



Hospital Supply Chain Survey

Survey Data
March 2018



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Survey Methodology

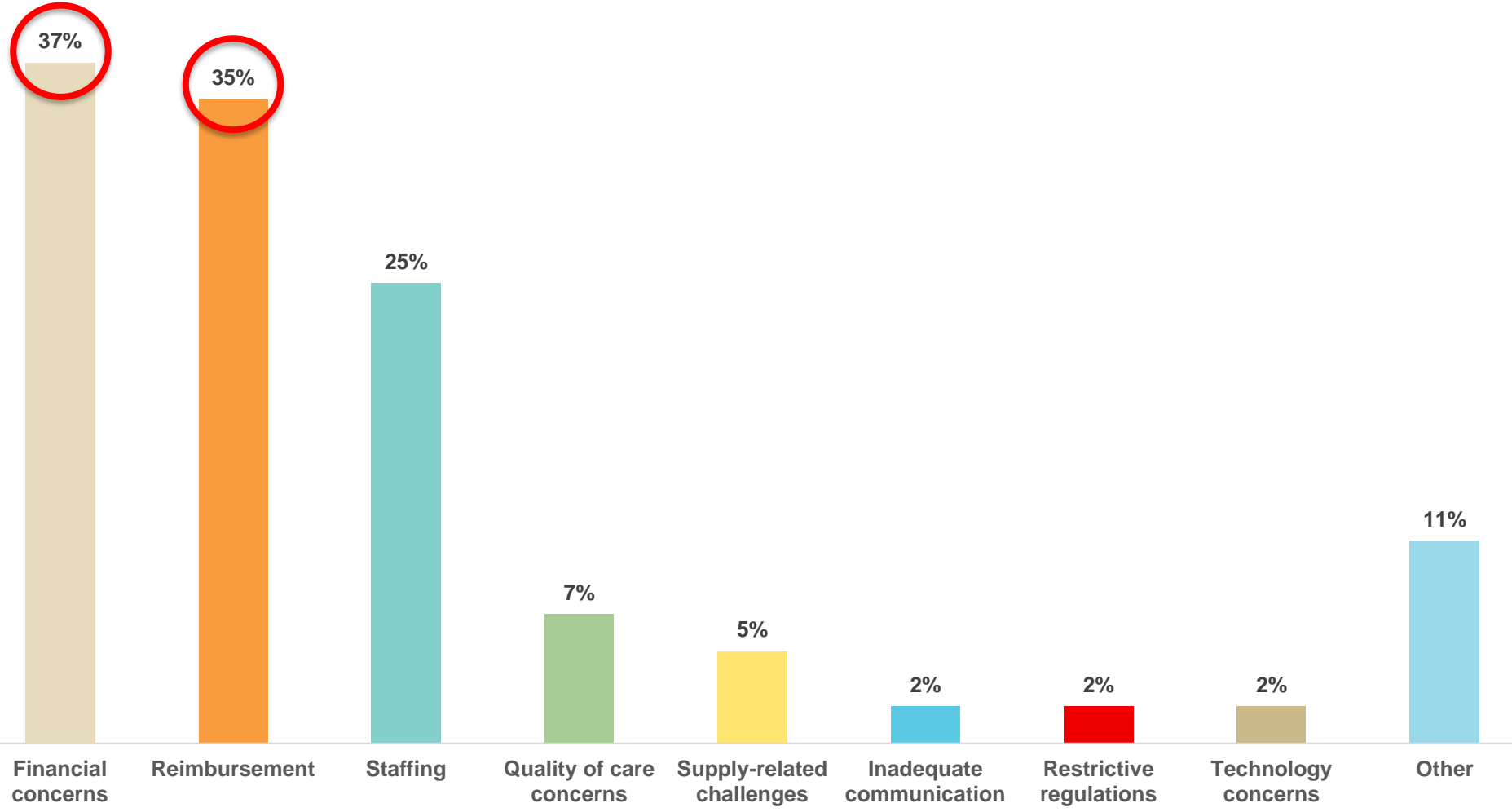


- The Cardinal Health Hospital Supply Chain Survey was fielded via SERMO's online respondent panel of health care providers
- Data was collected November 2-15, 2017
- The sample included a total of 305 respondents, as follows:
 - 128 frontline health care providers in hospitals (ex. physician, nurse)
 - 100 operating room supply chain decision-makers (ex. VP of OR supply chain)
 - 77 hospital/supply chain administrators (ex. VP of SC, materials manager)
- Respondents represented a range of organizations in terms of size, specialty and practice area



What is the single biggest problem facing your organization today?

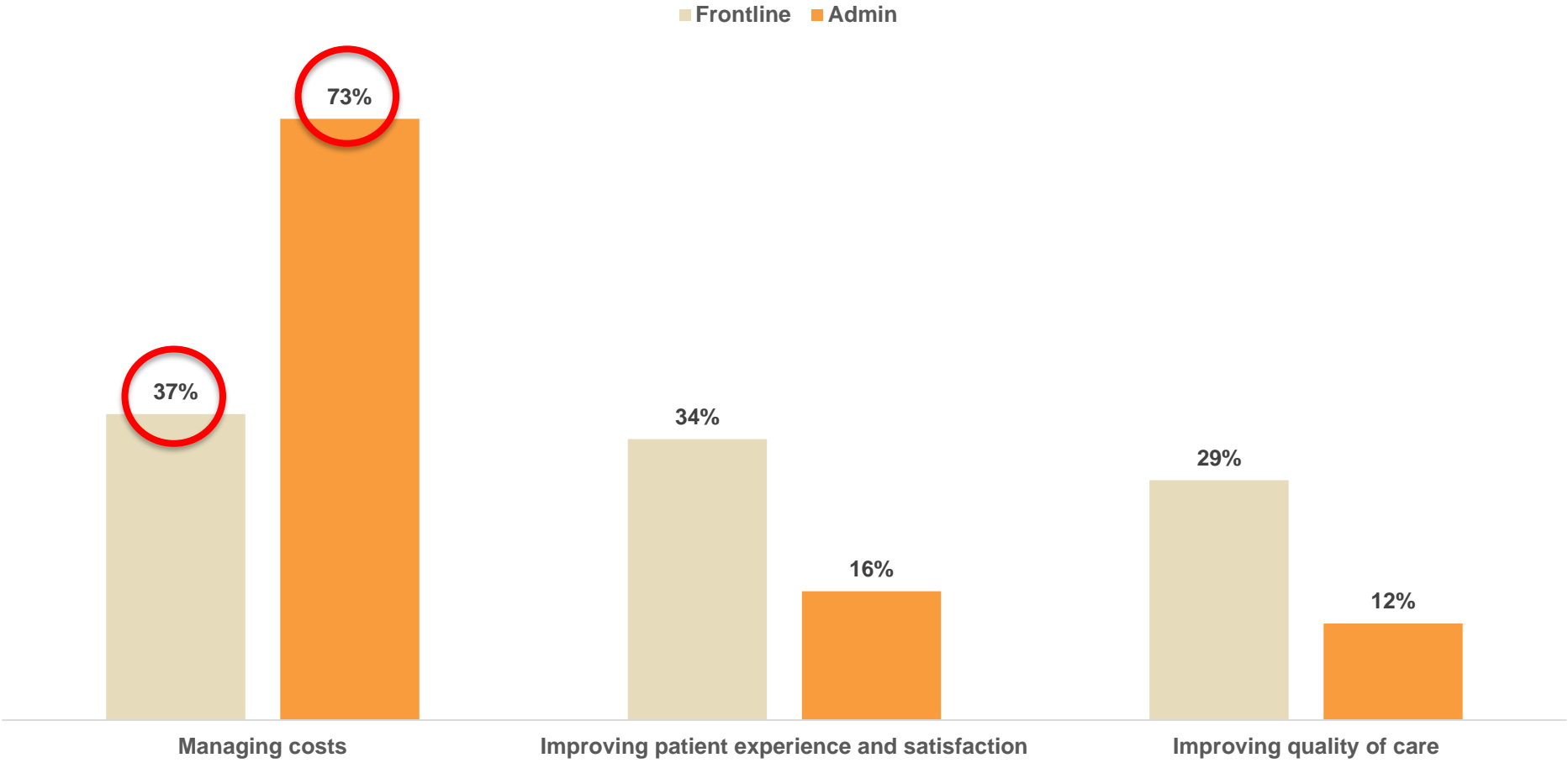
37% of all respondents cited financial concerns followed by 35% with reimbursements.





Which of the following represents the greatest challenge you face in your role when it comes to contributing to your organization's success?

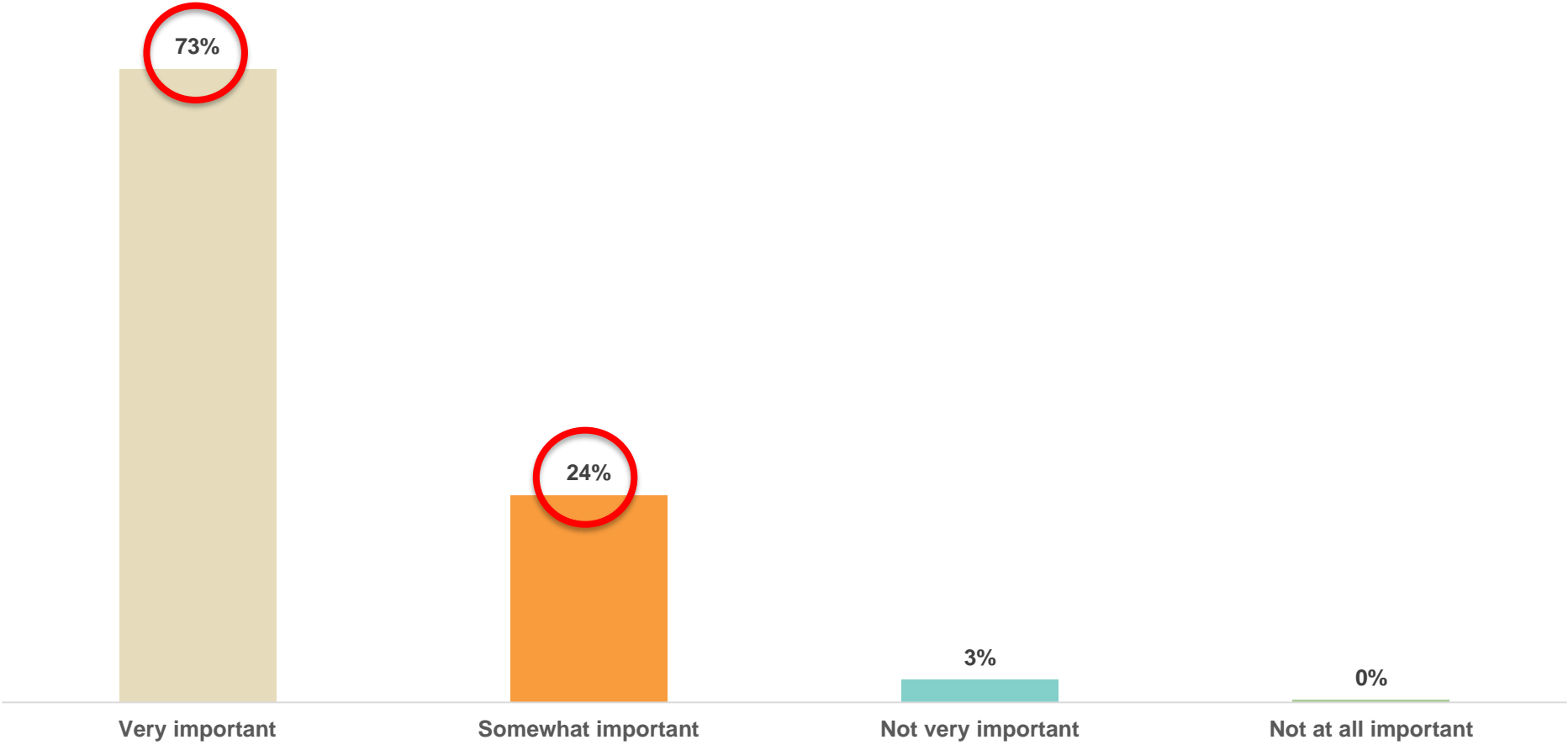
73% of hospital supply chain stakeholders said managing costs, and 37% of frontline clinicians agree.





How important is your organization's supply chain management in addressing these challenges to achieve your goals?

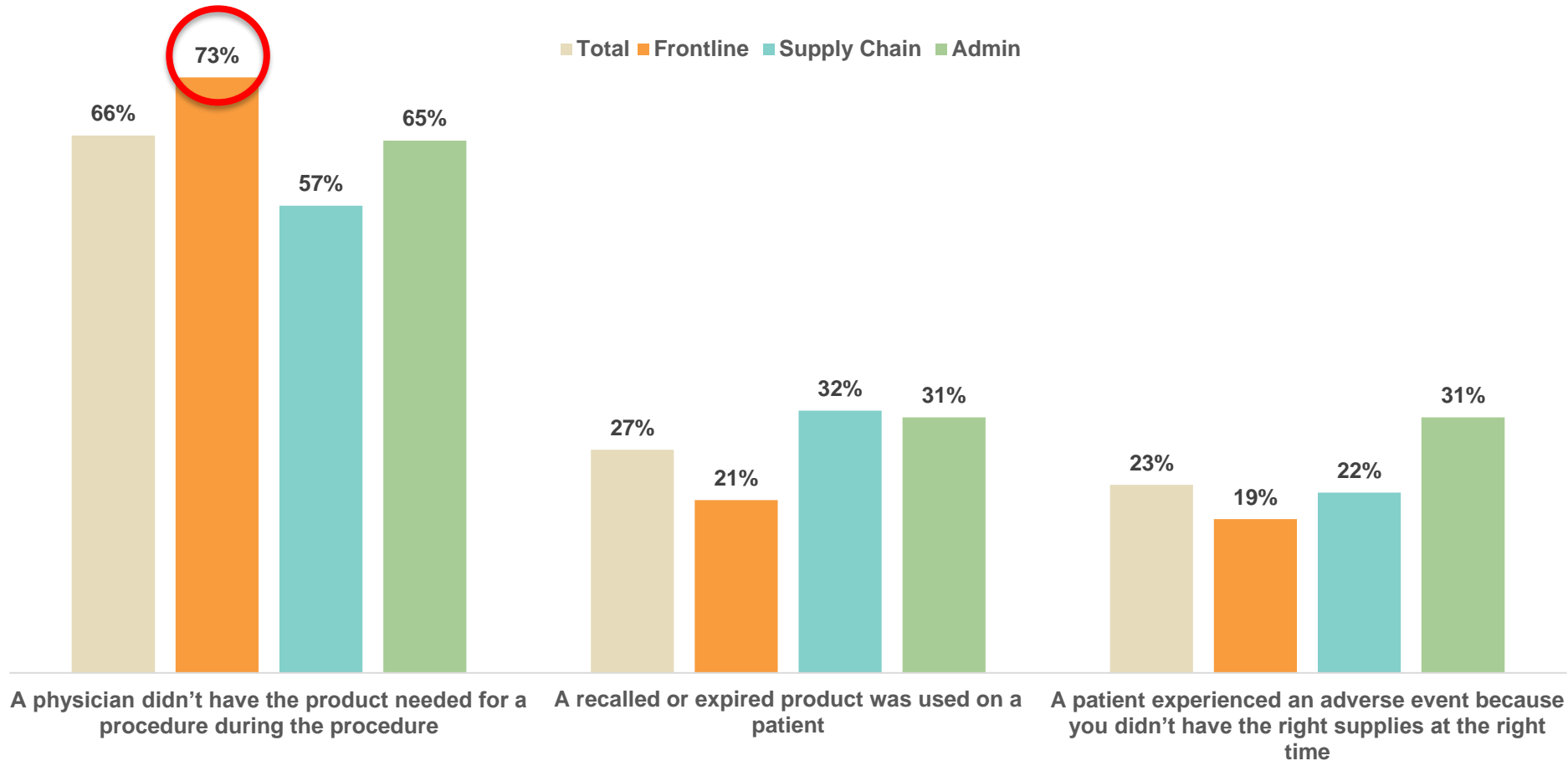
97% of all respondents view supply chain management as an important part of achieving their organization's goals.





In your current position, have you ever experienced/heard of others experiencing any of the following problems?

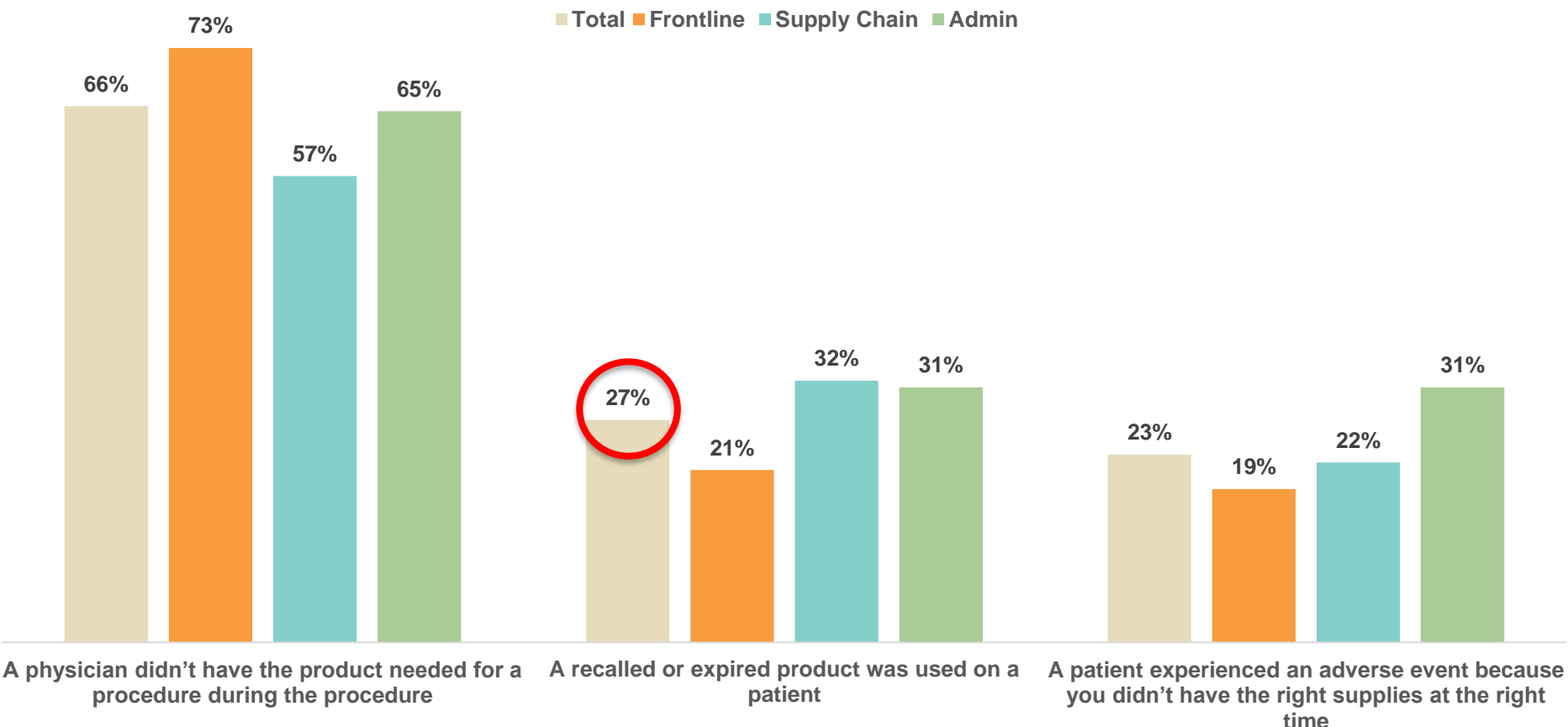
73% of frontline clinicians recalled a time when a physician didn't have the product needed for a procedure during the procedure.





In your current position, have you ever experienced/heard of others experiencing any of the following problems?

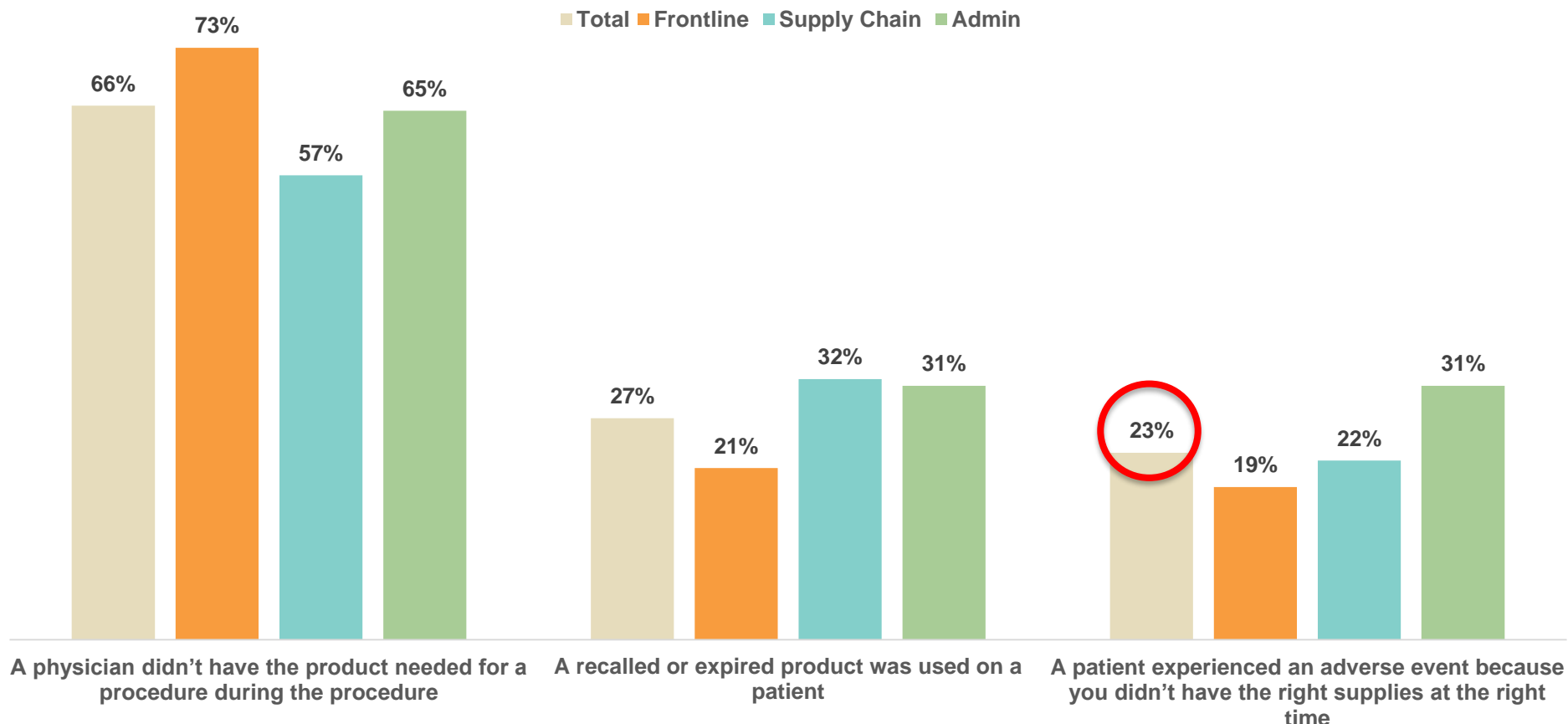
27% of all respondents have seen or heard of a recalled or expired product being used on a patient.





In your current position, have you ever experienced/heard of others experiencing any of the following problems?

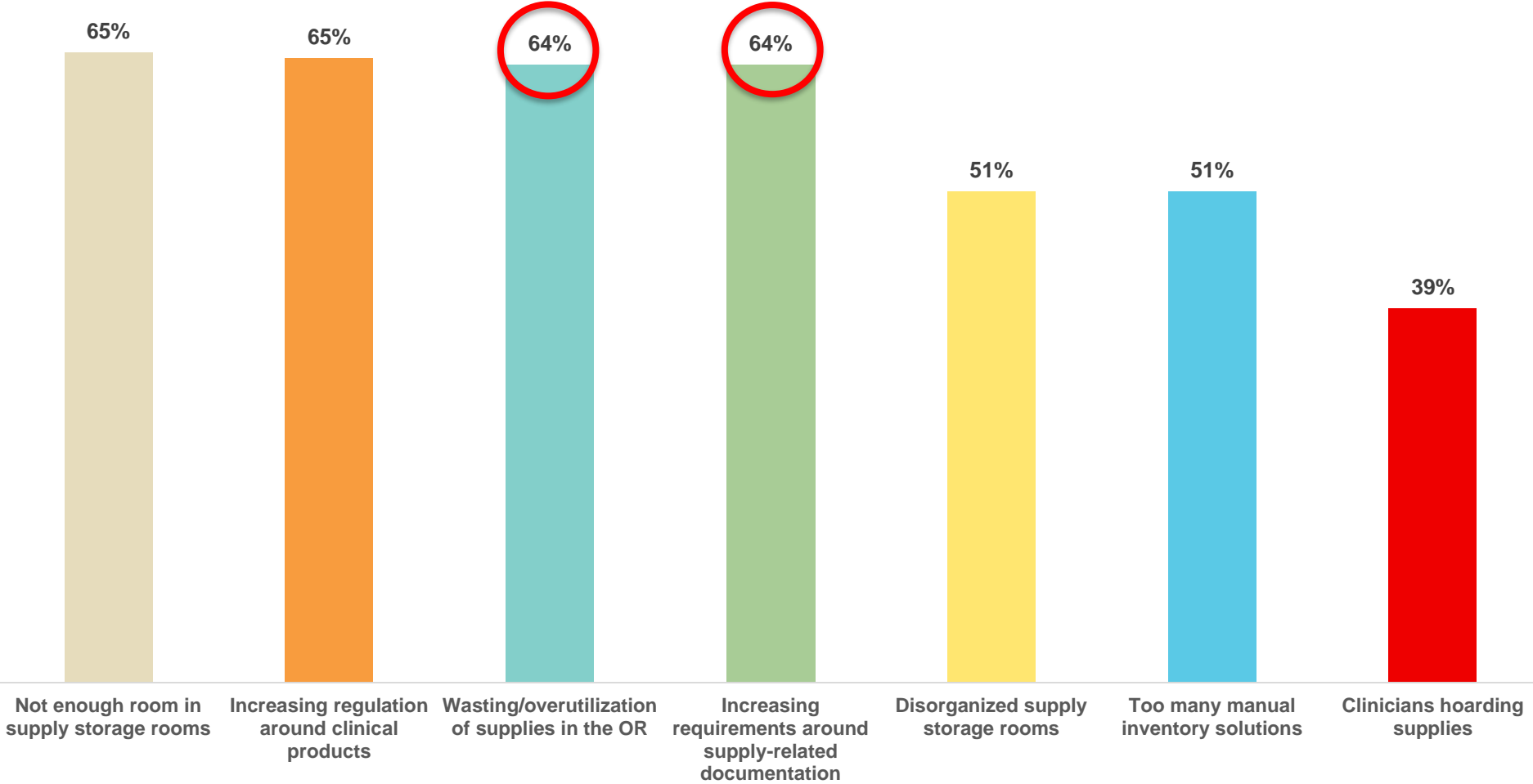
23% of all respondents have seen or heard of a patient being harmed by not having the right supplies at the right time.





How significant of a problem is each of the following at your organization?

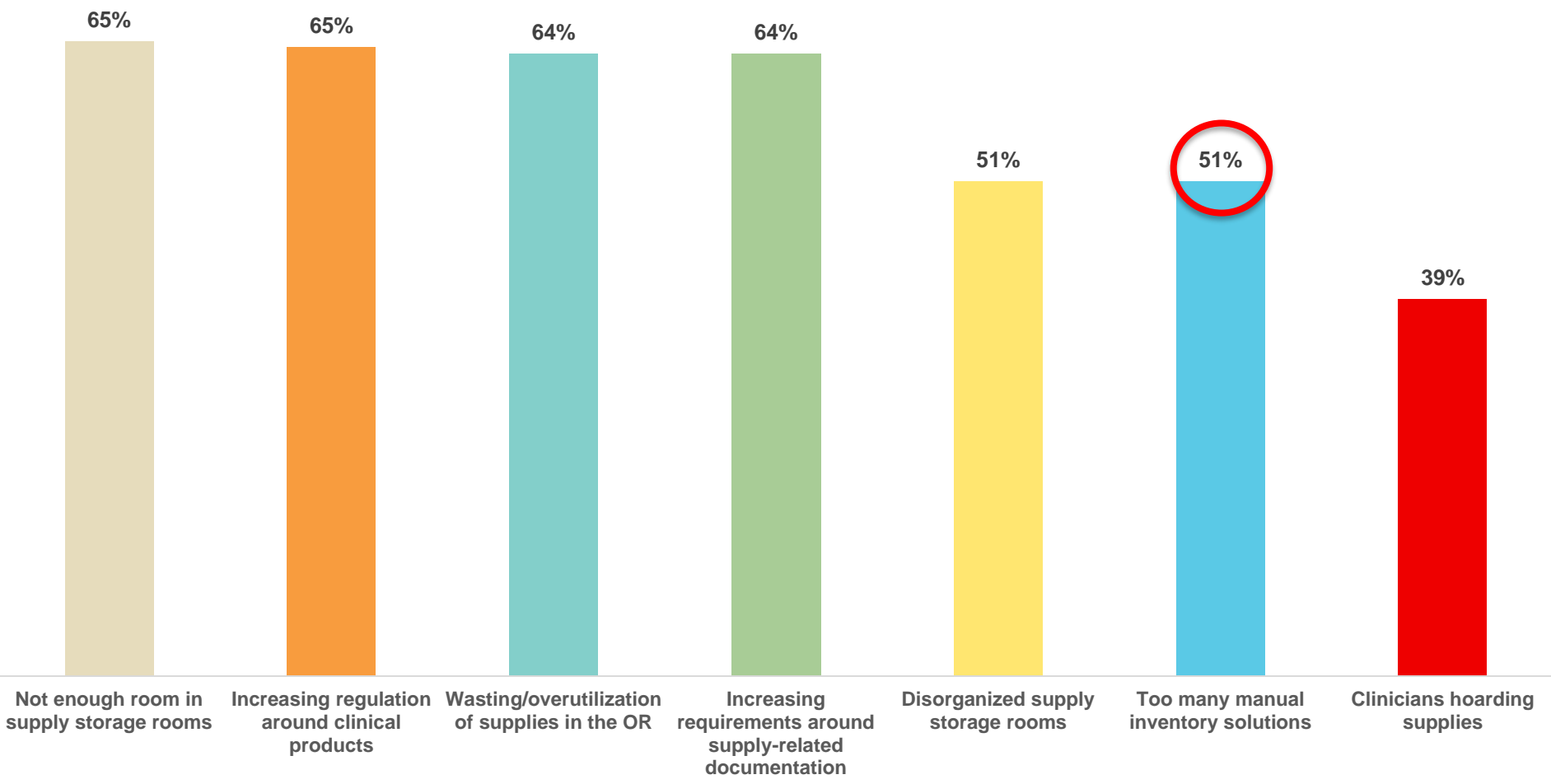
64% of all respondents see increasing supply chain documentation requirements and wasting/overutilization of supplies as significant issues in the OR.





How significant of a problem is each of the following at your organization?

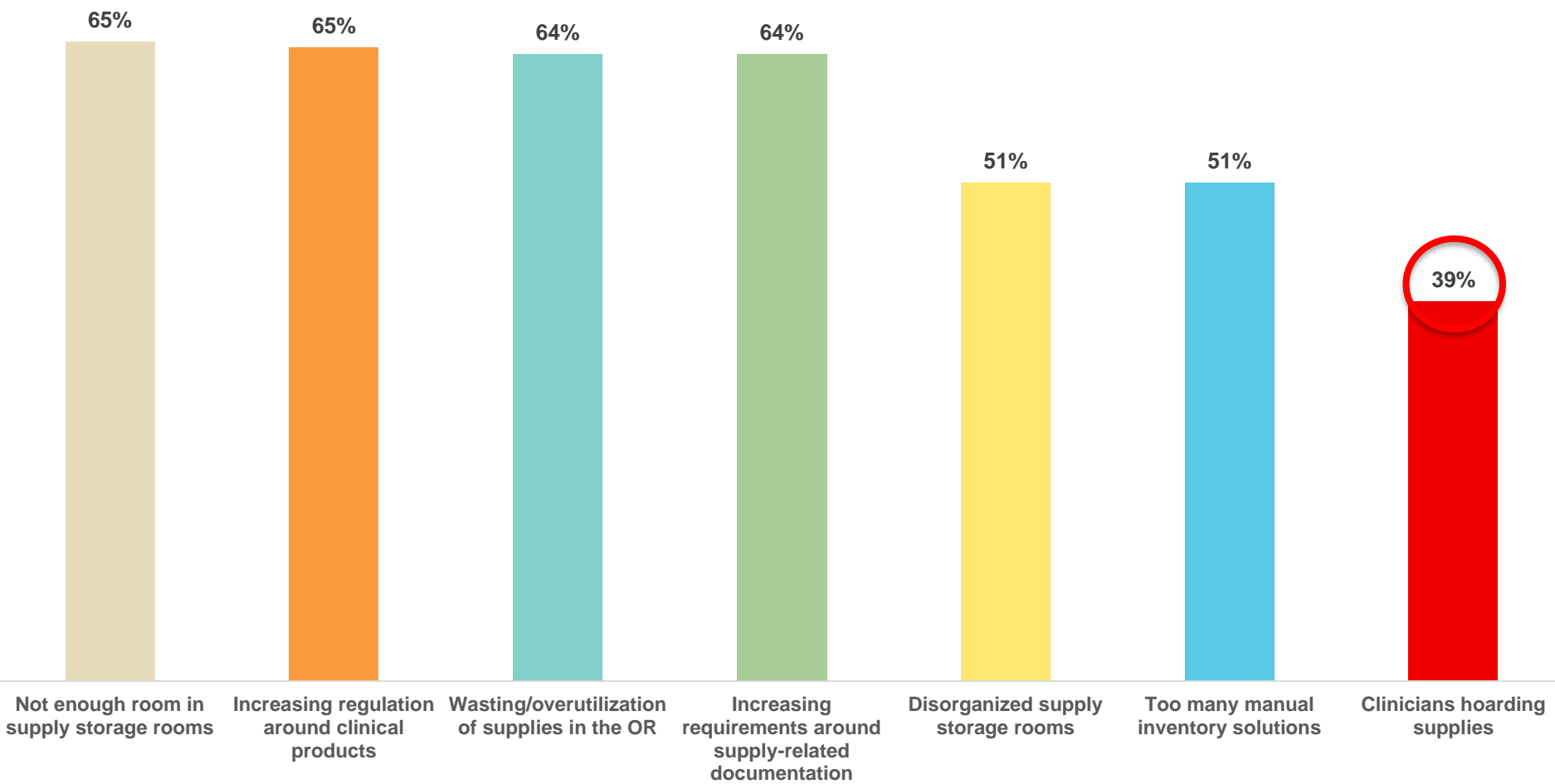
51% of all respondents complain of too many manual solutions.





How significant of a problem is each of the following at your organization?

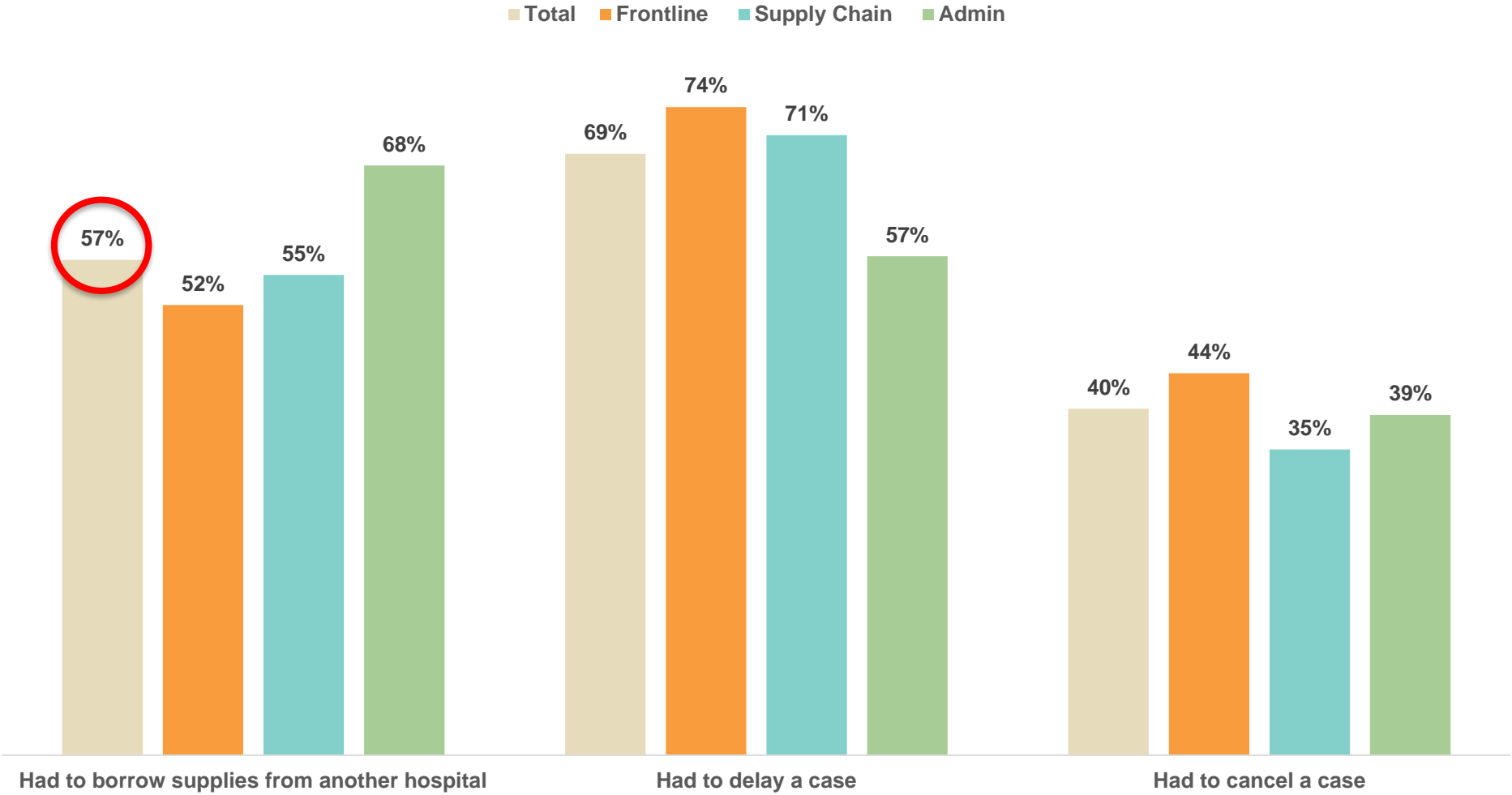
39% of all respondents admitted to hoarding supplies.





Which of the following has your organization experienced as a result of not having the right supplies at the right time?

57% of all respondents knew of a time their organization had to borrow supplies from another hospital.





Which of the following has your organization experienced as a result of not having the right supplies at the right time?

69% of all respondents said their organization had to delay a case due to missing supplies.





Which of the following has your organization experienced as a result of not having the right supplies at the right time?

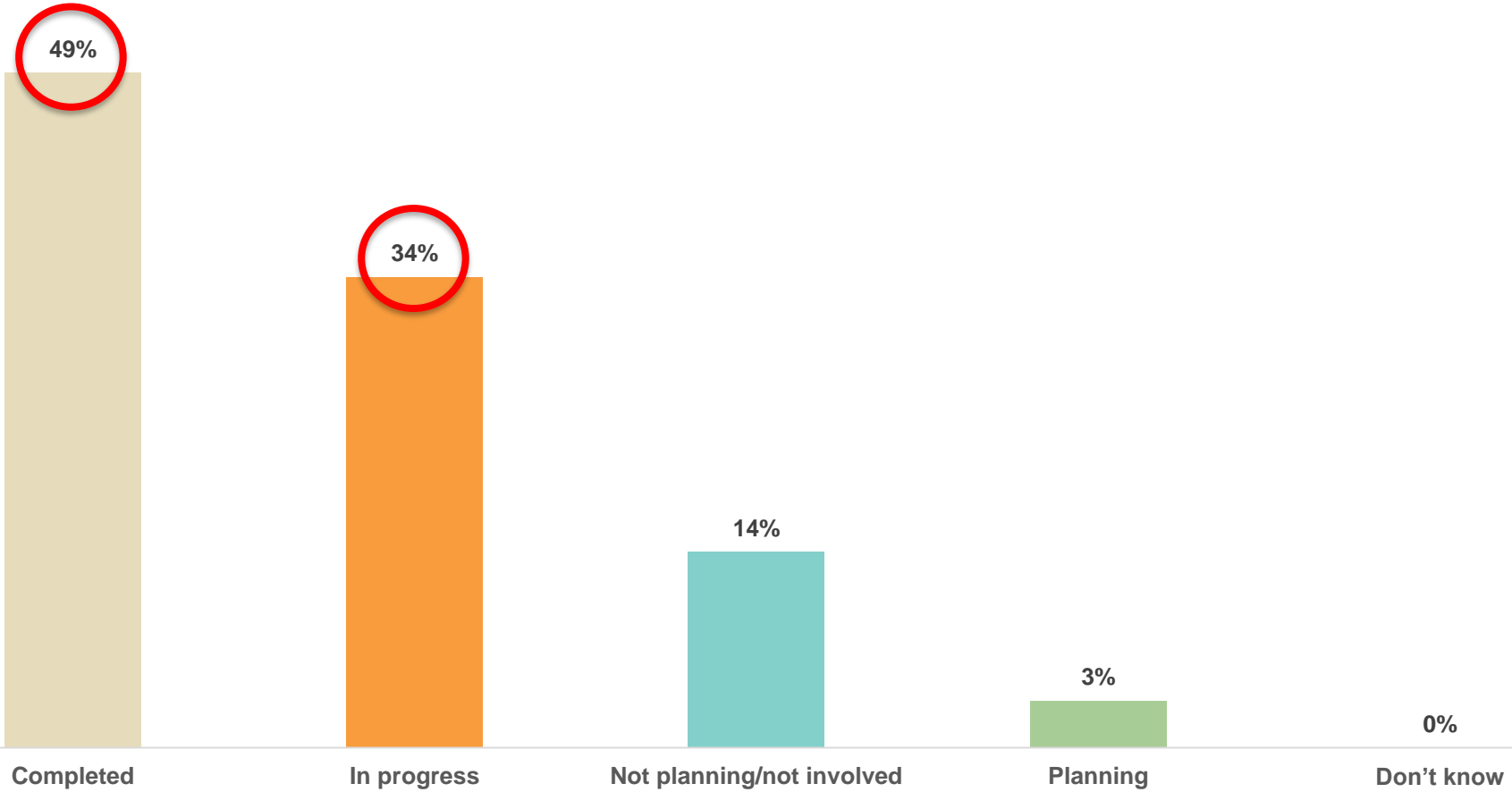
40% of all respondents said their organization had to cancel a case due to missing supplies.





Which of the following inventory management solutions is your organization involved in and what stage are you in? (Manual)

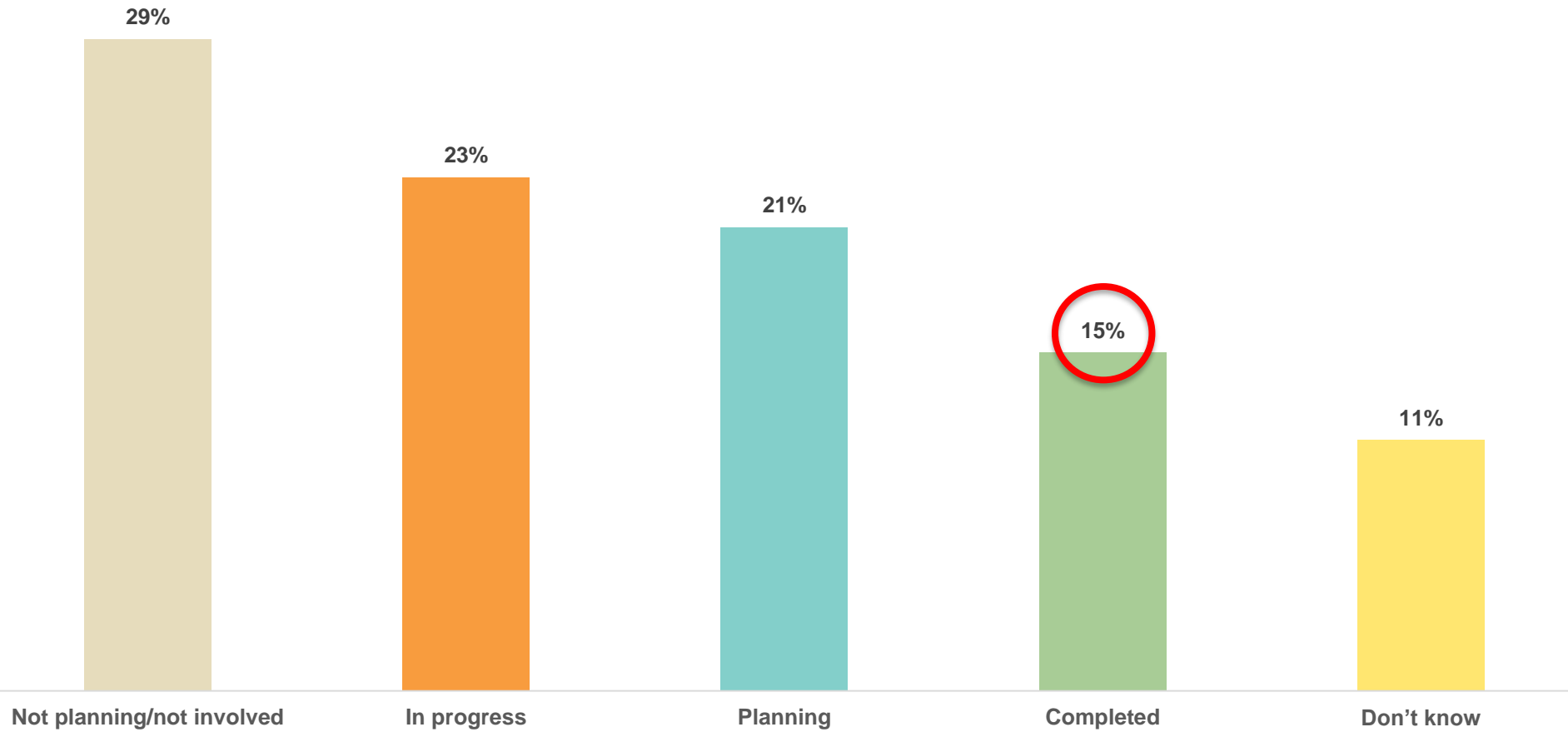
83% of all respondents still rely on manual counting in some part of their supply chain.





Which of the following inventory management solutions is your organization involved in and what stage are you in? (Automated-RFID)

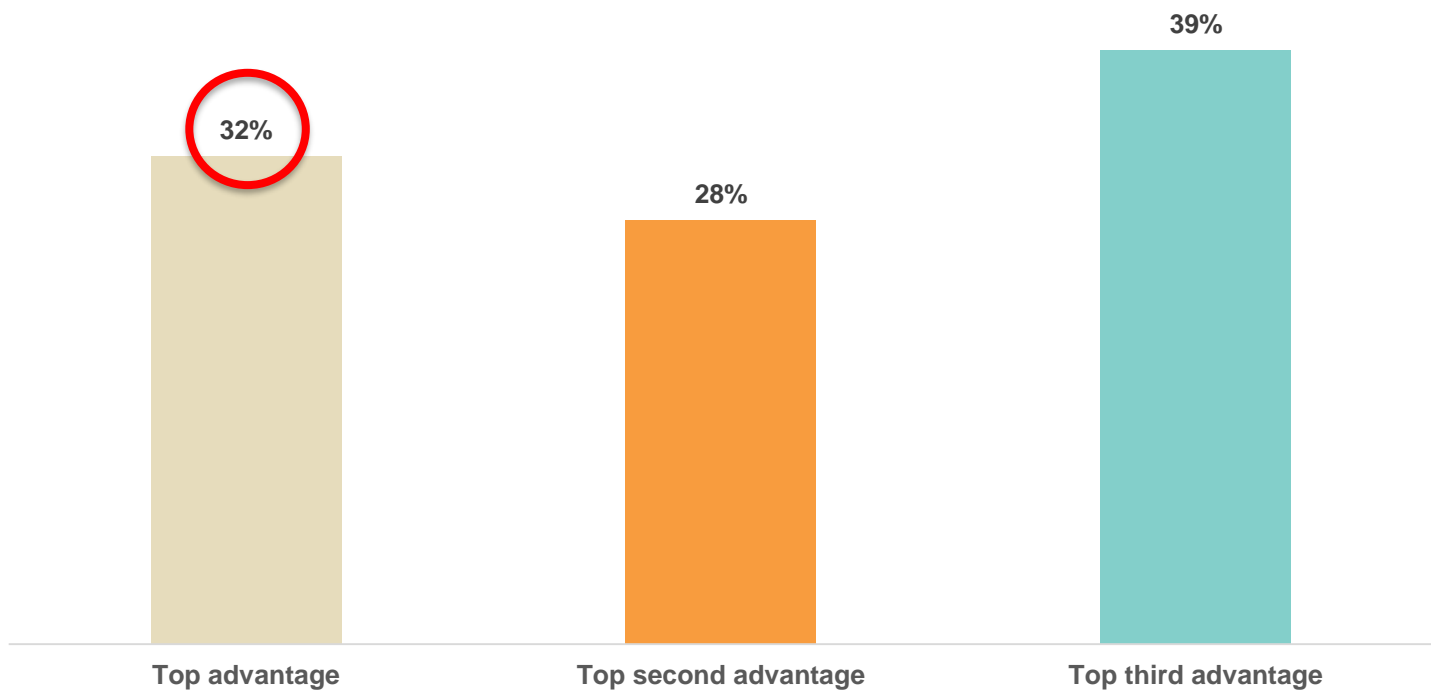
15% of all respondents have automated RFID systems.





Whether you have one or not, please indicate the top three advantages you see in having an automated solution for OR inventory management: **better patient outcomes**

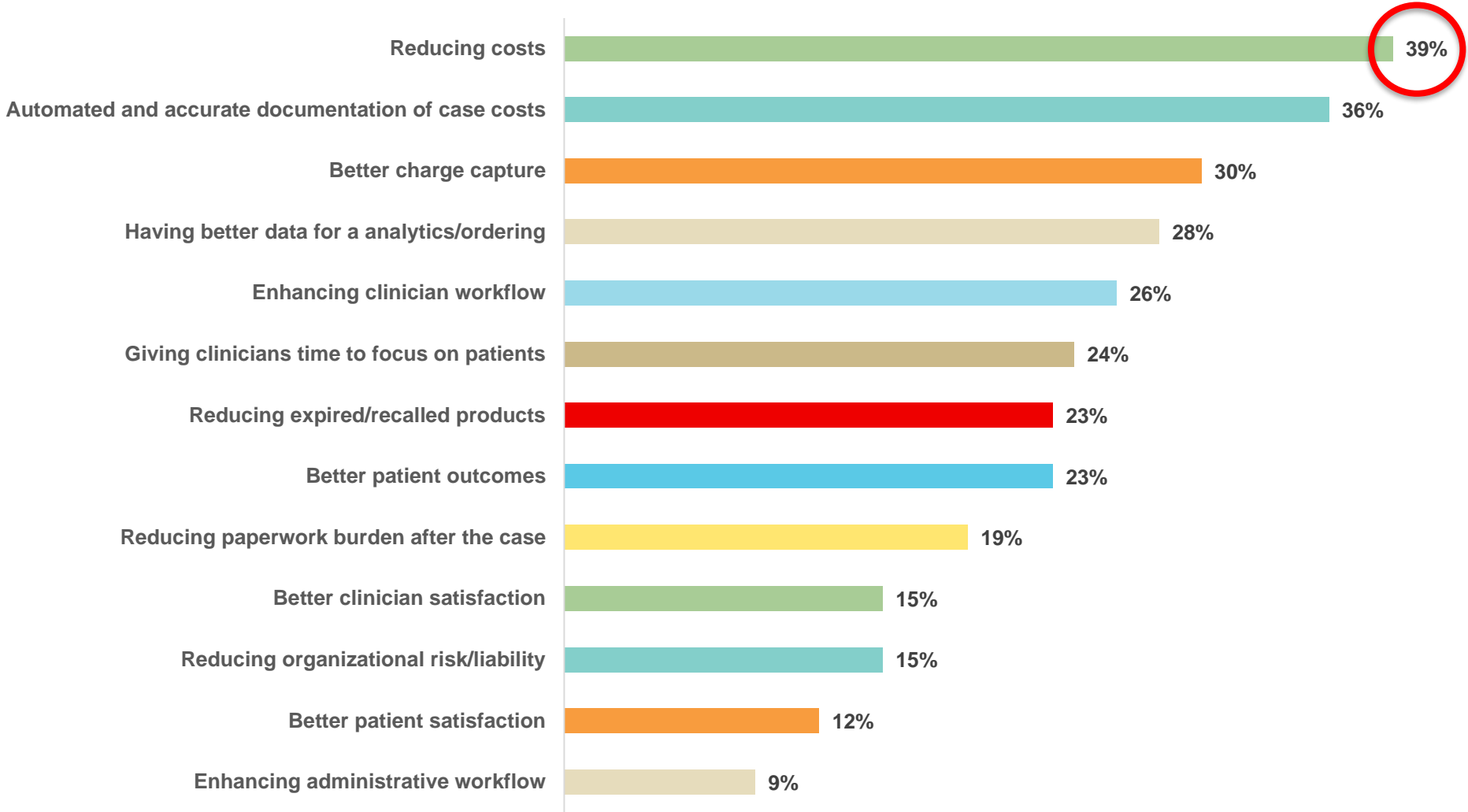
Of all respondents that picked “better patient outcomes” as a top three advantage, 32% cited it as the top advantage.





Whether you have one or not, please indicate the top three advantages you see in having an automated solution for OR inventory management:

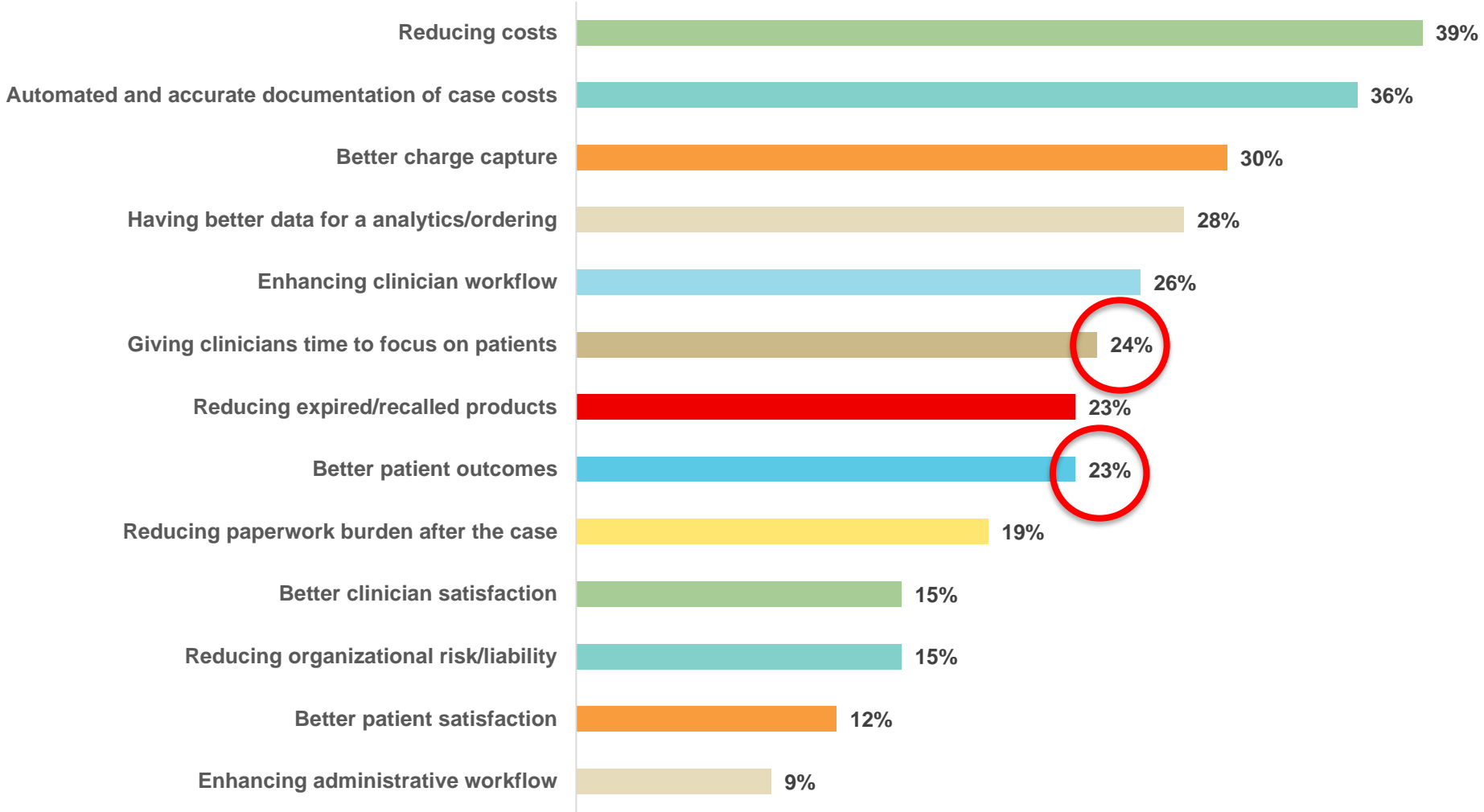
39% of all respondents cited reducing costs as the top advantage.





Whether you have one or not, please indicate the top three advantages you see in having an automated solution for OR inventory management:

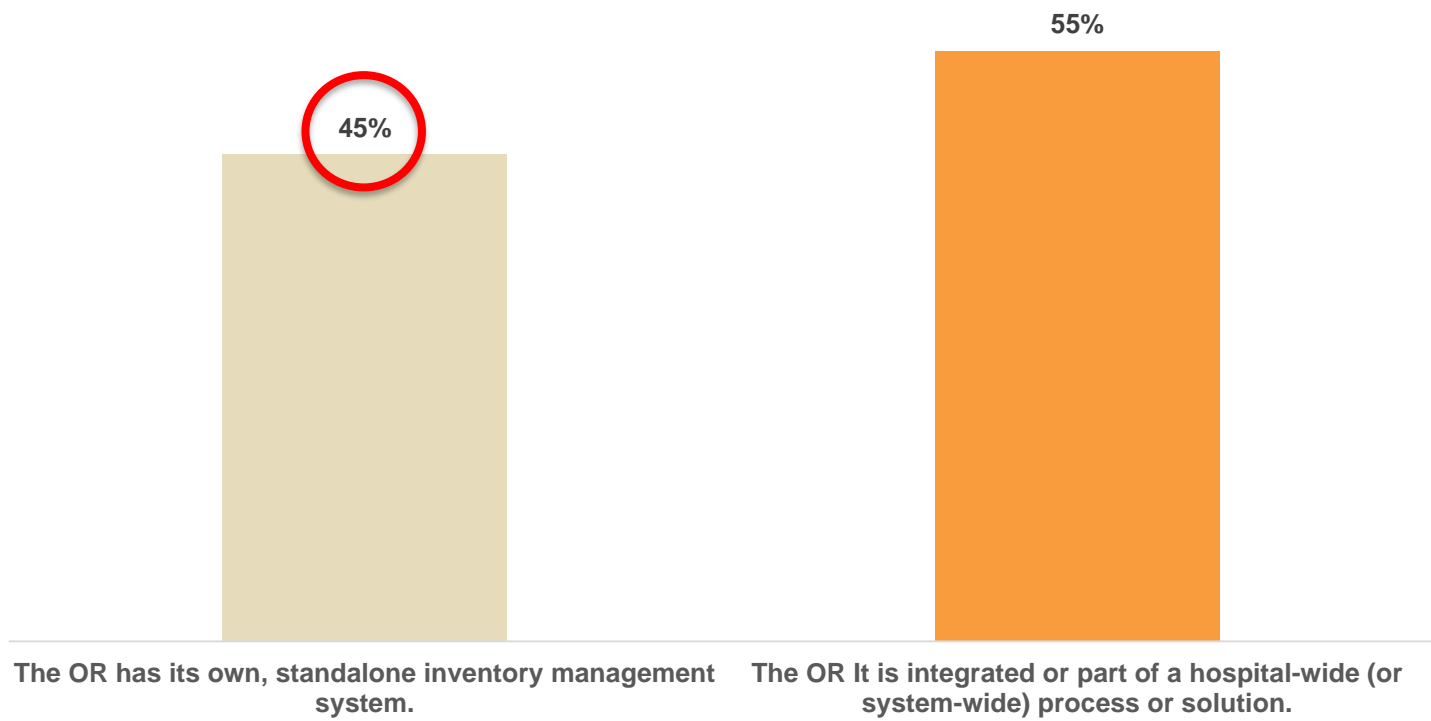
One in four of all respondents say automated systems free up time to focus on patients and support better patient outcomes.





Which of the following best describes the integration between your hospital or health system's overall inventory management system and your OR inventory management system?

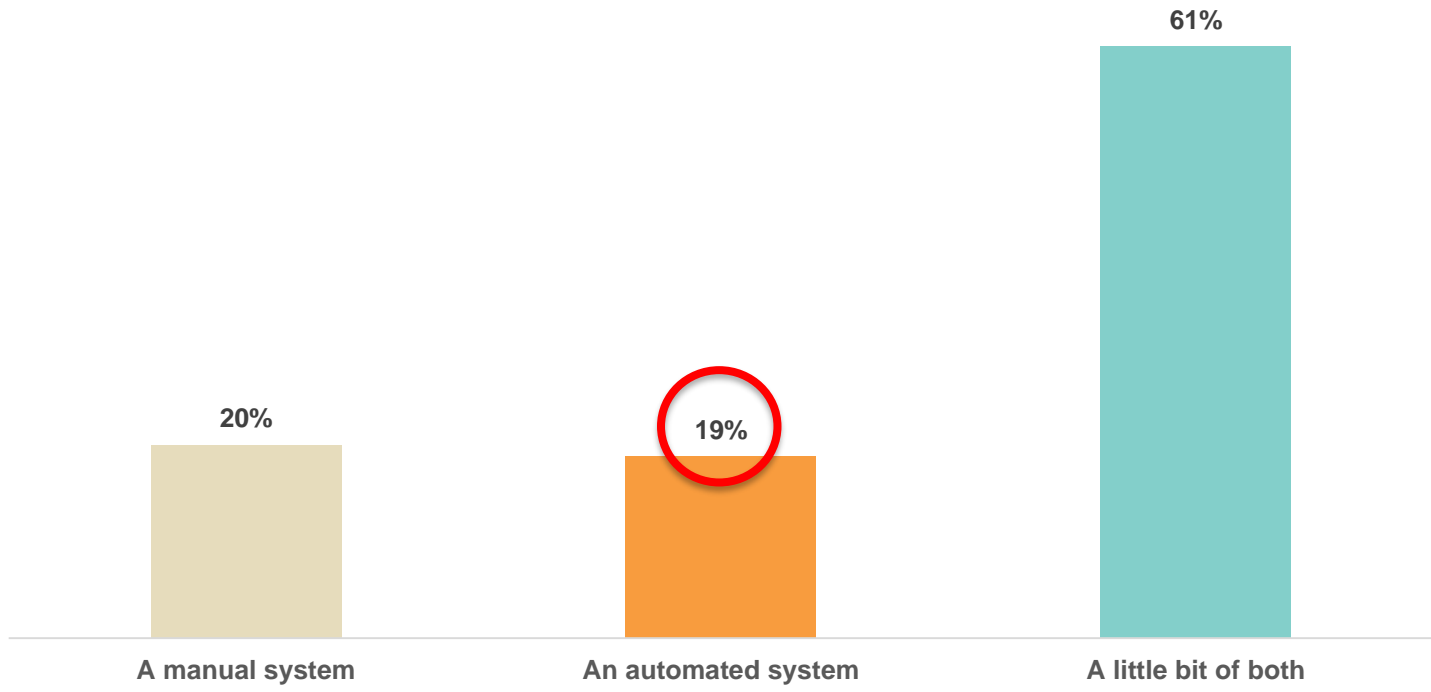
45% of all respondents say their OR has its own inventory management system.





And is your OR inventory management system, whether it is standalone or part of the hospital-wide or system-wide solution:

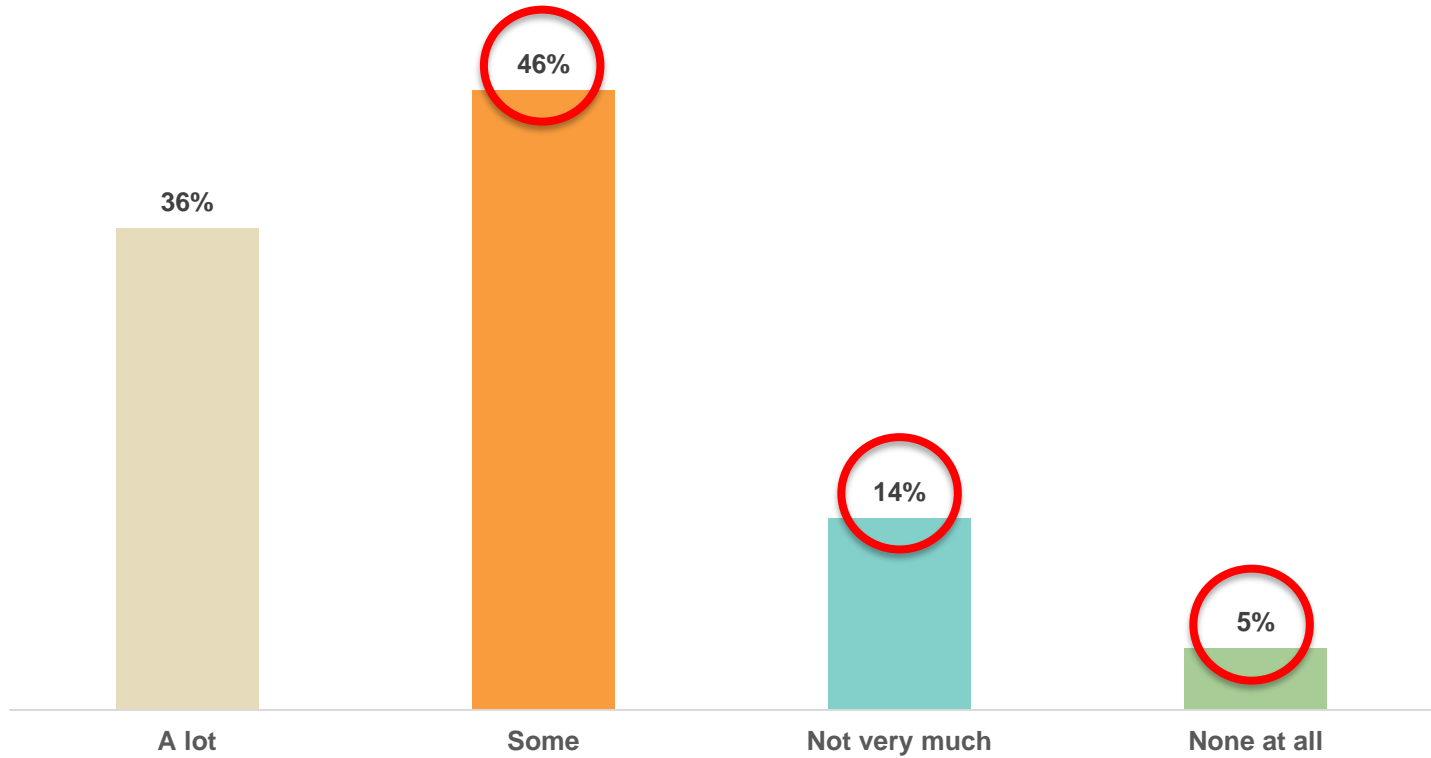
19% of all respondents have automated RFID inventory systems.





How much visibility do you feel you have into the operations of the OR?

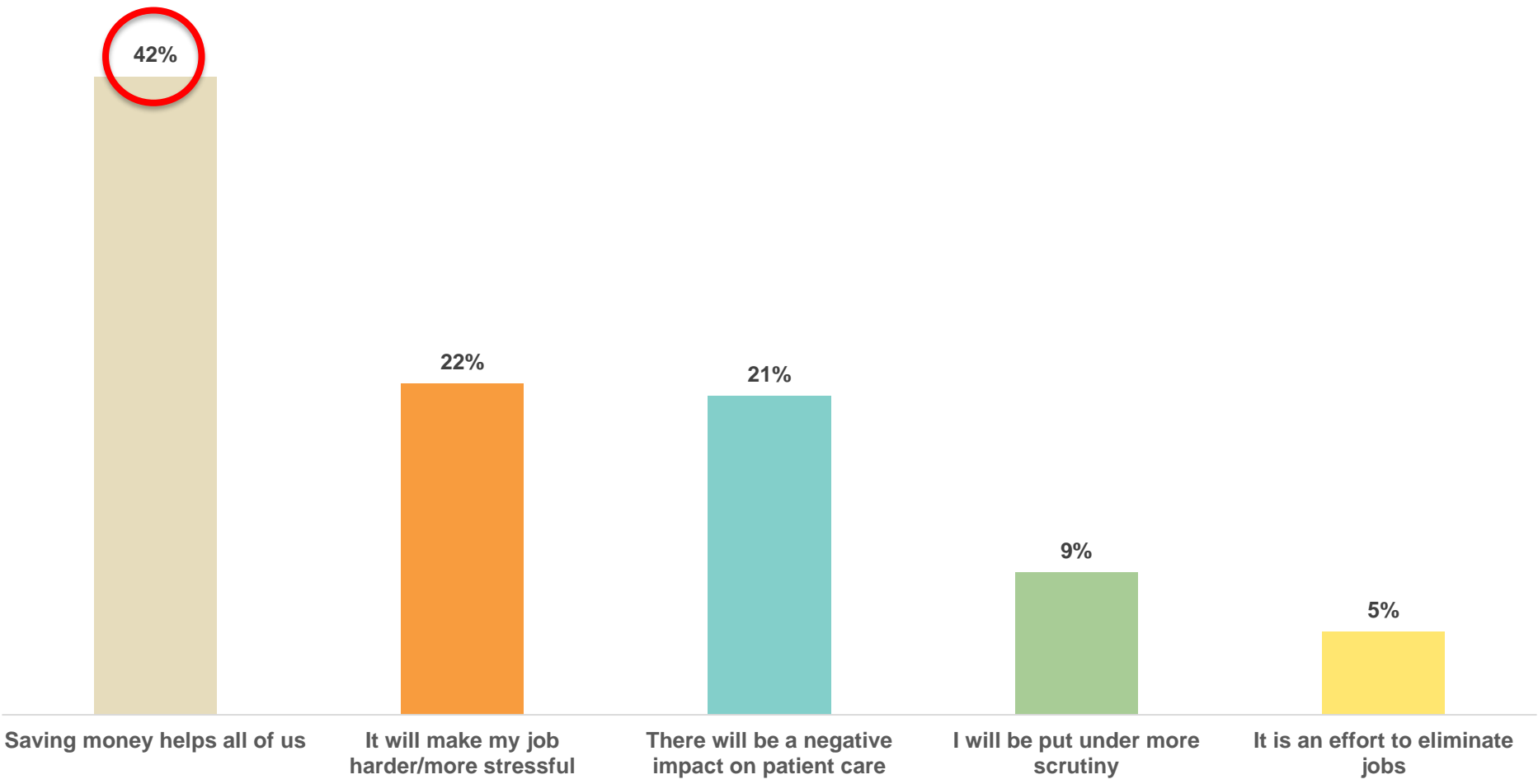
Two-thirds of all respondents acknowledged they do not have a lot of visibility into OR operations.





What would your first thought be upon hearing that your organization is starting an initiative to reduce costs?

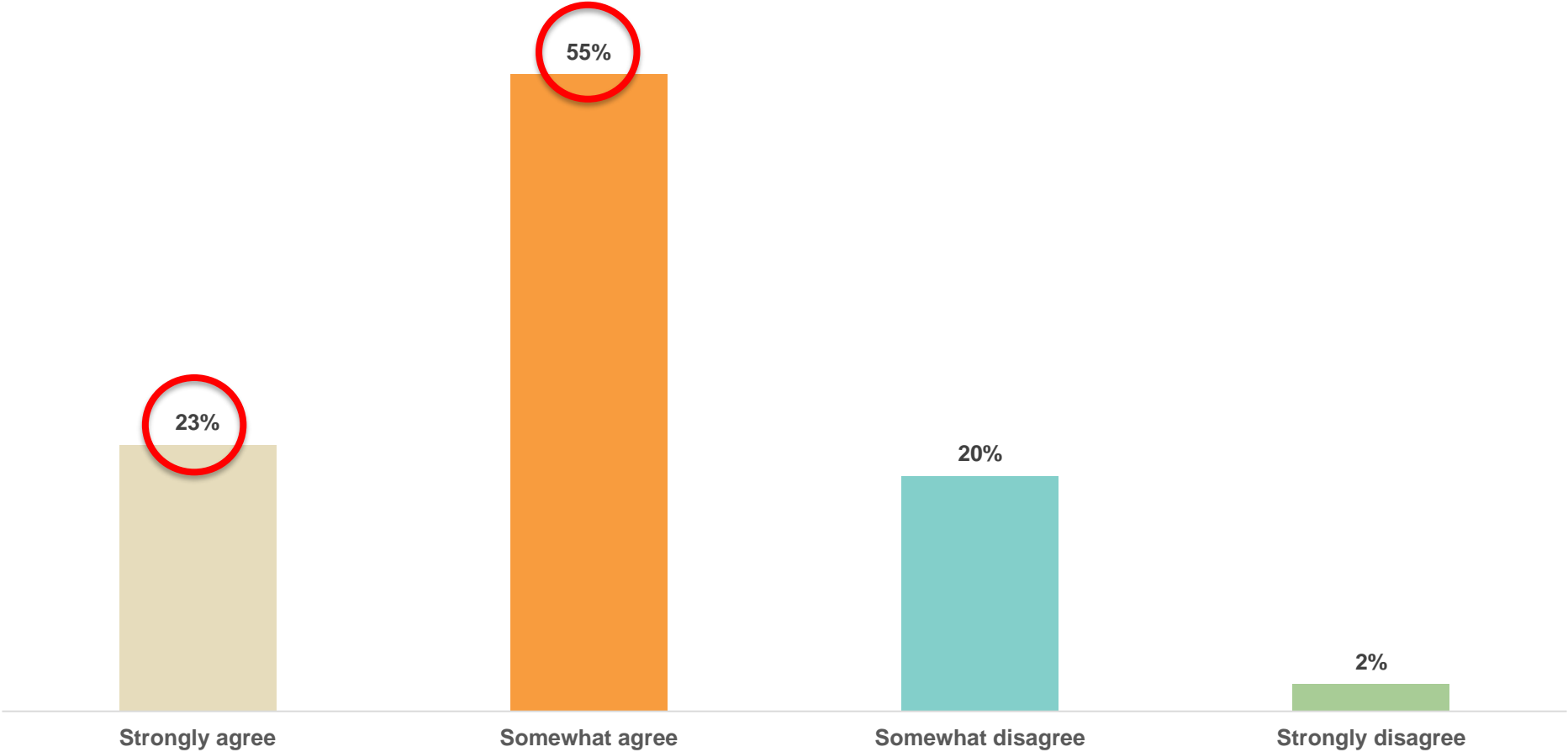
42% of all respondents say “saving money helps us all”.





Please indicate how much you agree or disagree with the following statements: Equivalent, or even better, patient care can be maintained in a health care environment that is reducing costs.

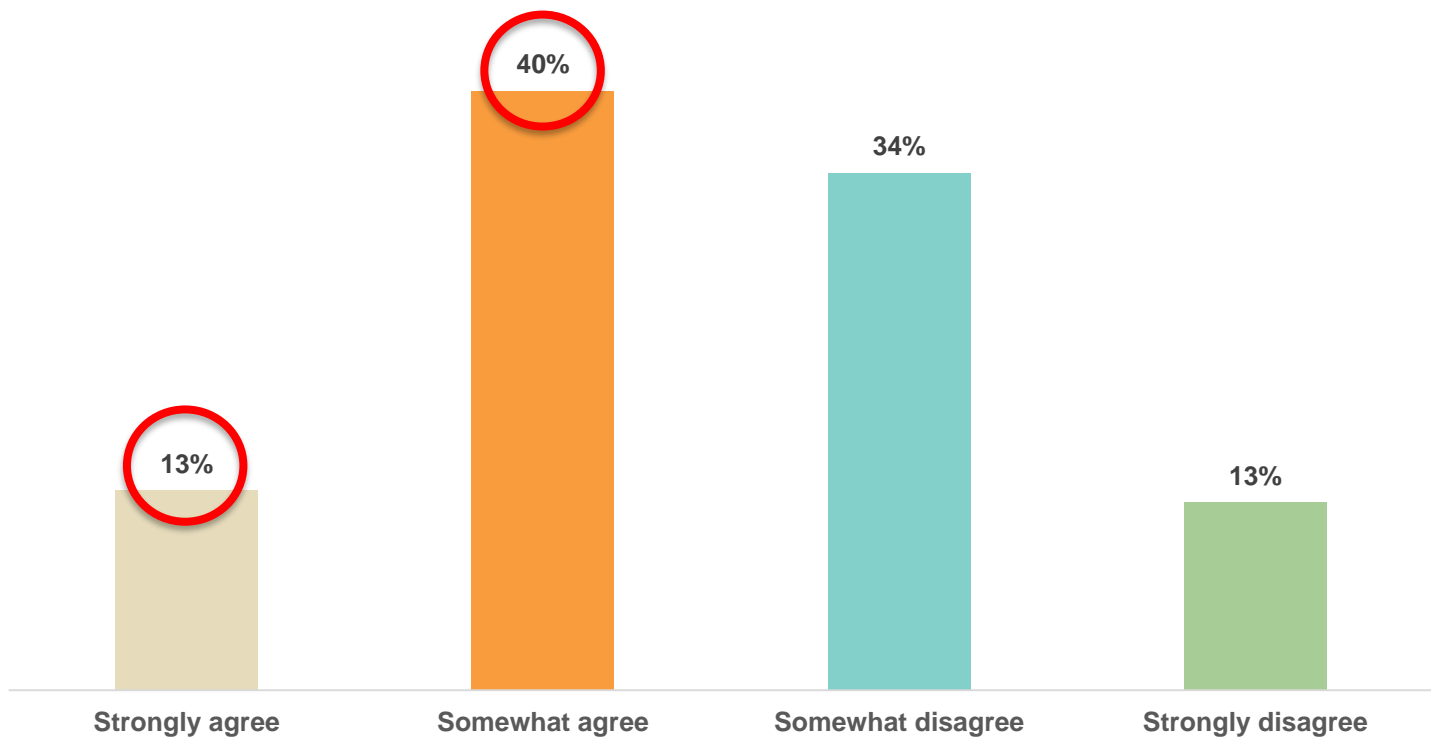
77% of frontline clinicians agree that equivalent or even better patient care can be maintained while reducing costs.





Please indicate how much you agree or disagree with the following statements: I trust the people working in supply chain at my hospital to make the right decisions when it comes to choosing the best supplies for patients.

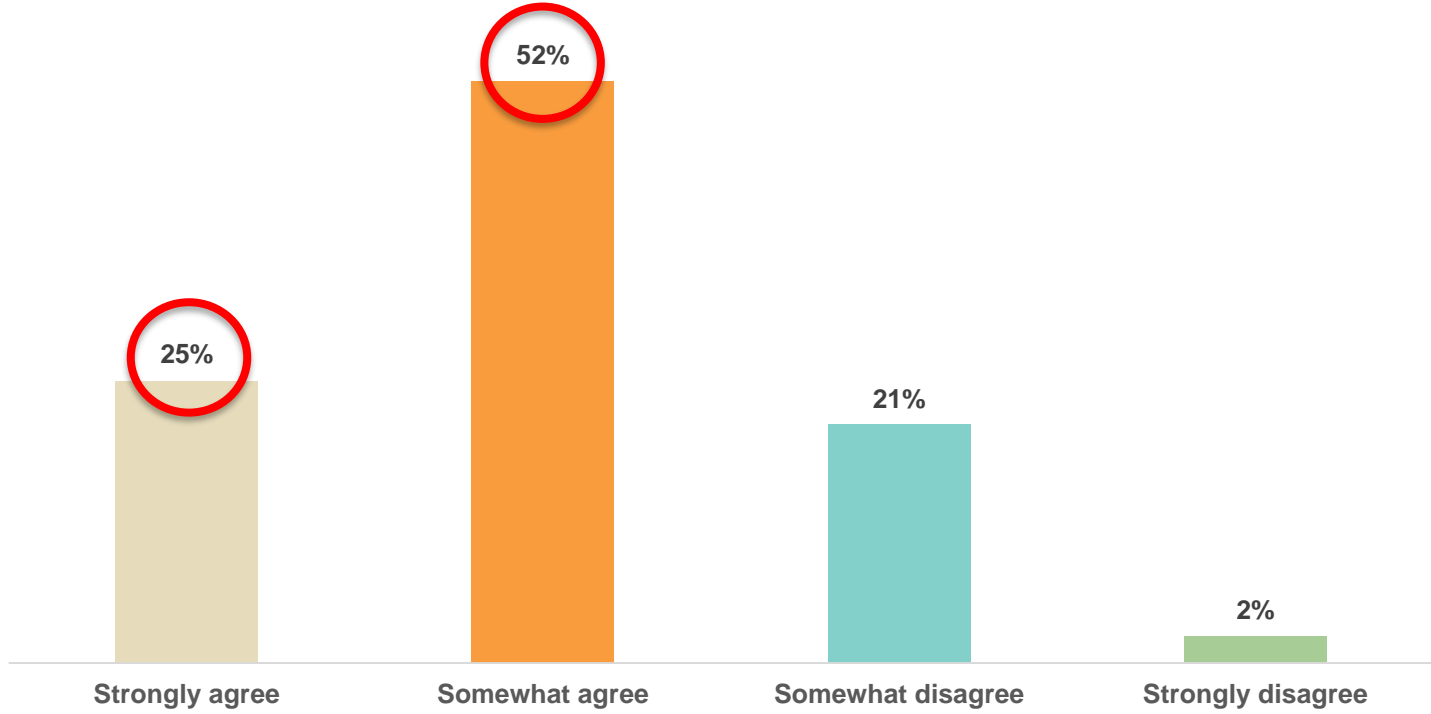
Frontline clinicians trust the quality of their organizations inventory management processes.





Please indicate how much you agree or disagree with the following statements: I want to have more input into inventory management discussions/decisions.

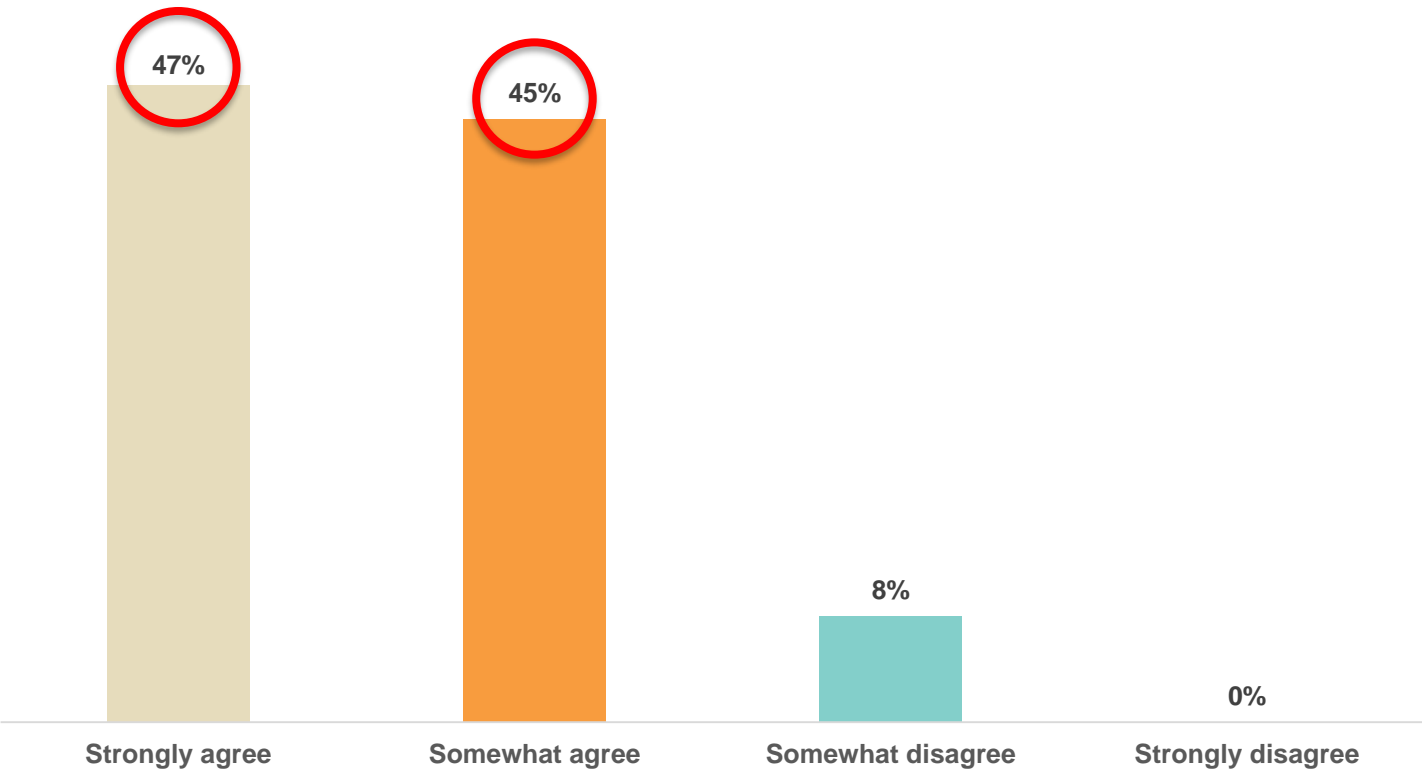
77% of frontline clinicians would like more input into inventory management decisions.





**Please indicate how much you agree or disagree with the following statements:
The OR needs a special inventory management system separate from the rest of the hospital inventory management system due the volume and nature of the supplies.**

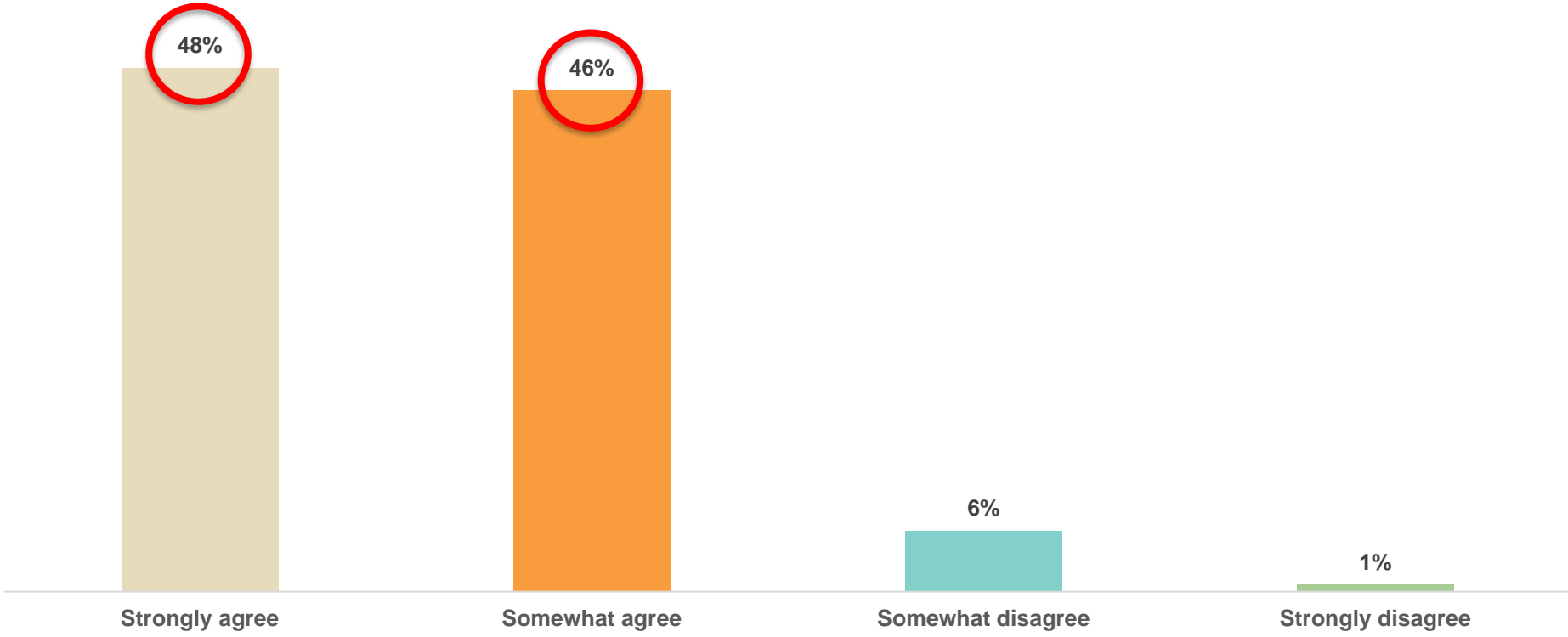
92% of frontline clinicians see the need for an inventory management system designed for the specific needs of the OR.





Please indicate how much you agree or disagree with the following statements: I see a meaningful role for myself in reducing my organization's costs.

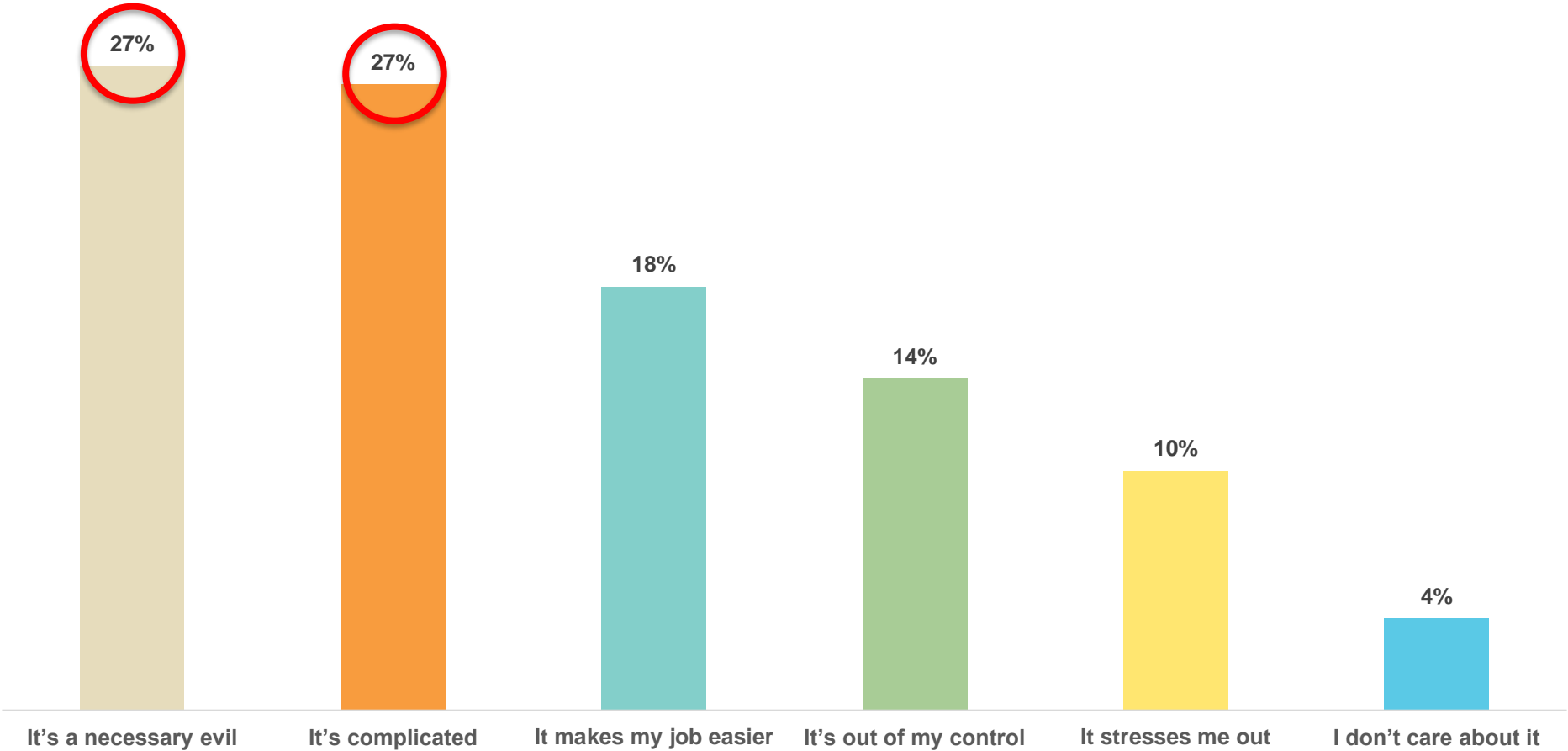
93% of all respondents reported seeing a meaningful role for myself in reducing my organization's costs.





What is the primary reaction you have when you think about inventory management?

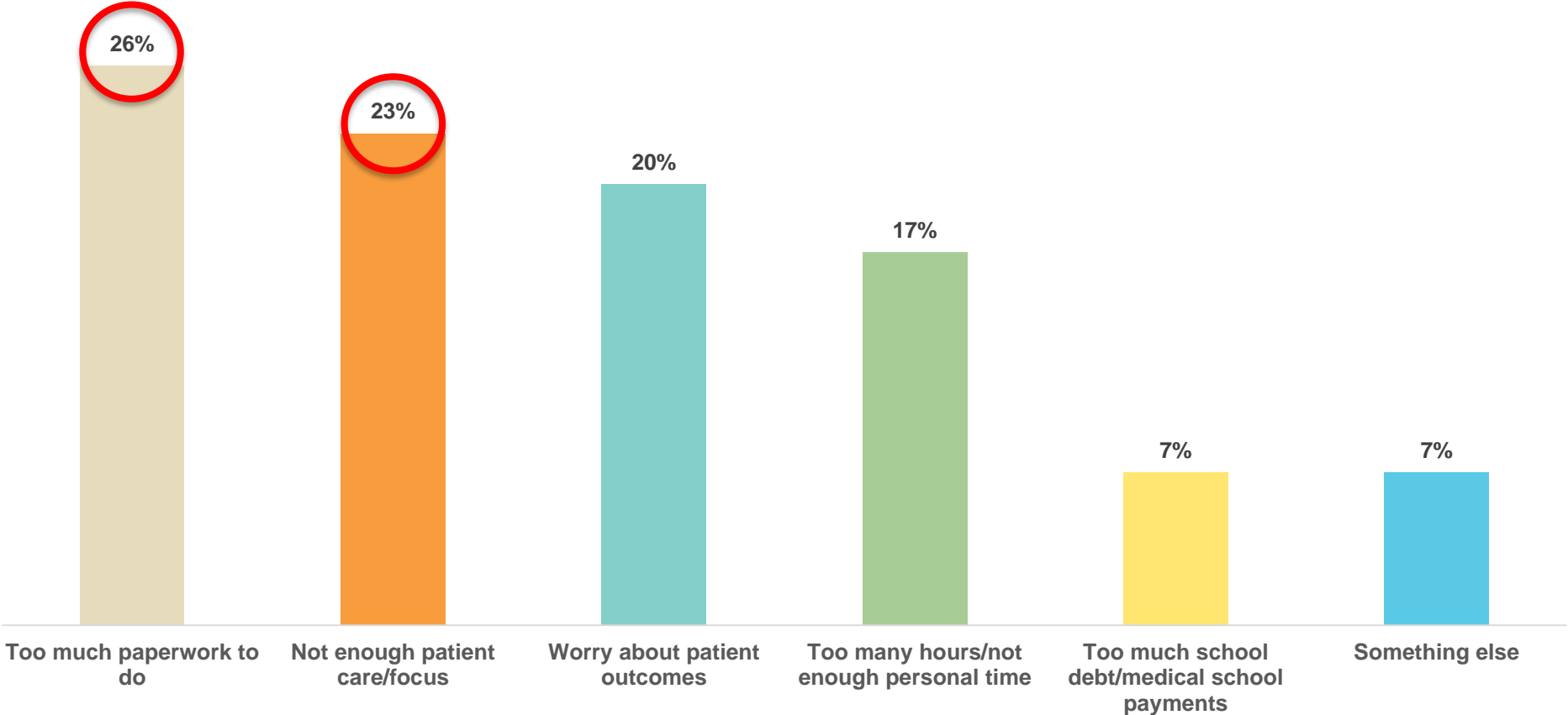
More than half of frontline clinicians see inventory management as a “complicated” or a “necessary evil”.





What is the single most stressful thing for you personally when it comes to your role in your organization?

26% of all respondents noted too much paperwork; and 23% said not enough time for patients.



Thank you



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