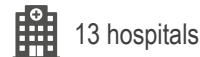
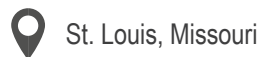


How BJC HealthCare's Implementation of Ntracts Unknowingly Prepared Them for Contracting During the Pandemic



Shortly after the COVID-19 pandemic emerged in the U.S., BJC directed all non-care-giving employees to work from home. Prior to having a centralized contract management platform, this remote work arrangement would have required the BJC Supply Chain contracting team to take home physical contracts, which would have created a number of legal and commercial risks and issues.

Background

In 2018, BJC HealthCare identified the need to increase visibility and oversight in contracts across the organization, as well as an opportunity to standardize its contracting process to create additional efficiencies. The health system quickly implemented a centralized contract management platform, Ntracts.

Objectives

- Gain visibility into all contracts across the organization.
- Identify key contractual terms and notice of upcoming expirations and auto renewals.
- Establish a standard and streamlined contracting process with clear visibility into the status of each contract negotiation.

March 2020

In March 2020, BJC HealthCare was well prepared to serve the health system's care-giving employees and the community under the extreme conditions of the pandemic.

BJC HealthCare's Sourcing team was able to seamlessly shift to a remote-work environment. Historic BJC contracts were available electronically and the new automated contract workflow expedited rush contracts.

Results

❖ **24 days**

Reduced the average cycle time for procurement contracts (from request through signature) to 24 days in 2021.

❖ **1.5K contracts**

Automated workflows allowed Sourcing to execute 1,500 contracts March through December of 2020.

❖ **99%**

Due to establishing a "single source of truth," which increased visibility and reporting on key contractual data points, now 99% of contract requests are routed through sourcing.

❖ When existing vendors couldn't supply necessary PPE, the contracting team quickly accessed past vendors that, in several instances, were able to fulfill their PPE needs.