



SUCCESS STORY

Owens & Minor Solutions Empower Catawba Health's Patient-Focused Approach

A FLEXIBLE, CUSTOMER-FOCUSED RELATIONSHIP

As the largest not-for-profit community hospital in its region of North Carolina, Catawba Valley Medical Center (CVMC) promotes and fosters a healthier community by offering comprehensive, accessible healthcare for all patients in need, regardless of their ability to pay. With a full array of medical specialties, CVMC's skilled nurses and providers are trained to treat virtually any type of injury or illness, providing high-quality, easily accessible healthcare close to home.

Catawba partners with Owens & Minor for distribution, logistics, and product solutions to enhance supply chain efficiency and overall operational excellence to support the crucial care they provide to the surrounding community.

ENHANCED SERVICE THROUGHOUT INDUSTRY-WIDE CHALLENGES

The benefits of the Owens & Minor and CVMC partnership have been affirmed time after time throughout the changing dynamics of the healthcare environment. From supply challenges with custom procedure trays (CPTs), IV fluids, epidural trays, 4x4 gauze, CHG wipes and PPE products—Owens & Minor and CVMC have worked together to proactively plan and activate a response plan that has kept CVMC supply chain strong and ready to care for patients. This has held true as the industry continues to navigate COVID-19.

At the onset of the COVID-19 pandemic, Owens & Minor worked with CVMC to develop a preparedness plan to ensure the health system remained ready to deliver the quality care it is known for. Because Owens & Minor offers one of the widest selections of branded supplier products, CVMC had greater choice and control over securing alternate products when necessary. With Owens & Minor's Americas-based PPE manufacturing, CVMC had access to a reliable supply of essential PPE products. Even under record-high demand, Owens & Minor was able to provide an additional supply of exam gloves, N95 respirators and surgical masks. Plus, Owens & Minor's extensive distribution network allowed them to rapidly secure and deliver product where it was needed most.

RESULTS BY THE NUMBERS



OPERATIONAL EXCELLENCE AND A STREAMLINED SUPPLY CHAIN

Owens & Minor also works with CVMC to support specialized product needs such as bulk buy purchases. Owens & Minor stores and manages this inventory at the local distribution center, freeing up space at the health system that can be utilized for revenue generation. When needed, the product is integrated and delivered on the same truck as all the other items CVMC orders.

According to Patrick Broos, Director of Supply Chain Management for CVMC, "Owens & Minor has long demonstrated the operational excellence required to overcome even the most complex supply chain challenges facing our healthcare system. Owens & Minor's focus has always remained on serving CVMC's needs, approaching the partnership with transparency, collaboration and a deep understanding of our business."

COLLABORATION AND COMMUNICATION BENEFIT THE BOTTOM LINE

With an ultimate goal of enhanced supply chain efficiency, Owens & Minor has worked with CVMC to maintain high service levels reaching 98.5% adjusted fill rate, on-time delivery of 99% and pricing accuracy of 99.5%.

To learn more about partnering with Owens & Minor, contact omlearnmore@owens-minor.com.

To learn how Owens & Minor can partner with you to solve your unique challenges and take your supply chain to new levels of efficiency, contact us at omlearnmore@owens-minor.com or 1-866-935-0798.



9120 Lockwood Blvd., Mechanicsville, VA 23116 | owens-minor.com
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