The Gartner Hierarchy of IDN Supply Chain Metrics

The **Gartner Hierarchy of IDN Supply Chain Metrics** measures the end-to-end supply chain performance at healthcare providers. Gartner has translated this framework into an eight-metric benchmark database that enables you to compare key supply chain performance metrics with your peers.

Unlike other benchmarking methodologies that compare metrics in isolation, the Gartner benchmarking methodology looks at the interdependencies between metrics to identify improvement opportunities and make better business trade-offs between quality, cost and service.

The Gartner supply chain benchmarking database currently includes eight metrics across four core process areas. Data collection will occur annually. The current data submission period ends November 30, 2021.

Our research team will analyze your metrics and provide you with a customized report by mid-December showing your performance against industry peers to identify areas of leadership and opportunities for improvement.

IDN Supply Chain Metrics

- Patient outcomes
- Total cost of patient care
- Total cost of supply chain
- Inventory
- Span of control

- Documented savings
- Contracting costs
- Total supply chain operations expense

4 Core Process Areas

1. Patient Outcomes
2. Supply Chain Management Costs
3. Inventory Management
4. Sourcing Excellence

5 IDN Segments

1. Regional IDN — Primarily Nonacademic
2. Academic Medical Center-Dominated IDN
3. National IDN (in five or more noncontiguous states)
4. Other IDN
5. Stand-Alone Hospital

How it works

- Familiarize yourself with Gartner research and benchmarking best practices.
- Complete and submit our supply chain benchmark questionnaire.
- Expert team prepares customized benchmarking report with key observations and potential areas to improve.

For more information, please contact SCBenchmarking@gartner.com or your Gartner representative.

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