Client Input: Our Approach

CLIENT-LED SOURCING PROCESS

About Vizient

Vizient, the largest client-driven health care performance improvement company in the country, provides innovative data-driven solutions, expertise and collaborative opportunities to improve patient outcomes and lower costs. Vizient serves a diverse client base which includes academic medical centers (AMCs), pediatric facilities, community hospitals, integrated health delivery networks and nonacute health care providers.

Client input into the Vizient contracting process

Our high-integrity, competitive contracting process follows the principles of the ABA Model Procurement Code and involves participating client organizations to the greatest degree possible. We award agreements to clients whose quality products, service records, broad-based clinical acceptability and pricing translate into the greatest overall value to clients.

The purpose of this overview is to provide a general understanding of various council components to potential candidates interested in serving on a contracting council or task force.

- Council system purpose and structure
- Composition of councils and task forces
- Criteria for participation on a council or task force
- Recruitment and selection process
- Vizient expectations for council and task force participants
- Vizient facilitator's role

Purpose and structure

A key component of our competitive contracting process is the input we collect from clients. Contracting councils provide input before, during and at the point of final approval of the contracting process. Advisory councils provide market intelligence and client preference information prior to issuance of the request for proposal (RFP) and in advance of councils establishing the final evaluation criteria and weightings.

By giving as many clients as possible a voice in Vizient contracting outcomes, we help ensure that our contracts meet the needs of the greatest majority of our clients. The direction clients provide through councils and task forces serves as the foundation for Vizient contracting and program decisions.

Contracting councils

These discipline-specific councils follow ABA Model Procurement Code principles to evaluate bids and determine contract awards. Each council participant will have responsibility for:

- Determining RFP strategy and the minimum requirements for the product category
- Approving minimum requirements for RFPs
- Setting financial and nonfinancial decision criteria
- Assigning relative weights to decision criteria
- Scoring RFP responses according to the weighted decision criteria
- Determining final awards from potentially acceptable suppliers on the final scorecard

- Approving all contract extensions
- Identifying and evaluating products for consideration as innovative technology
- Assisting in resolving any vendor grievances in categories where the council provided input on the contracting process

Task forces

Task forces provide deeper levels of expertise in specialized or cross-disciplinary categories. They manage categories from prior to the request for proposal (RFP) process through contract launch and implementation, in lieu of a contracting council.

Advisory councils

These councils will provide strategic insight and input relative to specific programs, classes of trade and functional areas.

COMPOSITION OF COUNCILS

Each discipline-specific council or task force comes together to assist in the contracting process and provide strategic direction for Vizient contracts and programs. Each Vizient council is composed of 20 individuals representing the most engaged health care organizations within our client base. To ensure that each client segment is fairly represented, Vizient carefully evaluates applications to ensure council makeup is balanced and represents the diversity of our broad client base, including AMCs, pediatric facilities, acute care facilities, nonacute care facilities, size diversity, geographic distribution, etc.

CONTRACTING COUNCILS
Cardiovascular
Clinical & Supply
Diagnostic Imaging
Environmental Services
Facilities & Construction
Food
Indirect Spend & Purchased Services
Information Technology
Innovative Technology
Laboratory
Orthopedic
Pediatric
Perioperative
Pharmacy Business
Respiratory & Critical Care Anesthesia
Wound Management

ADVISORY COUNCILS
Alternate Site
Alternate Site Pharmacy
Ambulatory Surgery
Clinical Pharmacy
Hospitality
Impact Standardization Program
Long Term Car Home Health
Oncology Pharmacy
Procurement Technology
Responsible Sourcing
Sustainability

CRITERIA FOR PARTICIPATION

Individuals interested in serving must:

• Possess subject matter expertise in the contracting council or task force's scope of operation

• Apply for selection through a fair and transparent recruitment process

• Hold nontransferable membership (substitutes are not permitted)

• Hold minimum tenure of one year with organization and one year in current role

• Have Vizient (and/or Provista or Children's Hospital Association) as their primary group purchasing organization

(GPO)

• Maintain a minimum of 100% participation in calls and in-person meetings

• Attend Vizient funded in-person meetings approximately two times per year

• Attend eight to ten one- to two-hour conference calls per year

• Invest additional time as needed to develop bid criteria and score RFPs

• Respond in a timely manner to all email requests, surveys or requests for information

• Serve on no more than one council at one time

• Understand that organizations may not have more than one representative on any individual council or task force

RECRUITMENT AND SELECTION PROCESS

Vizient recruits new council members each fall, with terms beginning on January 1. Candidates self-nominate for council service by completing the online council application. Applicants will be asked to indicate their personal areas of expertise and time availability, and council applicants must also submit a resume. Candidates may nominate themselves for service at any time during the year.

Applications for open council seats will be reviewed by the facilitator and shared with the chair and vice chair. A pool of final candidates may be contacted by the facilitator, chair or vice chair for a phone interview. Candidates will be appointed to discipline-specific councils based on their knowledge, skill, scope of responsibility, tenure, class of trade, size, geographic location and experience. Priority will be given to Vizient's most engaged clients. Selections will be made to ensure a balanced composition representing the diversity and breadth of our client organizations and classes of trade.

EXPECTATIONS OF SERVING COUNCIL MEMBERS

To ensure that all client organizations benefit from their engagement with Vizient, participants in all councils and task forces are required to follow basic guidelines for courteous, respectful, and productive interaction among council peers and Vizient staff. Participants must:

- Demonstrate a realistic understanding of roles and responsibilities
- Represent the best interests of Vizient through sharing experiences and knowledge
- Demonstrate objective and fact-based judgment
- Collaborate effectively with other participants of the group
- Make the group's goal a higher priority than any personal objective
- Be willing to openly share information, perceptions and feedback

- Challenge ideas, not individuals
- Support the group's decisions
- Advance our performance by directly confronting important issues
- Demonstrate leadership that contributes to the success of the group
- Respond constructively to feedback from others
- Maintain confidentiality of information shared
- Adhere to all participation guidelines set forth herein

ROLE OF THE VIZIENT FACILITATOR

A Vizient staff member will be assigned to assist the chair and vice chair in leading each council and task force. The primary responsibility of the facilitator is to ensure that the group has appropriate information related to current and ongoing work. The facilitator will partner with the chair and vice chair of each council to perform the following functions:

- Oversight of the contracting council or task force
- Recruitment and selection of new participants in collaboration with vice chair and chair
- Providing direction for the group
- Timely communication and follow-up with participants
- Participation in various Vizient meetings
- Creating and disseminating online surveys
- Ensuring client feedback is fully incorporated into the sourcing process

TO LEARN MORE, CONTACT:
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Vizient, Inc. provides solutions and services that improve the delivery of high-value care by improving financial sustainability, system performance, and accelerating strategic growth for more than two-thirds of the nation's healthcare providers. Vizient provides expertise, analytics, consulting services, and a contract portfolio representing $156 billion in annual client purchasing volume to improve patient outcomes and lower costs.