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# LOGISTICAL HURDLES IN GLOBAL ESSENTIAL SURGERY DELIVERY

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The last 20 meters of the supply chain

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Van Auken Endowed Chair in Thoracic Surgery  
Health Sciences Clinical Associate Profession of Surgery  
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12 JANVYE 2010 NAN PEYI AYITI

**“There is so much more to be done; the patients are waiting.”**

**Dr. Paul Janssen**





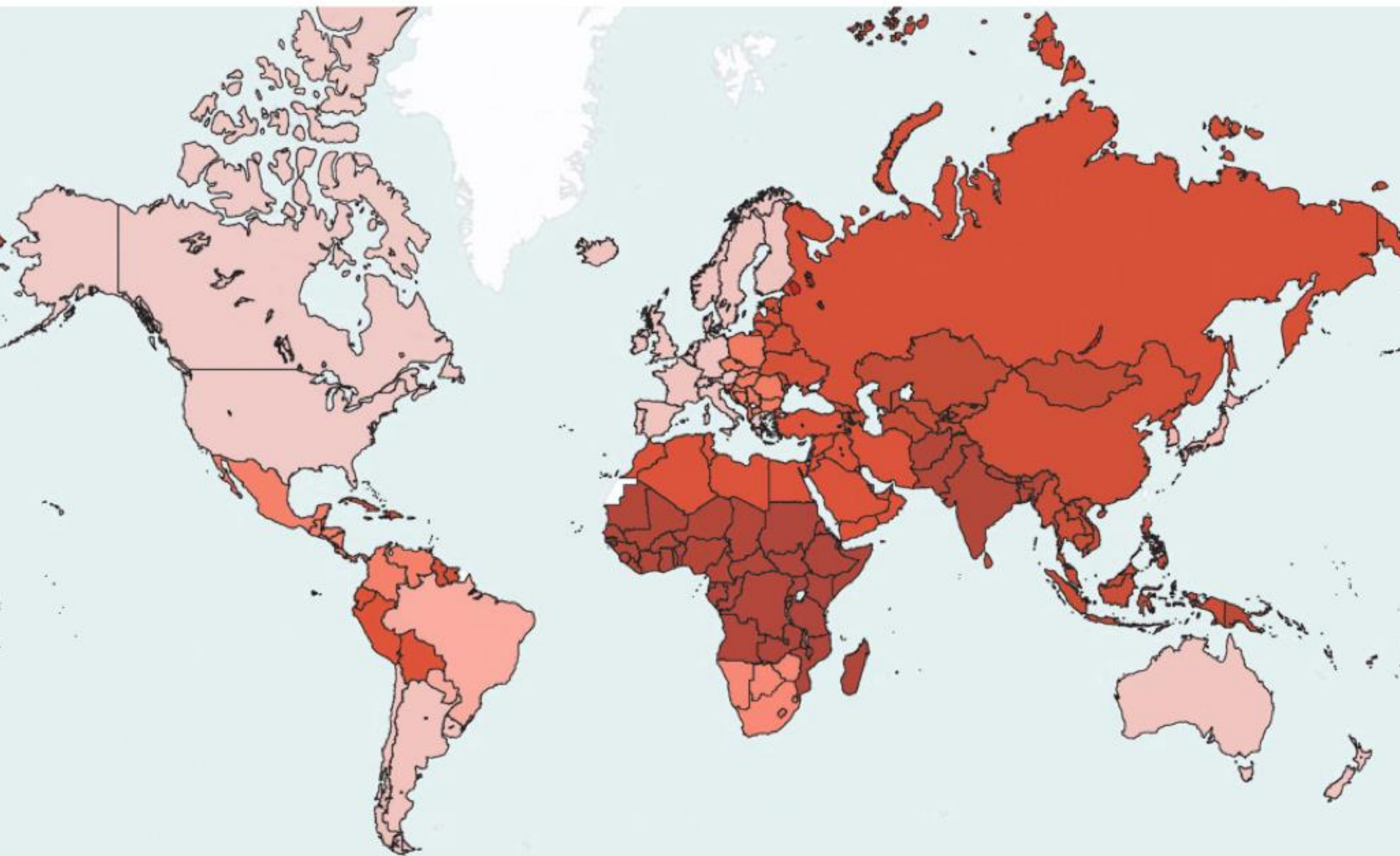
## Our Credo

We believe our first responsibility is to the doctors, nurses and patients, to mothers and fathers and all others who use our products and services. In meeting their needs everything we do must be of high quality. We must constantly strive to reduce our costs in order to maintain reasonable prices. Customers' orders must be serviced promptly and accurately. Our suppliers and distributors must have an opportunity to make a fair profit.



SYSTEMS BUILDING FOR DELIVERY OF ESSENTIAL SURGICAL CARE: DEVELOPING A MARKET





Proportion of population without access to surgery  
0% 100%

**Most of the World Lacks Access to Essential Surgery**





# THE SOUTHERN PENINSULA OF HAITI

“The biggest public health challenge is rebuilding health systems.”

- Paul



“We are responsible to the communities in which we live and work and to the world community as well”

Our Credo | *Johnson & Johnson*  
Established 1943



### Cross-cutting SDGs



### Other relevant SDGs

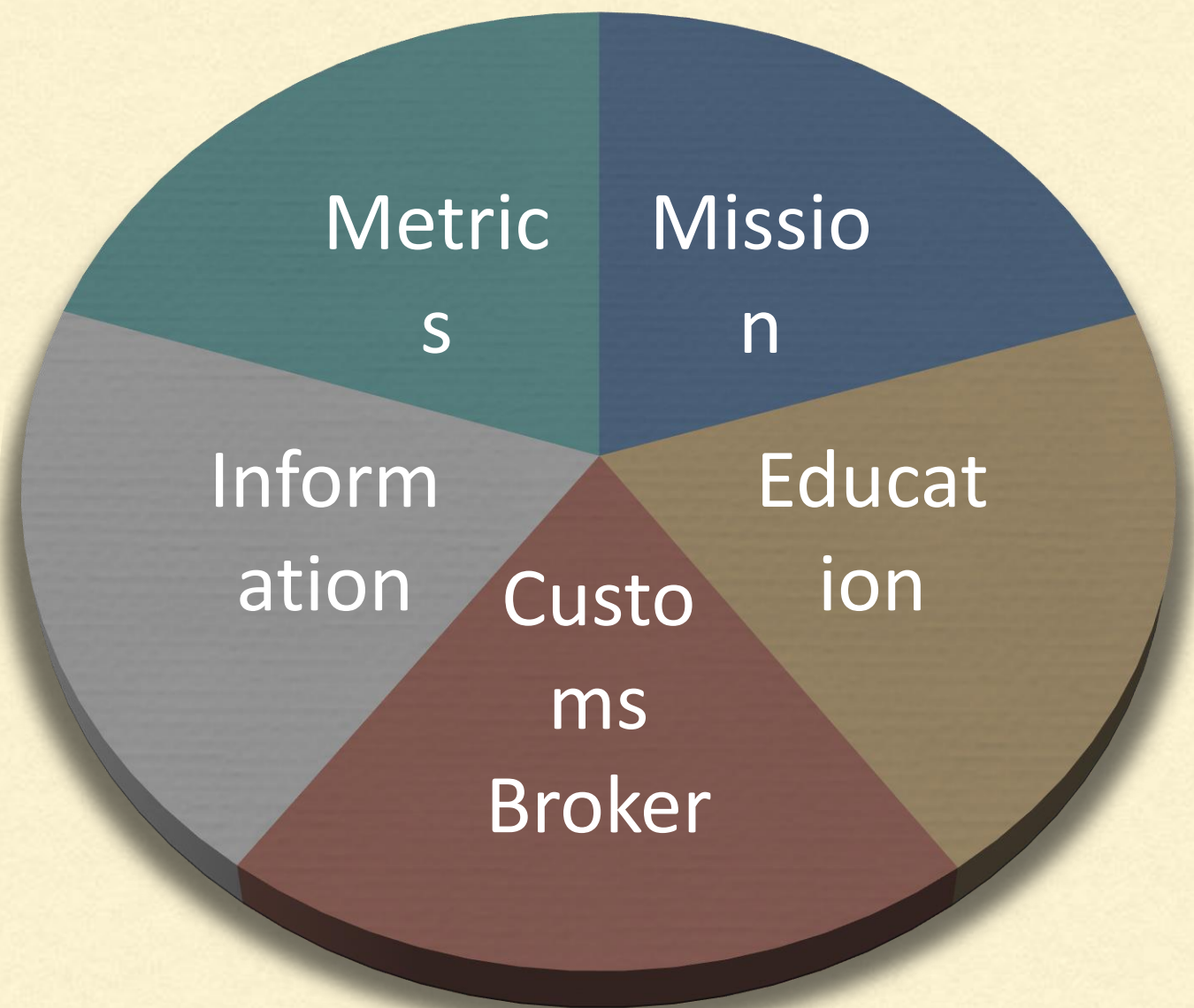


## COMMITMENT TO THE SUSTAINABILITY GOALS

“If not us who?”

- U.S. Naval Academy Motto Class of 2017





## AREAS OF FOCUS IN SURGICAL CARE DELIVERY LOGISTICS



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# MISSION

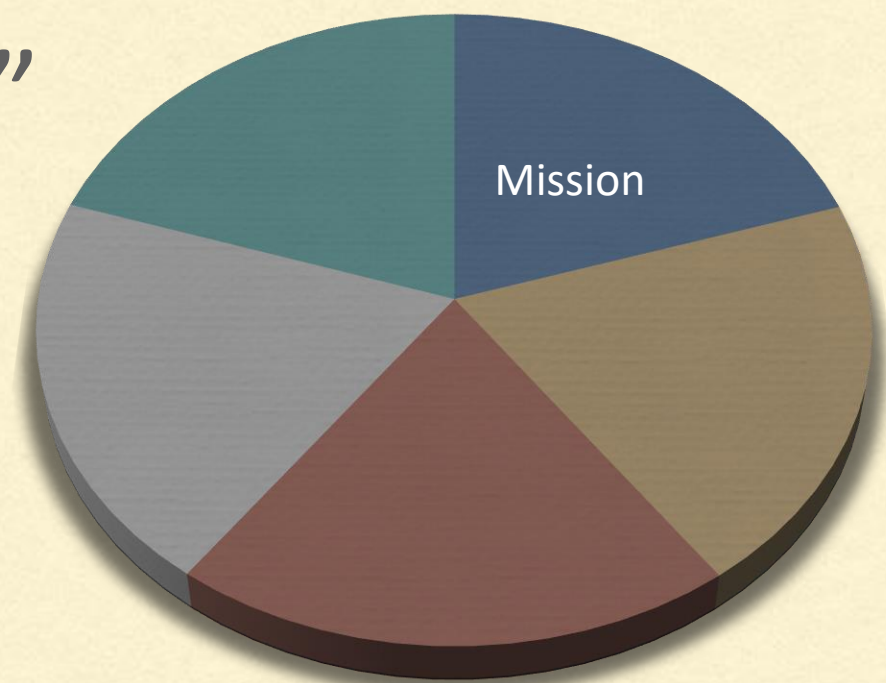
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e Understanding of Mission with Attention to Clinical

Active Participation in Strategy

Time “in Theater”

*Begin with the End in Mind*  
*-Covey*





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# METRICS

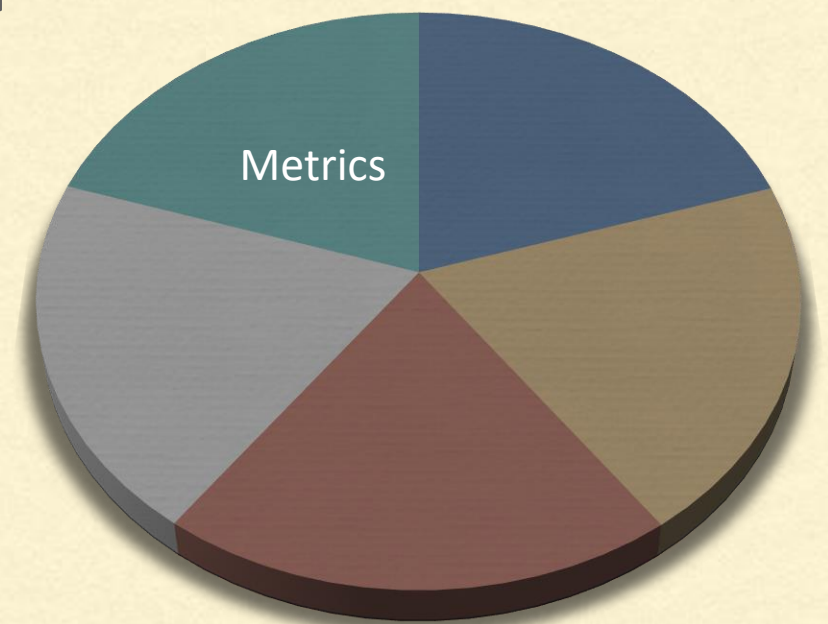
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Introducing a “Culture of Measurement”

Overcoming a scarcity mindset

Aiming for 3 Sigma

“*What gets measured  
gets managed*”





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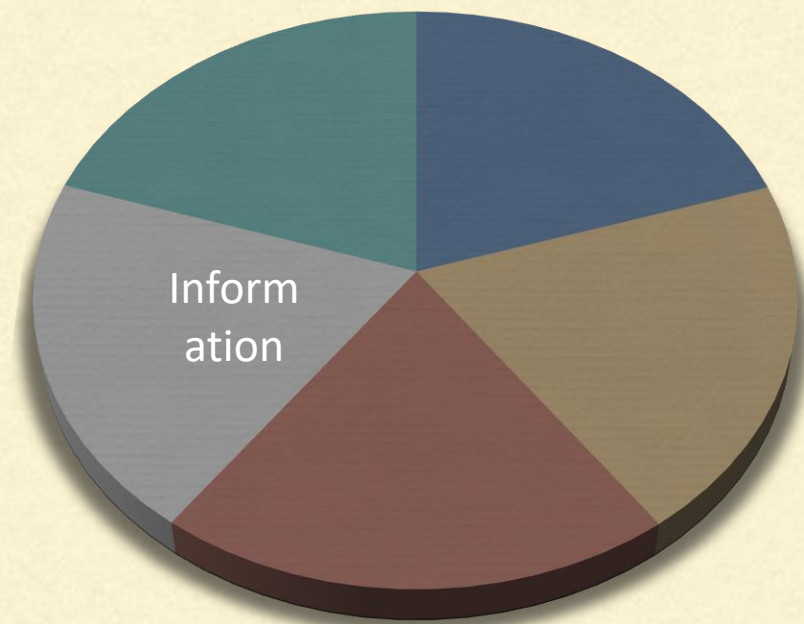
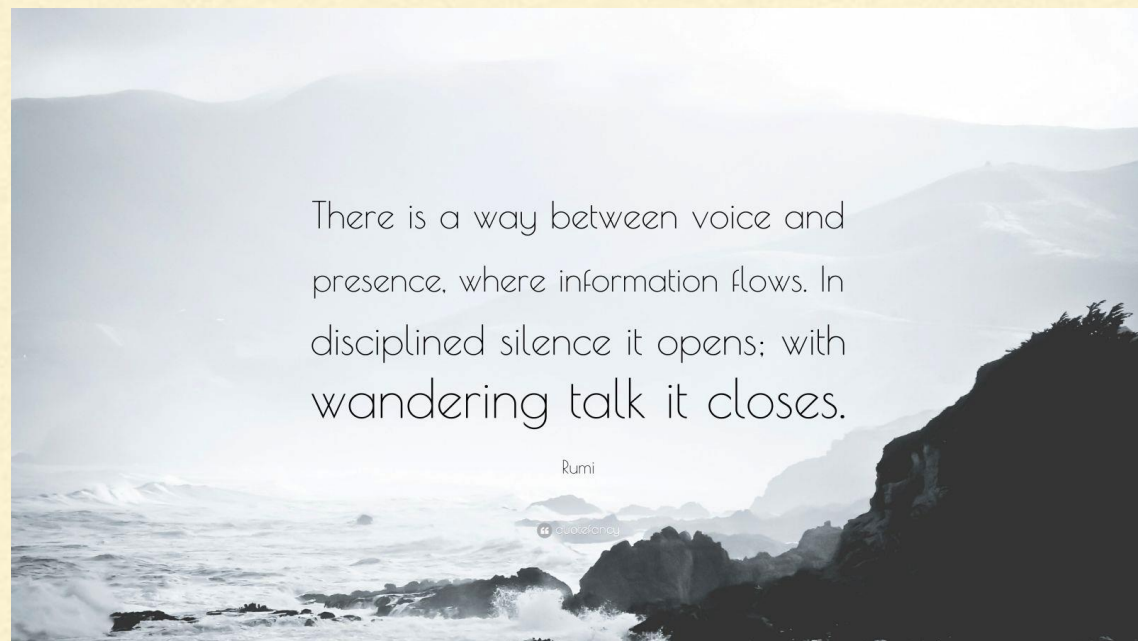
# INFORMATION

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Stable Informatics Systems

Accuracy

Creativity in Leveraging Network Systems





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# CUSTOMS BROKER

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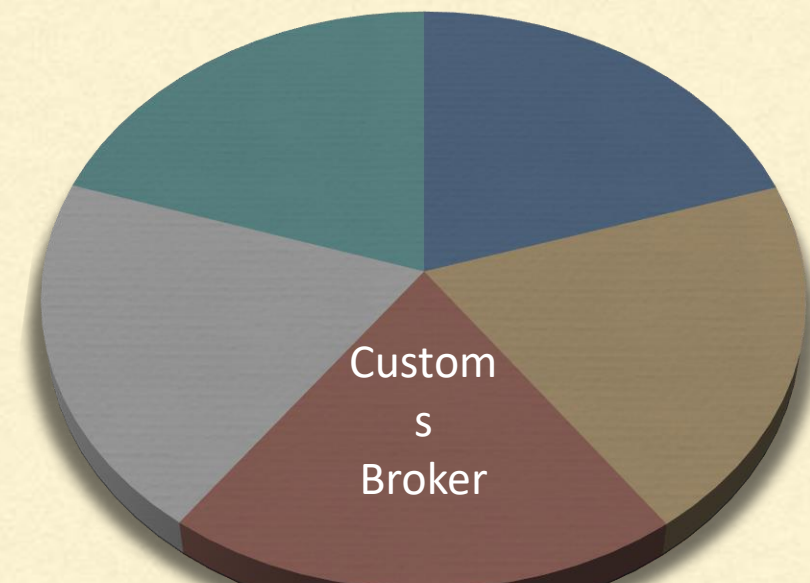
Honest and Integrity Meet Reality

Critical Relationship Management

Choose a Customs Broker through Scenario Testing

When someone  
shows you who  
they are, believe  
them the first  
time.

*Maya Angelou*





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# EDUCATION

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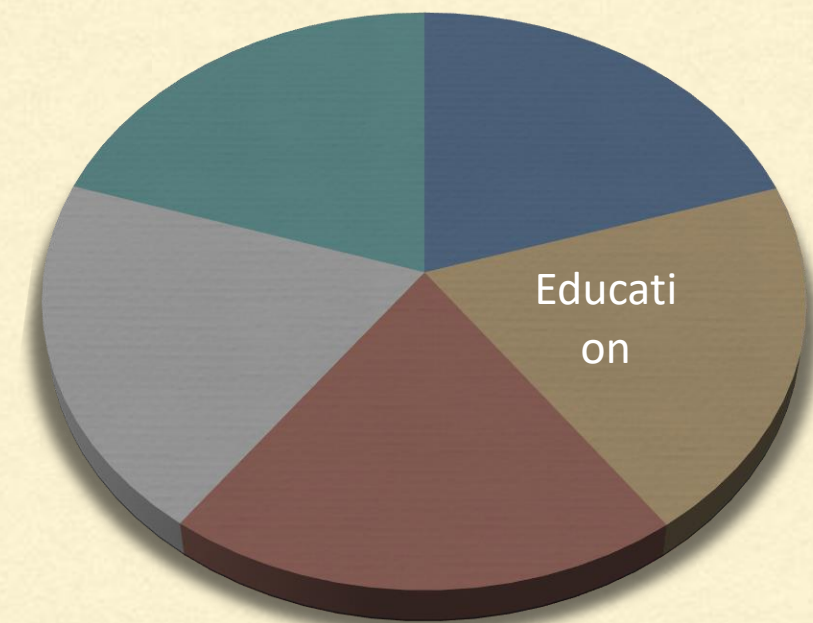
Teach to See with New Eyes

Humility

Seek to Understand as much as to be Understood

“Experience is a hard teacher  
because she gives the test first,  
the lesson afterward.”

-Vernon Law





# SUMMARY



- You are the Mission
- Measure To Teach; Teach To Measure
- Accuracy over Perfection
- Chain of Relationships

