

Physician Engagement: A Key to Purchasing Excellence in Healthcare Supply Chains

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ABSTRACT

Improving hospital supply chain performance has become increasingly important as healthcare organizations strive to improve operational efficiency and reduce cost (Chen D Q, et al, 2013). Existing research highlights that internal integration of organizational functions is not only expected to enhance performance but also makes external integration with the supply chain more beneficial (Schoenherr & Swink, 2012). But surprisingly, there is a strong indication that firms and its supply chain managers emphasise more on external collaboration than on collaboration with internal partners and business units (Poirier, 2008). The profound influence of physicians in healthcare organizations is a big challenge in various supply chain initiatives for the firm's managers. There is often some disconnect between those who make the buying decisions (physicians) and those who actually perform the buying activities (purchasing officers) (Stark & Mangione, 2004; Ford & Scanlon, 2007) emphasising the criticality of involving and engaging physicians in purchasing & supply management processes. This paper identifies collaborative mechanisms, termed as 'physician-engagement in purchasing' that would reduce the physician-manager disconnect by fostering the coexistence of competing logics of both actors and thereby allowing health care organizations to redirect physician's autonomy and knowledge towards improved performance of purchasing and supply management. The paper defines physician-engagement in purchasing at two levels, task and organizational and further examines the moderating effects of physician-engagement on the positive relationship between strategic purchasing and performance.

Key words: health care supply chain, physician-manager disconnect, physician engagement.

BIBLIOGRAPHY

Shijith Kumar P M is a PhD candidate at IE Business School, Madrid pursuing his research in the area of decision making and wisdom of crowd in various applications. He earned his MS in Research in Management Science from the IE University, MBA specializing in Operations Management from Amrita School of Business, Amrita Vishwa Vidyapeetham (University), Coimbatore, India, and a Bachelor of Engineering in Industrial Engineering & Management from the Visvesvaraya Technological University, Belgaum, India. He is also Certified in Production and Inventory Management, APICS, USA. He has presented/published in various conferences such as INFORMS annual meetings, International Conference of the Society of Operations Management, India, APICS-BPC World Conference, National conference of Indian Institution of Industrial Engineering, etc. He continues to teach at B-Schools in India and abroad. He has worked for about six years as a management consultant in Tata Consultancy Services primarily in the areas of supply chain management and new product development. He is a member of the INFORMS.

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