

SUCCESS STORY

Greenville Health System and Vendormate Partnership Exceeds Simple Credentialing



**GREENVILLE
HEALTH SYSTEM**

As an early adopter of a strong credentialing program, Greenville Health System continues to benefit from growing its procurement management relationship with Vendormate.

Challenge

When the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) released stronger vendor requirements in 2008, Greenville Health System (GHS) employed Vendormate's Credential Manager application/program to badge, track and monitor vendors on-site at their facilities, specifically in the OR. But, this was not their only challenge; they are continually tasked with protecting formulary, increasing vendor compliance requirements and aggressively cutting costs.

Solution

Through Vendormate's Credential Manager and strong vendor policies, the GHS supply chain team not only met JCAHO's onsite vendor requirements, but also established a way to lock formulary and control product spend by issuing an approval number during the vendor credentialing process that must appear on invoices before vendors get paid. As a result, GHS has prevented unnecessary purchases and eliminated excess costs. Vendormate was key to helping GHS manage its total supply chain spend by providing a formal structure to control vendor activity.

As vendor requirements grew (e.g., mandatory flu shots), the GHS credentialing program accommodated. Their program expanded beyond just managing onsite vendors to strengthen an already well-managed pharmaceutical program. As the program grew, GHS also found Vendormate offered a convenient, effective channel for communicating requirements and change to its many vendors.

Vendormate's comprehensive credentialing solution ultimately reflected operationally, with GHS seeing greater supply chain efficiency. GHS has trimmed \$40 million in non-salary expenses since implementing recommended best vendor practices and strongly feels Vendormate played a role in this cost-savings.

"Our supply cost has declined over the past seven years. Our performance has increased steadily and our customer satisfaction is at an all-time high. Vendormate is a piece of the supply chain puzzle that saves me time and money."

– John Mateka, GHS Chief Procurement Officer & Executive Director of Supply Chain Mgt.

About Greenville Health System (GHS)

GHS is a public not-for-profit academic healthcare delivery system committed to medical excellence through clinical care, education and research in Greenville County, SC. It is a \$1.4 billion operation with four acute care hospitals, three specialty hospitals, six outpatient care facilities, two long-term care facilities, two wellness centers and many affiliated practice sites and programs. GHS has an annual purchasing volume/supply expense of \$240 million and has continually reduced supply chain costs over the past seven years, resulting in annual savings of 3-5%. GHS received the *2013 Supply Chain Management Department of the Year by Healthcare Purchasing News* award in honor of their achievements.

About Vendormate Credential Manager and Procurement Cycle Management

Vendormate enables healthcare providers to achieve regulatory and internal controls compliance in procurement and vendor management. Recognized as the leading credentialing service in the healthcare industry, Credential Manager screens and continuously monitors vendors for non-compliance with hospital's policies and government mandates.

Contact us or visit vendormate.com to learn more.