

# HIRC Overview for Suppliers

## Purpose

HIRC is a not-for-profit, member-led trade association founded by Mayo Clinic and Corewell Health in 2019 to help healthcare organizations turn shared resiliency and transparency expectations into sourcing-ready standards, data transparency, and decision signals that support continuity of patient care.

Healthcare supply chain resiliency is difficult to advance when customer expectations are fragmented, diligence is duplicative, and resiliency information is evaluated inconsistently. HIRC helps providers, suppliers, GPOs, and partners work from common standards that can be applied in sourcing, supplier management, resiliency reviews, and continuity planning.

## What Supplier Members Gain

**Voice of customer** — what providers and GPOs care about.

Members gain insight into how customers think about resiliency and transparency, what information they value, and how those expectations may appear in sourcing, supplier reviews, and continuity-of-care discussions.

**Credible customer communication** — a stronger way to explain resiliency work.

Members can use HIRC standards, Badge outputs, assessment summaries, and participation resources to communicate resiliency and transparency work in a consistent, evidence-based way. The HIRC Resiliency Badge provides a healthcare-specific signal of resiliency maturity.

**Reduced duplicate diligence** — fewer fragmented information requests.

HIRC standards help reduce one-off customer requests by creating common expectations for resiliency and transparency information. The Transparency Badge establishes a common baseline for manufacturing visibility and structured resiliency information.

**Controlled data sharing** — share approved information through a secure process.

Suppliers can share approved transparency and resiliency information while retaining ownership and control over access. The HIRC Vault provides a secure, standardized process for sharing information with authorized healthcare organizations.

**Peer learning and implementation support** — learn from others doing the work.

Members gain access to best-practice sharing, real-world examples, and practical support for advancing resiliency and transparency programs, preparing for Badge participation, and improving customer communication.



**Governance voice** — ability to shape future direction.

Members participate in councils, work groups, pilots, and feedback processes that shape HIRC standards, delivery priorities, and future capabilities, including HIRC Hub.

## Member Experience

### HIRC Academy

Two in-person member meetings each year, with no registration cost for members, focused on helping leaders and practitioners move from planning to execution through actionable insights, cross-sector relationships, and application of HIRC standards.

### Member forums and working sessions

Members participate through calls, councils, work groups, pilots, and an online forum for practical exchange around evolving expectations, emerging risks, and implementation priorities.

### Member success support

A dedicated member success leader is available quarterly, or more frequently as needed, to align on goals, support adoption, and advance success outcomes.

### HIRC Hub

HIRC is building HIRC Hub as an anticipated no-cost member capability to help trading partners apply transparency and resiliency information through dashboards, reporting, summaries, and decision support. Members have a voice in Hub design and prioritization.

## Participation and Commitment

There are no required activities beyond the membership agreement and annual dues. Engagement is a la carte and can be aligned to the organization's goals.

A typical supplier engagement model includes a senior sponsor and 1–2 participating leaders or functional owners, generally for 1–2 hours monthly. Suppliers may begin with a targeted use case, such as customer resiliency discussions, Badge participation, Vault information sharing, or HIRC Hub input.

## Suggested Next Step

Identify the internal sponsor and day-to-day lead, review the membership agreement, and schedule a short follow-up with HIRC to discuss fit, timing, cost, participation goals, and questions.