



AHRMM20⁺
Health Care Supply Chain
Innovate. Engage. Connect.

2020 CHAPTER LEADERS DISCUSSION

September 25, 2020



AHRMM
Advancing Health Care through
Supply Chain Excellence



CQO:
The Health Care
Supply Chain



AHA Events

WELCOME

KIMBERLY GREEN, MBA

AHRMM Member Engagement Specialist
Chapter Relations Committee Staff Liaison



AHRMM AFFILIATED CHAPTERS



CONGRATULATIONS - DIAMOND

- ▲ Arizona Healthcare Materials Management Association
- ▲ California Association of Healthcare Purchasing & Materials Managers
- ▲ Healthcare Materials Management Society of New Jersey
- ▲ Kansas Association for Healthcare Resource & Materials Management
- ▲ Mid-Atlantic Society of Healthcare Materials Management
- ▲ Minnesota Chapter of AHRMM
- ▲ North Texas Association for Healthcare Resource & Materials Management
- ▲ South Carolina Society of Hospital Materials Management
- ▲ Western States Healthcare Material Management Association

CONGRATULATIONS - GOLD

▲ Florida Chapter of AHRMM

▲ Georgia Society for Healthcare Materials Management

▲ New England Society for Healthcare Materials Management

▲ Rocky Mountain Chapter of AHRMM

▲ SEPAC, Inc.

CONGRATULATIONS - SILVER

▲Mississippi Hospital Association Society for Supply Chain Management
in Healthcare

▲Tennessee Association for Healthcare Resource & Materials
Management

CONGRATULATIONS - BRONZE

- ▲ Michigan Association for Healthcare Resource & Materials Management
- ▲ Missouri Association of Healthcare Purchasing & Materials Management
- ▲ Society for Arkansas Healthcare Purchasing & Materials Management
- ▲ Texas Gulf Coast Supply Chain
- ▲ Wisconsin Healthcare Purchasing & Materials Management Association

CONGRATULATIONS - STANDARD

▲ Chicago Metro Chapter of AHRMM

▲ Greater Ohio Chapter of AHRMM

▲ Greater San Antonio Healthcare Resource & Materials Management Chapter
(dissolved late 2019)

▲ Indiana Healthcare Supply Chain Association

▲ Northern Plains Association of Healthcare Materials Management

▲ Virginia Association for Healthcare Resource & Materials Management

CONGRATULATIONS - NEW CHAPTER

**HEALTHCARE SUPPLY CHAIN
ASSOCIATION OF UPSTATE NEW YORK**

Affiliated May 2020

Chapter President: Ryan Burke

WELCOME

JASON ISHERWOOD

2020 Chapter Relations Committee Chair



2020 CHAPTER RELATIONS COMMITTEE

Joel Appleberry

Director of Operations
Strategic Healthcare Services, LLC

Tim Bugg, CMRP

President and CEO
Capstone Health Alliance

Ashley Brown

OSU Physicians Purchasing Operations
Manager
The Ohio State University Wexner Medical
Center

Suzi Collins, CMRP

Director of Materials Management
Steward Health Care

Ric Goodhue, CMRP

Equipment Planner/Capital Coordinator
CaroMont Health

William Kellar

CEO
Healthtrust Supply Chain

Rick Laird

Director, Business Development
Xerox Corporation

Patrick Laplante

VP
Logihedron/Strateg

Roger Mattice

Director Contracts & Materials Management
URMC - Highland Hospital

Tracy Moseley, CMRP

Director of Materials Management
Maria Parham Health

George Pearson

Senior Contract Manager
Encompass Health Corporation

Tracy Raymond

Materials Manager
Valley Ambulatory Surgery Center

Randy Rowell

CEO
One Pass Access

Corey Schmidt, CMRP

Strategic Sourcing Project Manager
The University of Kansas Hospital

Paulette Simmons

Contracts Specialist, Buyer
ANMED Health

Heidi Sweeney

Manager, Materials Management
San Antonio Regional Hospital

Michele Tracy, CPM

Senior Consultant
Vizient

Staff Liaison:
Kimberly Green, MBA



AHRMM20⁺
Health Care Supply Chain
Innovate. Engage. Connect.

CONNECTING WITH MEMBERSHIP DURING THE PANDEMIC: COVID 2020

NESHMM



AHRMM
Advancing Health Care through
Supply Chain Excellence



CQO:
The Health Care
Supply Chain



AHA Events

PRESENTERS

Craig Dudley

Director Materials Management
Lawrence General Hospital

Susan Wills

Director Strategic Sourcing and Contracts
Dana-Farber Cancer Institute, Inc.

Gennady Beyzarov

Manager of Business Systems and Analytics
Boston Children's Hospital

Jennifer Dunne

Key Account Manager
Nixon Medical

NESHMM – WHO ARE WE?

- ▲ NESHMM's mission is to provide Healthcare Material Management Professionals with timely education on industry best practices and encourage peer networking, as well as, sponsor forums for the exchange of useful information.
- ▲ Total of 550 NESHMM members – 201 MMs & 352 Vendors



NESHMM EDUCATION COMMITTEE

- ▲ Susan Wills, Dana-Farber Cancer Institute, Inc.
- ▲ John Hayes, Cambridge Health Alliance
- ▲ Bill Butler, Mass General Brigham
- ▲ Gennady Beyzarov, Boston Children's Hospital
- ▲ Duane Bragg, Yankee Alliance
- ▲ Kevin Desmond, Lawrence General
- ▲ Doug Korba, Medline
- ▲ Jennifer Dunne, Nixon Medical
- ▲ Craig Dudley, Lawrence General Hospital

ONSET OF PANDEMIC

- ▲ We had two events tentatively scheduled for April and June
- ▲ Education team continued to meet twice per month
- ▲ Wait and watch
- ▲ Governors mandate in March – stay home
- ▲ Events canceled

RE-ENGAGING

- ▲ What do we do now?
- ▲ Request from membership to start connecting on Covid PPE experiences and sharing resources
- ▲ Length of events
- ▲ Type of events
- ▲ Outreach to membership
- ▲ New normal



CQO: The Health Care Supply Chain

The New Normal – Education team meetings

You are viewing Susan Wills' screen View Options

FW: NESHMM Networking - Virtual - Meeting

File Meeting Help Tell me what you want to do

Delete Respond Calendar

Kerry To Manager
Team Email Done
Reply & Delete Create New

Move Rules

Mark Unread Categorize Follow Up

Translate Find Related Select

Read Aloud Zoom Send to OneNote Insights Report Phishing

Speech Zoom OneNote Cofense

Tue 9/8/2020 3:55 PM

JD Wills, Susan A. on behalf of Jennifer Dunne <dunnej@nixonmedical.com>

FW: NESHMM Networking - Virtual

Required Dudley, Craig; Hayes, John; Wills, Susan A.; Beyzarov, Gennady; Korba, Doug; Butler, William R.; Desmond, Kevin; dbragg@yankeealliance.com

Retention Policy Partners Retention Default - Delete after 10 Years (10 years) Expires 9/9/2030

When Tuesday, September 8, 2020 4:00 PM-4:45 PM Location <https://bostonchildrens.zoom.us/j/96745089752>

robert_thomas@sshosp.org; ktilton@unidine.com; tomily.torres@childrens.harvard.edu; strabucco@yankeealliance.com; wtringali@emersonhosp.org; angela.tufts@taylorcommunications.com; Turner, Todd R.; jtuttle@sarah.tuttle@molnlycke.com; peter_umile@sshosp.org; alexandra.valenti@welchallyn.com; jmvanburen@mmm.com; lvanderhoven@mmm.com; tvelantzas@yahoo.com; greg.ventura@chartercare.org; Verardo, Stephen; [rwalker@claflinquip.com](mailto:Viscomi, Alfonso; rwalker@claflinquip.com); Wallace, Benjamin; bobbie.walley@taylorcommunications.com; david.walsh@childrens.harvard.edu; jwalsh@crownuniform.com; michael-walsh@siemens.com; pwalter@westcmr.com; swatts@emersonhosp.org; Weiswasser, Elaine; jonathan.wells@lawrencegeneral.org; lucas.wheaton@healthtrustpg.com; awhite2@its.inj.com; rwing@angelica.com; karen.wolff@ehob.com; swoolford@amdritmed.com; ayoung10@its.inj.com; anne.young@childrens.harvard.edu; Young, Kathleen A.,SRN; tzachmann@danielshealth.com; david.zaller@trimedx.com; dorothy.ziminski@ansell.com; zinkusj@umt.edu; richard_zupan@bradycorp.com; Tim Breheny; Jeff Jeffords

Subject: NESHMM Networking - Virtual

When: Tuesday, September 8, 2020 4:00 PM-4:45 PM (UTC-05:00) Eastern Time (US & Canada).

Where: <https://bostonchildrens.zoom.us/j/96745089752>

Hi there,

You are invited to a Zoom webinar.

When: Sep 8, 2020 04:00 PM Eastern Time (US and Canada)

Topic: NESHMM Education Webinar

Please click the link below to join the webinar:

<https://bostonchildrens.zoom.us/j/96745089752>

Or iPhone one-tap :

US: +13126266799,,96745089752# or +16465588656,,96745089752#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 312 626 6799 or +1 646 558 8656 or +1 301 715 8592 or +1 346 248 7799 or +1 669 900 6833 or +1 253 215 8782

Kevin Desmond

Darlene Carter

Susan Wills

John Hayes

Duane Bragg

Jennifer Dunne

Doug Korba

Mute Start Video

Participants Chat Share Screen Record Reactions

Leave

TOPICS

- ▲ Pandemic
- ▲ PPE sourcing and resource sharing
- ▲ Provider/Supplier/GPO perspective – understanding the global supply chain
- ▲ Member presentations
 - First time presenters
 - TED talks
- ▲ Sales events



OUR FIRST EVENTS

▲ Traditional educational sessions, modified (90 min)

- Supplier perspective on pandemic
 - Invited key pandemic related suppliers/GPO and distributors:
 - 3M
 - PDI
 - Premier
 - Vizient
 - Claflin Medical
- Provider perspective on pandemic
 - Asked for volunteers for the provider event

▲ Happy Hour (30 min)

- Limited attendance
- Lacking meaningful conversation

▲ NESHMM Networking (45 min)

- Don't call it happy hour
- Similar attendance as happy hour
- Had to keep asking "so what else is going on"

WAYS TO CONNECT AND CONTINUE TO ENGAGE

➤ Types of events

- Educational - formal
- Networking – more informal
 - Include mini presentations for engagement
 - Plant questions in the audience to get the conversation started
 - TED talks
 - First time presenters
- Happy Hour – totally informal
- Sales events – under consideration

➤ Continued challenges

- Consistent attendance
- Member participation
- Engagement from members during the events

COMMUNICATION

▲ WildApricot website

▲ Member request to post Covid related resources on our website: ie. AHRMM Coronavirus updates

▲ LinkedIn

▲ Member surveys and meeting evaluations



COMMUNICATION – WILD APRICOT

▲ Membership database

- Renewals
- New members

▲ Events

- Created through WildApricot
 - Emails – 1st notice & reminders
 - Can set release dates to automatically send to members
 - Event calendar on website
 - Registration forms – RSVP

▲ Website management

- Updates
 - Post event content, images, and videos
 - AHRMM COVID-19 updates posted regularly
 - Job postings
 - All questions & inquiries get automatically sent to Jenn Dunne
- Mobile access



The screenshot shows the homepage of the New England Society For Healthcare Materials Management (NESHMM). The header features the NESHMM logo in purple and white, with the tagline "An Affiliated Chapter of the Association For Healthcare Resource & Materials Management" and "New England Society For Healthcare Materials Management" in a cursive font. A search bar is located in the top left, and a user profile icon is in the top right. The navigation menu includes links for HOME, EVENTS, MEMBERSHIP, EDUCATION, BOARD OF DIRECTORS, SPONSORS, JOB POSTINGS, and CONTACT. The main content area has a "Welcome!" heading followed by three paragraphs of text describing the organization's mission and services. On the right side, there is a circular logo for the AHRMM Gold Chapter 2020. The footer includes an "Upcoming Events" section with a background image of a forest.

COMMUNICATION – WILD APRICOT EVENT CREATION

The screenshot shows the Personify Wild Apricot event creation interface. On the left is a dark sidebar with navigation options: Dashboard, Contacts, Members, Events (highlighted), Store, Donations, Finances, Email, Settings, Website, Account, and Help center. The main content area has a top navigation bar with 'Event list' and 'Event emails'. Below this are buttons for 'Edit', 'Add registrant', 'Email registrants', 'Export registrants', and 'Reports'. The event title is 'NESHMM presents: Covid 19 Lessons Learned – Providers Perspective' with a subtitle '15 Jul 2020, 1:00 PM – 2:30 PM @ Zoom Meeting (Link will be provided prior to event)'. The visibility is set to 'Public'. A toggle for 'Allow registration' is turned off, with a note: 'Public registration is not currently available because the event occurs in the past.' Below this are tabs for 'Event details', 'Emails', and 'Registrants & Invitees'. The 'Event details' tab is active, showing sections for 'Basic information', 'When and where', and 'Registration'. The 'Basic information' section includes the title, event URL (<https://neshmm.wildapricot.org/event-3889671>), and tags. The 'When and where' section includes location, time zone (UTC-05:00 Eastern Time (US & Canada)), and date/time (15 Jul 2020, 1:00 PM – 2:30 PM). The 'Registration' section includes available period (From 26 Jun 2020 through 15 Jul 2020 (at start of event)), guest settings (Allow guest registrations, only total number of guests will be collected), cancellation (Do not allow cancellation by registrants), and registrant settings (Show registrants who want to be listed).

Personify
WILD APRICOT

Event list | Event emails

Edit | Add registrant | Email registrants | Export registrants | Reports

NESHMM presents: Covid 19 Lessons Learned – Providers Perspective

15 Jul 2020, 1:00 PM – 2:30 PM @ Zoom Meeting (Link will be provided prior to event)

Visible to **Public**

Allow registration | Public registration is not currently available because the event occurs in the past.

Event details | Emails | Registrants & Invitees

Basic information

Title NESHMM presents: Covid 19 Lessons Learned – Providers Perspective

Event URL <https://neshmm.wildapricot.org/event-3889671>

Tags

When and where

Location Zoom Meeting (Link will be provided prior to event)

Time zone (UTC-05:00) Eastern Time (US & Canada)

Date, time 15 Jul 2020, 1:00 PM – 2:30 PM

Registration

Available period From 26 Jun 2020 through 15 Jul 2020 (at start of event)

Guests Allow guest registrations
(only total number of guests will be collected)

Cancellation Do not allow cancellation by registrants

Registrants Show registrants who want to be listed

Description

Please join us for our 2nd Virtual Zoom Education Session on Wednesday July 15, 2020 from 1:00pm – 2:30pm. This time we will listen to the providers share their experiences during the past few months while trying to source critical PPE supplies for our employees and patients.

COMMUNICATION – WILD APRICOT EVENT CALENDAR



[HOME](#) [EVENTS](#) [MEMBERSHIP ▶](#) [EDUCATION ▶](#) [BOARD OF DIRECTORS](#) [SPONSORS](#) [JOB POSTINGS](#) [CONTACT](#)

[← Back](#)

[Add to my calendar](#)

NESHMM presents: Covid 19 Lessons Learned – Providers Perspective

When 15 Jul 2020
1:00 PM - 2:30 PM
Location Zoom Meeting (Link will be provided prior to event)

[Already registered](#)

Registration is closed

Please join us for our 2nd Virtual Zoom Education Session on Wednesday July 15, 2020 from 1:00pm – 2:30pm. This time we will listen to the providers share their experiences during the past few months while trying to source critical PPE supplies for our employees and patients.

Powered by [Wild Apricot](#) Membership Software

COMMUNICATION – WILD APRICOT EVENT EMAILS

The screenshot displays the 'Personify WILD APRICOT' interface for managing event emails. The left sidebar contains navigation options: Dashboard, Contacts, Members, Events (highlighted), Store, Donations, Finances, Email, Settings, Website, Account, and Help center. The main content area is titled 'Event list' and 'Event emails', with sub-headers for 'Event details', 'Emails', and 'Registrants & Invitees'. Action buttons include 'Edit', 'Add registrant', 'Email registrants', 'Export registrants', and 'Reports'. A toggle for 'Allow registration' is currently turned on, with a note that public registration is not available as the event is in the past. The 'Emails' tab is active, showing three categories: 'Announcements (to people not yet registered)', 'Reminders (to those already registered)', and 'Registration emails'. Under 'Announcements', three items are listed: 'Announcement 1 - already sent' (RSVP requested), 'Announcement 2 - not set' (RSVP requested), and 'Announcement 3 - not set' (RSVP requested). Under 'Reminders', three items are listed: 'Reminder 1 - already sent', 'Reminder 2 - not set', and 'Reminder 3 - not set'. Under 'Registration emails', two items are listed: 'Event registration confirmed' (sent after registration is confirmed, with options to send to registrant and organizer) and 'Event registration canceled' (sent when registration is canceled, with options to send to registrant and organizer). At the bottom, a 'Log of announcements and reminders' table provides a summary of past communications.

Event organizer
(used as reply-to for announcements and reminders; receives copies of all event emails)
[Organization contact](#) (dunnej@nixonmedical.com)

Announcements (to people not yet registered) | Reminders (to those already registered) | Registration emails

- ✓ **Announcement 1** – already sent
RSVP requested
- Announcement 2 – not set
RSVP requested
- Announcement 3 – not set
RSVP requested

- ✓ **Reminder 1** – already sent
- Reminder 2 – not set
- Reminder 3 – not set

- Event registration confirmed**
Sent after registration is confirmed
 - Send to registrant
 - Send copy to organizer
- Event registration canceled**
Sent when registration is canceled by the registrant, by an admin, or automatically
 - Send to registrant
 - Send copy to organizer

Log of announcements and reminders

Date	Template	# of recipients
13 Jul 2020	Reminder 1	105
29 Jun 2020	Announcement 1	596

COMMUNICATION – WILD APRICOT EVENT RSVP

The screenshot displays the Personify Wild Apricot user interface. On the left is a dark sidebar with navigation options: Dashboard, Contacts, Members, Events (highlighted), Store, Donations, Finances, Email, Settings, Website, Account, and Help center. The main content area is titled 'Event list' and 'Event emails'. At the top, there are buttons for 'Edit', 'Cancel registration', 'Delete', and 'Send notification'. Below these are navigation links: 'Back', '<< Prev', '1 of 113', 'Next >>', and 'View email log'. The event title is 'Event registration for NESHMM presents: Covid 19 Lessons Learned – Providers Perspective' with a 'FREE' tag. The registration is from 'Jennifer Dunne' (52261098, dunnej@nixonmedical.com, Nixon Medical). The form is titled 'Event registration form' and has an 'Edit' button. It is divided into 'General' and 'Internal notes' sections. The 'General' section includes: First name: Jennifer; Last name: Dunne; Organization: Nixon Medical; Email: dunnej@nixonmedical.com; Job Title: Key Account Manager; Privacy Policy: I confirm I have read and accept the terms of the Privacy Policy; Registration date: 29 Jun 2020, 12:55 PM; Registration type: RSVP; Checkins: Jennifer Dunne, Never updated. The 'Internal notes' section is currently empty. At the bottom of the form, there are fields for Street Address, City, State, Zip Code, and a New field.

COMMUNICATION – LINKEDIN

The screenshot shows the LinkedIn profile for NESHMM. The profile header includes the NESHMM logo, the name 'NESHMM', the industry 'Hospital & Health Care', and '22 followers'. A 'Following' button is visible in the top right. Below the header is a 'Visit website' button. A left-hand navigation menu contains links for Home, About, Jobs, People, and Events. The main content area is divided into two sections: 'Upcoming events', which states 'NESHMM has no upcoming events planned', and 'Past events', which lists two events: 'NESHMM Virtual Happy Hour' (June 25, 2020, 4:00 PM - 4:30 PM) and 'NESHMM Virtual Education Session – Covid 19- Lessons Learned' (June 17, 2020, 1:00 PM - 2:30 PM). Both past events are marked as 'Attended' and have a 'Share' button.

NESHMM
Hospital & Health Care · 22 followers

New England Society for Healthcare Materials Management

[Visit website](#)

- Home
- About
- Jobs
- People
- Events**

Upcoming events

NESHMM has no upcoming events planned

Past events

NESHMM Virtual Happy Hour Jun 25, 2020, 4:00 PM - 4:30 PM (your local time) Online event	✓ Attended Share
NESHMM Virtual Education Session – Covid 19- Lessons Learned Jun 17, 2020, 1:00 PM - 2:30 PM (your local time) Online event	✓ Attended Share

COMMUNICATION – SURVEY MONKEY



SurveyMonkey®

Q1

Overall, how would you rate the event?

Very good

Q2

What did you like about the event?

Respondent skipped this question

Q3

What did you dislike about the event?

Respondent skipped this question

Q4

How organized was the event?

Very organized

Q5

Was there any information that would have been helpful to know before the event?

Q6

Was the event length too long, too short or about right?

About right

Q7

Presenter's knowledge of material presented

Excellent

Q8

Relevance of content to our industry

Extremely relevant

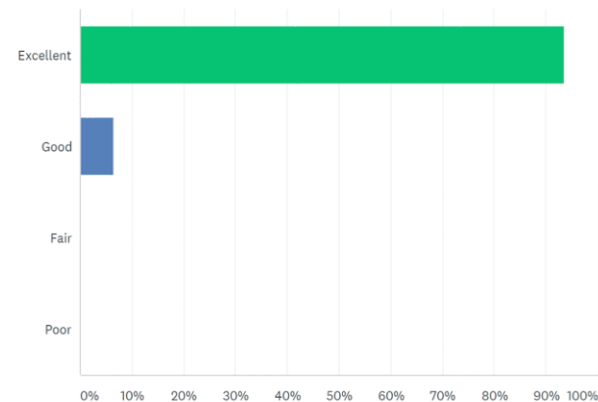
Q9

Presenters communicated effectively

Yes

Presenter's knowledge of material presented

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Excellent	93.55% 29
▼ Good	6.45% 2
▼ Fair	0.00% 0
▼ Poor	0.00% 0
TOTAL	31

Other topics you'd like to hear about (for the Education Committee)

RESPONSES (5) WORD CLOUD TAGS (0)

Apply to selected Filter by tag

Search responses

Showing 5 responses

We like it when NESHMM has a Hospital Supply Chain professional speak. The topics have varied, but there have been several panel discussions that were engaging.

1/9/2020 11:40 AM

[View respondent's answers](#)

Overall I thought Randy was an excellent choice!

1/7/2020 8:36 AM

[View respondent's answers](#)

Personal Growth topics and presentation skills

1/7/2020 8:26 AM

[View respondent's answers](#)

AI Applications for Supply Chain

1/6/2020 7:55 PM

[View respondent's answers](#)

TECHNOLOGY

▲ How to get started

- IT
- Telecommunications
- Driver

▲ Which platform

- Zoom
- Google Meet
- Teams

▲ Platform capacity

- 10 participants or 500

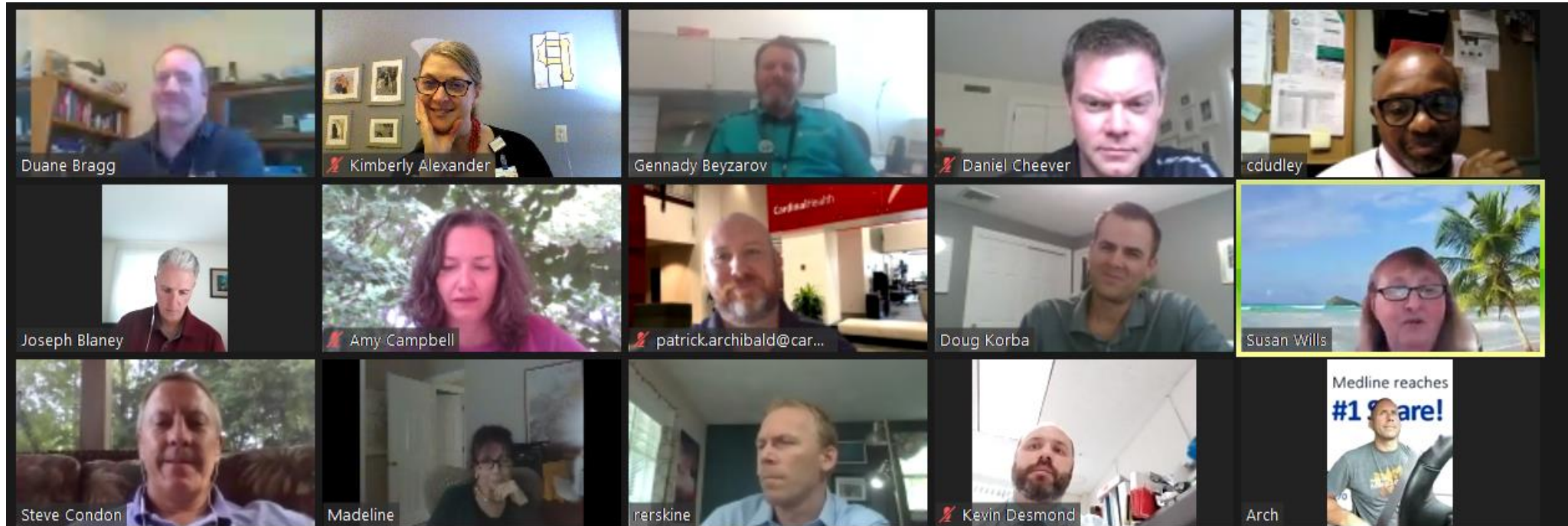
▲ Meeting controls

- Standard
- Webinar
- Recording



TECHNOLOGY

- ▲ Zoom was available to a few of us
- ▲ Zoom limitations
- ▲ Connectivity issues
- ▲ Work the Room



LESSONS LEARNED

- ▲ Stay close to invite and watch for rogue emails around the event
- ▲ Need a technology driver to manage the event
- ▲ Website manager – send invites, reschedule invites, upload documents, surveys
- ▲ How attendance improved with virtual events
 - Typical event we might get 30-50 attendees and most are suppliers
 - Annual event we would get 100
 - First two zoom events brought in close to 150-200 attendees



Questions?

