

BC Health Authority Shared Services Organization

Province-wide Shared Services. Better Value

Supply Chain Services: General Information

Who we are:

The BC Health Authority Shared Services Organization (SSO) is designed to enhance value for the health system through the effective and efficient delivery of agreed upon support services. Value may be achieved either by improving access to care through increased efficiencies or by contributing to sustained or improved quality of care.

SSO represents a clear commitment from the health authorities and the Government of BC to deliver common non-clinical services more effectively and efficiently. This initiative includes all six BC health authorities.

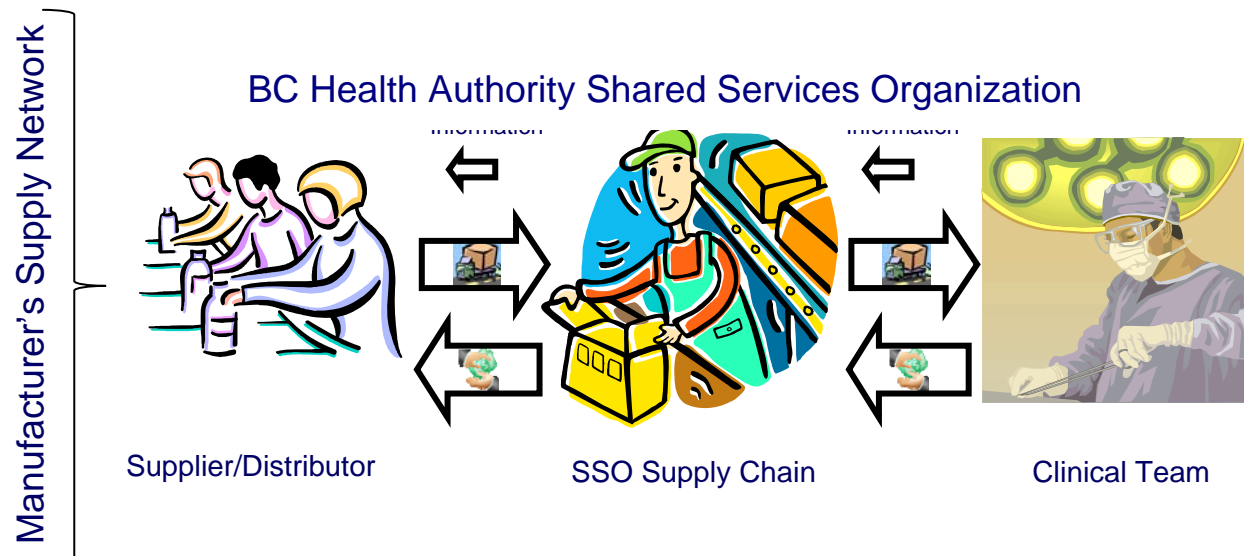
Why shared services?

By making sure that we get the most value for every dollar spent, the health authorities will have more resources available to go to direct patient care. Additional benefits include:

- Economies of scale by working collaboratively
- Reduced duplication by consolidating systems and technology
- A focus on customer service and performance management
- Increased opportunities for career development and the retention of skilled employees

What we do:

SSO Supply Chain is now responsible for all purchasing, warehousing and delivery functions on behalf of BC's health authorities. The Supply Chain process includes creating a request for supplies, submitting the order to a supplier/distributor, receiving the product at a regional warehouse, delivering to the end customer/user and paying the supplier/distributor.



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Standardized Product Catalogues

Prior to the establishment of the SSO, each health authority had a different product catalogue. Product standardization is critical for maximizing supply chain value to the health authorities. Standardization decreases the number of products and systems that are used. Consolidating health authority volumes into provincial product catalogues will reduce the purchase price for the standard items as well as decreasing the inventory that must be kept on hand. Standardization improves the efficacy and the efficiency of Supply Chain Services and results in significant savings that SSO can redistribute to the health authorities.

SSO will work with clients from across the province to identify which products and systems can be standardized. However, even when standardized product catalogues are developed, it is recognized that there will still be some need for non-standard products to satisfy specific clinical needs, research, and equipment and supply compatibility.

SSO, and our client groups, have already had success in reducing the number and type products used in Cardiac Care, Home Oxygen Therapy and Community-based Renal Dialysis. Consolidating the demand for primary products in these areas has resulted in significant savings through negotiated price reductions.

Physicians have an important role:

As a physician, you may already be involved in the design of clinical pathways or treatment protocols within a health authority. Or perhaps you have participated in product evaluations. Within SSO, we recognize that engaging physicians in the contracting process is important to ensure that we purchase the best product at the best value. Also, physician input into the development and management of standard provincial product catalogues will be a key contributing factor for the success of these initiatives.

SSO has made a commitment that physician participation is an important part of the decision-making process for the procurement of clinical supplies and medical equipment. By bringing peer groups together, standardized product catalogues, product evaluation criteria and the development of contract award recommendations will ensure that the products SSO purchases and delivers to our clients meet the needs of clinicians and patients across BC.

For more information:

If you would like additional information on our specific activities, please see the following information sheets which are available from our website at www.bchealthsso.ca.

[BC Health Authority Shared Services Organization – Physician Engagement](#)

[BC Health Authority Shared Services Organization – Contract Management](#)

[BC Health Authority Shared Services Organization – A Guide to Value Adds](#)

Or contact us at: SupplyChain@bchealthsso.ca