



Pillar 10

Vendor Oversight and Integration

**Why does vendor oversight
and integration matter in
building a culture of health
and well-being?**

Insights from NEXTpert, Dexter Shurney, MD



Why is Pillar 10 – Vendor Oversight and Integration – important to employers?

“Employers often rely on multiple specialized vendors to help them with their important health and well-being needs. Success depends on how well these vendors perform, along with how well they connect and relate with the organizations’ employees. Not only do employers spend billions of dollars annually on these services, but how vendors perform also reflects directly on the employer with their employees. Therefore, it is essential that employers work to achieve effective vendor management and optimization.”



How does Pillar 10 – Vendor Oversight and Integration – contribute to a culture of health, safety, and well-being?

“For better or worse, the collective culture of an organization will include its vendors. It will be particularly tied to those vendors that provide highly visible and interactive services such as health and well-being services to their employees. It is evitable.”



How does Pillar 10 – Vendor Oversight and Integration – affect the workforce population?

“Health and well-being vendors can and should help employers promote a culture of health which translates in better employee engagement, productivity, and retention.”



Why does sequencing matter for this pillar?

“Sequencing is important when it comes to vendor management and integration. Typically, the vendor strategy is built atop an organization’s overall health and well-being strategy. The overall strategy forms the blueprint to help guide decisions related to which vendors are necessary and how best to use them to achieve the company’s objectives.”



A NEXTpert's tips on incorporating Pillar 10 – Vendor Oversight and Integration – into a workplan:

“Benchmark organizations have learned to enlist their various health and wellness vendors to actively work together toward common measurable goals. These organizations proactively drive vendor integration processes and openly share and celebrate successes with their vendors as a group.”



Key factors related to this pillar are:

1. To have a designated leader to oversee your vendor management activities, this could be the company's purchasing department. However, in my experience, it is best to have a health and well-being SME closely tied to the process, and that has meaningful responsibility and accountability
2. Orchestrated vendor summits to ensure that philosophies and goals are fully aligned. And most importantly, how the various vendors can work together to create effective synergies on behalf of the company.

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