

# Consolidated Service Center Summit November 3, 2020

Renaissance Atlanta Airport Gateway Hotel

## 4TH ANNUAL FORUM

### 7:30-8:30 AM Breakfast

#### 8:30-9:30 AM

**James Grieger Co-Founder and COO, Six Peaks Consulting, LLC**  
**Michael Wentling, Principal, Wentling Consulting LLC**

James and Michael revolutionize supply chain management through strategic partnerships with healthcare executives and have extensive backgrounds with CSC's.

#### The Next Phase: True Supply Chain Integration

Concepts to be discussed include:

- › What is the current state of the CSC model?
- › Where is value for both the IDN and Manufacturer?
- › What is the best alignment model between IDN's and Manufacturer's to drive value?
- › Setting proper mutual expectations and accountability between IDN's and Manufacturers.
- › Why a health system's point-of-use strategy is highly related to its CSC strategy?

### 9:30-9:45 AM Break

#### 9:45-11:00 AM

**Panel:** How to Prepare for a Centralized Distribution Model

#### Moderator:

Jeromie Atkinson, Supply Chain Leader and Essentialist,  
Supply Chain Sherpas

#### Panelists:

- › John Lebowitz, Distinguished Faculty Fellow,  
The University of Tennessee Haslam Global Supply Chain Institute
- › Victor Celiberti, Director, BayCare Integrated Service Center  
(BISC)/BayCare Health System

A consolidated service center is not just a building—it is a business model. Preparing for this complete shift in supply chain operations is critical to the success of any project. In this panel, experienced health system supply chain leaders share insights from their own CSC initiatives and provide attendees with insights on successful planning, stakeholder coordination and change management.

### 11:00-11:15 AM Break

### 11:15 AM-12:15 PM Keynote

Achieving the Quadruple Aim Through Consolidation

#### Brent Petty, ARHMM 2015 Chairman

Brent Petty will keynote this meeting by giving an over-arching purview of achieving the Quadruple aim through consolidation. This session will emphasize the importance of driving standardization and reducing variation to drive financial return, as well as improve cost, quality and outcomes.

### 12:15-1:00 PM Lunch

### 1:00-2:15 PM Panel Discussion

**Moderator:** Steve Kiewiet, Chief Commercial Officer, Intalere

#### Panelists:

- › John Wright, Vice President Supply Chain/Support Services,  
Intermountain Healthcare
- › Mark Welch, Sr. VP, Novant Health

#### Measuring success of a Consolidated Service Center.

The ongoing operation of a CSC takes great insight and oversight. This panel discussion will highlight how success is measured day to day and what gates you can expect to hit on the journey. Topics that will be covered include:

- › What's Worth Measuring
- › Financial Justification
- › KPIs
- › Going Beyond Initial ROI

### 2:15-2:30 PM Break

### 2:30-3:30 PM Keynote

**Presenter:** Kevin Wasik, Global Product Innovations, Healthcare, UPS  
As the country's first fully-certified drone airline, UPS Flight Forward announced in 2019 that it has received the U.S. government's first full Part 135 Standard certification to operate a drone airline. The certification is the highest level the U.S. Federal Aviation Administration (FAA) grants a drone delivery company. It permits the company to fly as many drones supported by as many operators as necessary to meet customer demand.

UPS Flight Forward, which already delivers medical samples by drone at WakeMed Hospital in Raleigh, NC, is rapidly building out its ground and air infrastructure to meet the needs of a diverse customer base and a network of technology partners in healthcare.