total delivered costs and identify a relatively limited number of improvement opportunities.
- Healthcare has limited tools for justifying the return-on-investment from supply chain improvements and best practice implementation.
- Other solutions provide a limited "line of sight" on what specific actions need to be taken to improve performance.
- Not all supply chains are the same and benchmarks need to incorporate these differences in their results.
- Few benchmarks drill down to the department and service line level and examine supply expenses and best practices around physician preference items such as cardiac cath, orthopedics, and spine.



## Consistent, Reliable Analysis for Measuring Best Practices in Healthcare Supply Chain Operations

Despite past benchmarking successes in the healthcare supply chain, vast improvements need to be made in standardizing the industry over the next several years. Attend one of the following educational sessions at ARHMM09 to learn more.

*"I am excited to receive the initial release of the SCMetrix™ benchmark dashboards. Utilizing the online capabilities of the dashboard tool, I plan to compare data across our IDN campuses. I also plan on refining our departmental information for further comparisons in the future. This information is what the industry needed."*

John Mateka  
Executive Director  
Supply Chain Operations  
Greenville Health System

*"Intermountain Healthcare has struggled with the industry's insufficient and inconsistent benchmark data. After much research we identified the SCMetrix™ program as the most complete, transparent and useful benchmark solution in the industry. We have participated fully with the SCMetrix™ team and process. We are very happy with the support and early outcomes. While the full benefits are yet to come, we expect complete success. Intermountain Healthcare is confident that this work will help lead us to become 'best in class,' which will result in reducing the cost of healthcare and improving patient care in our system."*

Brent Johnson  
Vice President Supply Chain  
Chief Purchasing Officer  
Intermountain Healthcare

*"When I was trained in Six Sigma, one of the first things that my Ph.D. trainer said was, 'You don't know what you don't know.' This is the attitude that I take in my performance improvement, DPMO reduction activities. SCMetrix™ is offering to me the opportunity to see 'what I don't know' about supply chain performance improvement here at Sparta Community Hospital. My goals in using this product are, but not limited to, implementation of actionable and reliable performance indicators for organization-wide supply chain improvement, integration of SCMetrix™ reporting in Six Sigma and Lean projects, and increasing individual department awareness and buy-in to the need of continuous quality improvement as it pertains to their own piece of the supply chain."*

Dale Worthington, CMRP  
Director of Materials Management  
Sparta Community Hospital

## Schedule for SCMetrix™ Educational Sessions

### Learn More About SCMetrix™

Attend this session and learn more about the portfolio of tools – SCCore, SCAdvanced, and the newly-released SCPractices.

July 19th 3:00 to 4:30 p.m.

July 21st 7:30 to 9:00 a.m.

### Driving Cost Reductions and Performance Improvement Using SCMetrix™

Learn how to present a compelling data-driven case for what should be improved and how much can be gained from these improvement efforts using the SCMetrix™ methodology.

July 20th 11:30 a.m. to 1:00 p.m.

July 22nd 8:00 to 9:15 a.m.

### Benchmarking Supply Chain Best Practices

Be one of the first to learn about the industry's first supply chain best practice benchmarking tool – SCPractices. Using SCPractices, your facility can measure where you are on implementing best practices, identify improvement opportunities, justify best-practice initiatives, and quantify potential return-on-investment.

July 20th 2:45 to 4:15 p.m.

July 21st 1:45 to 3:15 p.m.

[www.scmatrix.org](http://www.scmatrix.org)