

Supply Chain Launches Category Alignment in Purchasing 2021

January 20,

Know

In 2020, Sutter Supply Chain Services fully centralized purchasing staff under a new Director and has been evolving the team into a category management structure. Previously, purchasing support at Sutter was a geographically based model with teams in each region/hospital/foundation.

Category management is a retailing and purchasing concept in which the range of products, purchased or sold by an organization, is broken down into discrete groups of similar or related products; these groups are known as product categories. It is a systematic, disciplined approach to managing a product category as a strategic business unit. Supply Chain's category teams will be aligned to clinical specialties and non-clinical supplies and services.

Do

Forward this announcement to leadership teams and front-line staff who may be involved with the placement or processing of orders. Please review <FAQ> for additional information.

Contact Joy Dicey Phillips, Director of Purchasing diceypi@sutterhealth.org with questions.

Share

- On Wednesday, January 20, 2021, the geographically based support model will end and the new structure based on category teams will go live with new points of contact for inquiries.
- All orders and emails will be directed to the new category teams.
- The requisition process currently in place will **not** be changing.
- In addition to the contacts provided below, there is a General Purchasing Mailbox- S3Purchasing@sutterhealth.org for non-specific inquiries.

	Service Area / Scope	Management	How to Contact
Direct Spend	Cath Lab / Imaging Supports all non-stock and special orders of supplies and implants including bill only (non-Medline)	Patty Williams williap@sutterhealth.org 209-530-3511	S3buyerCVRAD@sutterhealth.org
	Surgical Services Supports all non-stock and special orders of supplies and implants including bill only (non-Medline)	Jayne Cinquini cinquij@sutterhealth.org 408-523-3961	S3buyersurgical@sutterhealth.org
	General Medical Supports all non-stock and special orders of supplies outside of procedural areas (non-Medline)	Cecille Luna lunac@sutterhealth.org 916-297-9317	S3buyerengenmed@sutterhealth.org
	Pharmacy Supports all Rx orders	Mel Welcher welchem@sutterhealth.org 916-996-3649	S3buyerRX@sutterhealth.org
Indirect Spend	Lab Supports all Lab supply orders	Tina Ramm rammt@sutterhealth.org 916-297-9325	S3buyerlaboratory@sutterhealth.org
	Capital Supports all Capital and Construction orders		S3buyercapital@sutterhealth.org
	Purchased Services & Ergo Supports orders for all non-medical supplies, services (excluding IS) and ergonomic devices		S3buyerservices@sutterhealth.org
	Office Supplies & Forms Supports orders for office supplies and medical forms		S3buyerofficesupply@sutterhealth.org
	IS Supports orders for all IS services, hardware, software. etc		S3buyerIS@sutterhealth.org
	eQuip Supports orders for biomedical engineering parts and services		s3eQuippurchasing@sutterhealth.org
	Stock Control Med/Surg Inventory, Pars & ReqLocs where Medline is the vendor	Malia Weinberg WeinbeMJ@sutterhealth.org 415-850-0011	S3stockcontrol@sutterhealth.org
	Stock Control Med/Surg Inventory, Pars & ReqLocs where Medline is the vendor	Candice O'Brien-Dominguez obriedc@sutterhealth.org 916-297-9358	S3stockcontrol@sutterhealth.org
	Purchasing Operations Error resolution on existing orders (pricing/invoice exceptions, unreleased PO, invoice tagging, etc)	Debi Roach roachd@sutterhealth.org 916-297-9327	s3pricemgmt@sutterhealth.org

- **Direct spend** refers to purchases of supplies that are used in direct patient care and treatment.
- **Indirect spend** refers to purchases of goods and services that are used to indirectly support patient care and business operations through infrastructure, repairs/maintenance, equipment, etc.

Purchasing Restructure - Frequently Asked Questions

January 2021

Q: Who is my buyer?

A: Buyers are assigned by Category opposed to requesting locations in the new structure. For assistance, email the Category email address on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990

Q: How do I get access as a Requestor? Approver?

A: Submit an SHIS Helpdesk ticket by using this [link](#)

Q: Who is the Approver set-up for a specific location?

A: Email your Category Lead on the KDS or the General Purchasing Mailbox [link](#) for assistance.

Q: How do I cancel or change an order?

A: Email the category buyer on the KDS for assistance or the General Purchasing Mailbox [link](#) if you are not sure which team to contact

Q: I received an email notification my PO has been received. Where's my product?

A: Email your category buyer on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990

Q: Why was I not notified that my requisition closed or rejected?

A: Email your category buyer on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990 for assistance

Q: How do I find product substitutes?

A: Email your category buyer on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990 if you are not sure which team to contact

Q: How do I find my order status?

A: Email your Category email address on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990 for assistance

Q: How do I return an item?

A: Email the category buyer on the KDS for assistance or the General Purchasing Mailbox [link](#) or call S3 Purchasing at 916.297.8990 if you are not sure which team to contact

Q: Can you cancel this requisition/purchase order?

A: Yes. Email your Category email address on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990 if you are not sure which team to contact

Q: Can you place an order for me?

A: Yes. Only if emergent. Otherwise a requisition needs to be submitted

Q: How do I get a STAT Order or change to next day delivery?

A: Email the category buyer on the KDS for assistance or the General Purchasing Mailbox [link](#) or call S3 Purchasing at 916.297.8990 to route you to the category buyer

Q: I received a package that doesn't belong to me, what do I do?

A: Email your Category email address on the KDS, or email the Purchasing General Mailbox [link](#) or call S3 Purchasing at 916.297.8990 if you are not sure which team to contact

Q: What is the PO# for a bill only that was approved?

A: Email the Surgical Services [link](#) or Cath Lab/IR [link](#) category buyer for assistance.

Q: What do I do with a supplier notification of credit hold?

A: Call the Contact Center at 916-297-9300 to report/log Credit Hold

Q: How do I find a Lawson number?

A: Access the 'Req Look-Up Tool' under Forms & Tools in My Sutter Intranet for your facility. Click this [link](#) and follow directions.

Q: How do I order a task chair?

A: Request Ergonomic Evaluation through under 'Forms & Tools' on your facility's My Sutter intranet, or the desktop icon. Click this [link](#) and follow directions

Q: How do I order headphones and other IT Items?

A: Click this IS [link](#) and follow directions

Q: How do I order RX Pads?

A: Click this Office Supply Category buyer [link](#) for assistance

Q: How do I get toner for my copier?

A: Call the 800# found on your copier or access the SHIS Helpdesk [link](#)

Q: Who is my vendor representative?

A: Email the category buyer on the KDS for assistance or the General Purchasing Mailbox [link](#) or call S3 Purchasing at 916.297.8990 if you are not sure which team to contact

Q: How do I request a contract for goods and services?

A: Click this [link](#) and follow directions

Q: How do I request a new medical supply items to be built in Lawson?

A: A: Click this [link](#) and follow directions

Q: How can I get Lawson training?

A: Click this [link](#) and follow directions

Q: Who do I send copies of invoices to when I receive them?

A: Email invoices to this Accounts Payable [link](#)

Q: Who can I contact for more information?

A: If you have questions beyond what is covered in this FAQ, please reach out to the Director of Purchasing Joy Dicey Phillips diceypj@sutterhealth.org