

# Use Internet to Improve Bidding Process

## The Problem

Traditional bidding process is manual and may take a minimum of 90 days to evaluate and analyze various vendors' pricing and offers for one product. Contracting often conducts countless meetings, emails and phone calls in its traditional manual bidding process. The process is not only labor intensive, but difficult to know whether the best outcome is achieved. All parties involved do not always have the same information or know where they stand in the sea of competitors. It also poses a challenge to attain the best quality and most cost effective contracts for Beth Israel Deaconess Medical Center.

## Aim/Goal

By assembling and executing internet reverse auctions for (respectively) spinal implants and photocopiers, we aimed to reduce the bidding timeline by 80%, as well as increase transparency, achieve product standardization, increase patient safety, ensure physician satisfaction, and realize significant financial savings.

## The Teams

### Spinal Implants

- Pam Kennedy (Reverse Auction Facilitator)
- Justine M Carr, M.D.
- James M. Hurst, M.D.
- Elizabeth R Wood
- Lynn Darrah
- Elena Canacari
- Lisa Fahey
- Michael Groff, M.D.
- Efstathios Papavassiliou, M.D.
- Ekkehard M. Kasper, M.D.

- Kevin McGuire, M.D.,
- Paul Glazer, M.D.
- Saechin Kim, M.D.

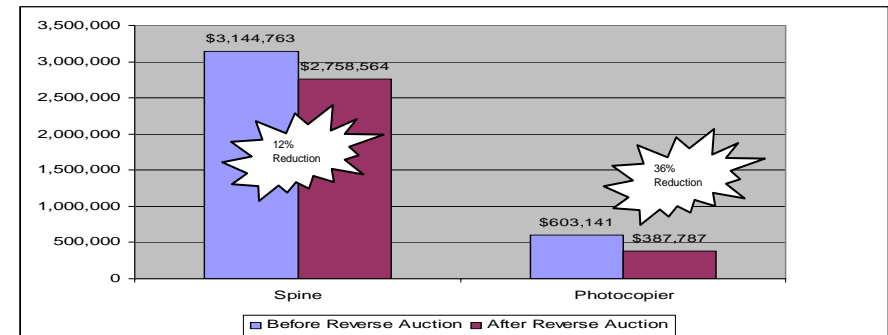
### Photocopiers

- Patrick Thomas (Reverse Auction Facilitator)
- Dan Bazinet
- Joe Sheil
- Dick Hatch
- David Tenaglia

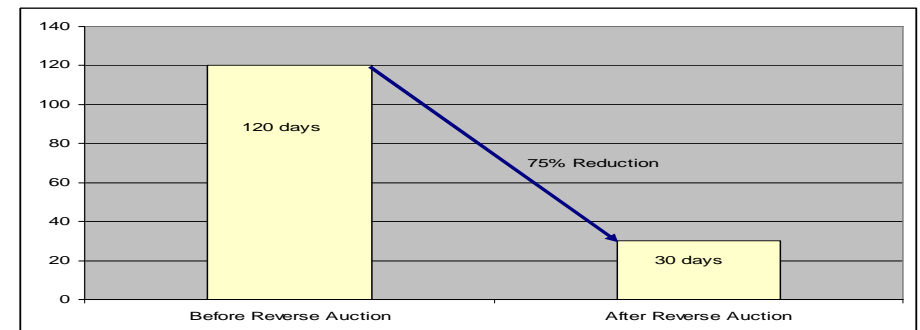
## The Interventions

- Researched and identified web based reversed auction tools
- Persuaded vendors to participate in the new process
- Created internal campaign to build alliance and support
- Initiated change management to introduce new concept

## The Results/Progress to Date – Financial Savings



## The Results/Progress to Date – Time Savings



## Lessons Learned

- Engage key players earlier in the process
- Create a mandate and common goals for groups to work together
- Remove personal preference and assure fairness in the process
- Start with smaller and less complicated bidding project

## Next Steps/What Should Happen Next:

- Identify candidates to adopt the new process
- Assure transparency in the bidding process as part of normal business, for both internet based reverse auctions and manual bids.



Beth Israel Deaconess  
Medical Center



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