



Hospital Supply Chain Survey

Survey data
February 2017



Logistics
Product
Business
Patient

Survey methodology



- The Cardinal Health Hospital Supply Chain Survey was fielded via SERMO's online respondent panel of health care providers
- Data was collected October 19 through November 4, 2016
- The sample included a total of 403 respondents, as follows:
 - 201 frontline health care providers in hospitals (ex. physician, nurse)
 - 100 service line leaders in hospitals (ex. director of clinical area)
 - 102 hospital/supply chain administrators (ex. VP of supply chain, materials manager)
- Respondents represented a range of organizations in terms of size, specialty and practice area

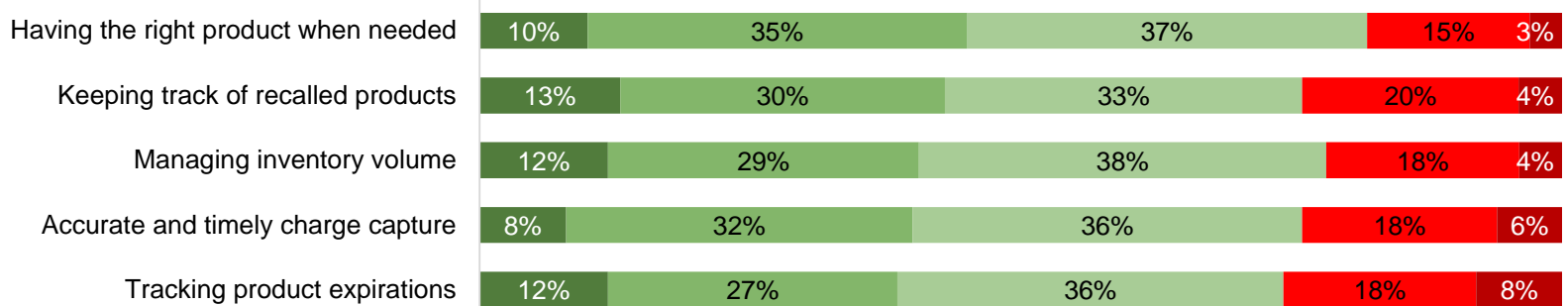
Thinking about your organization's inventory management process, how would you rate each of the following elements of that system?



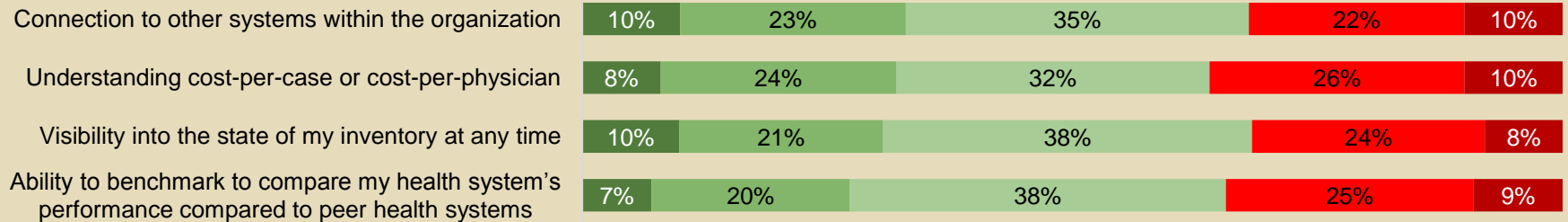
Current inventory management processes are good at the basics, but there is room to grow regarding cost/enterprise management functions.

■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

GOOD

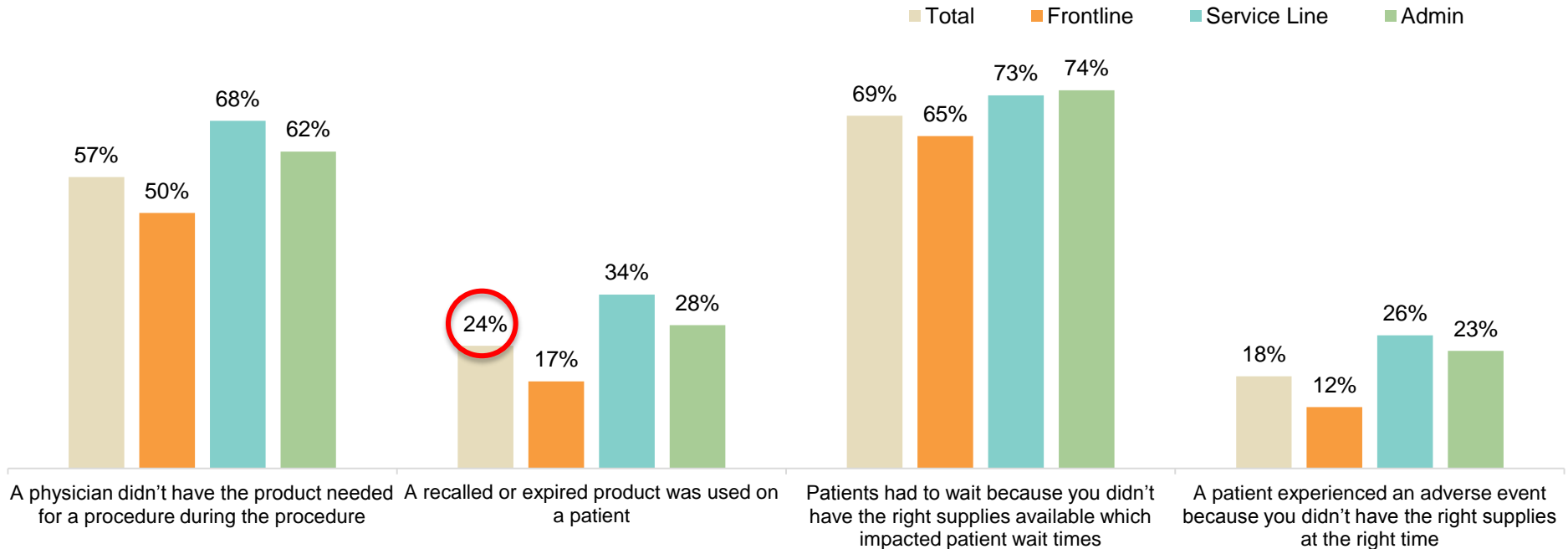


NOT AS GOOD



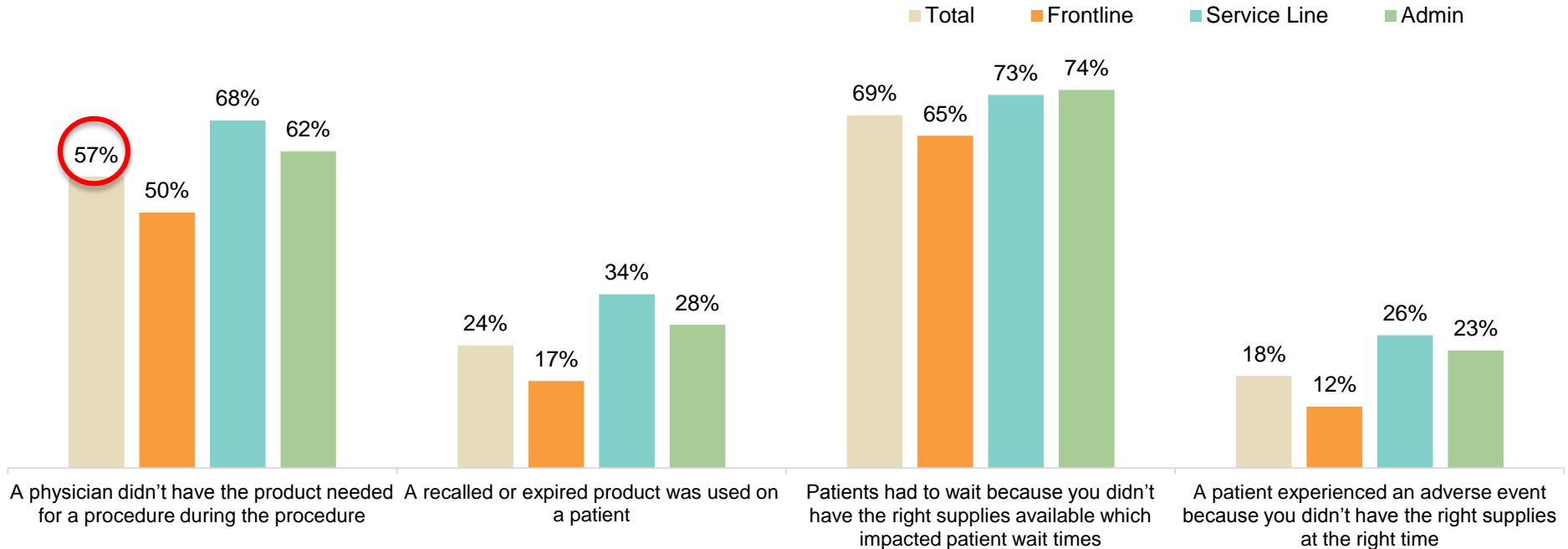
In your current position, have you ever experienced/heard of others experiencing any of the following problems?

24% of respondents have seen or heard of a recalled or expired product being used on a patient.



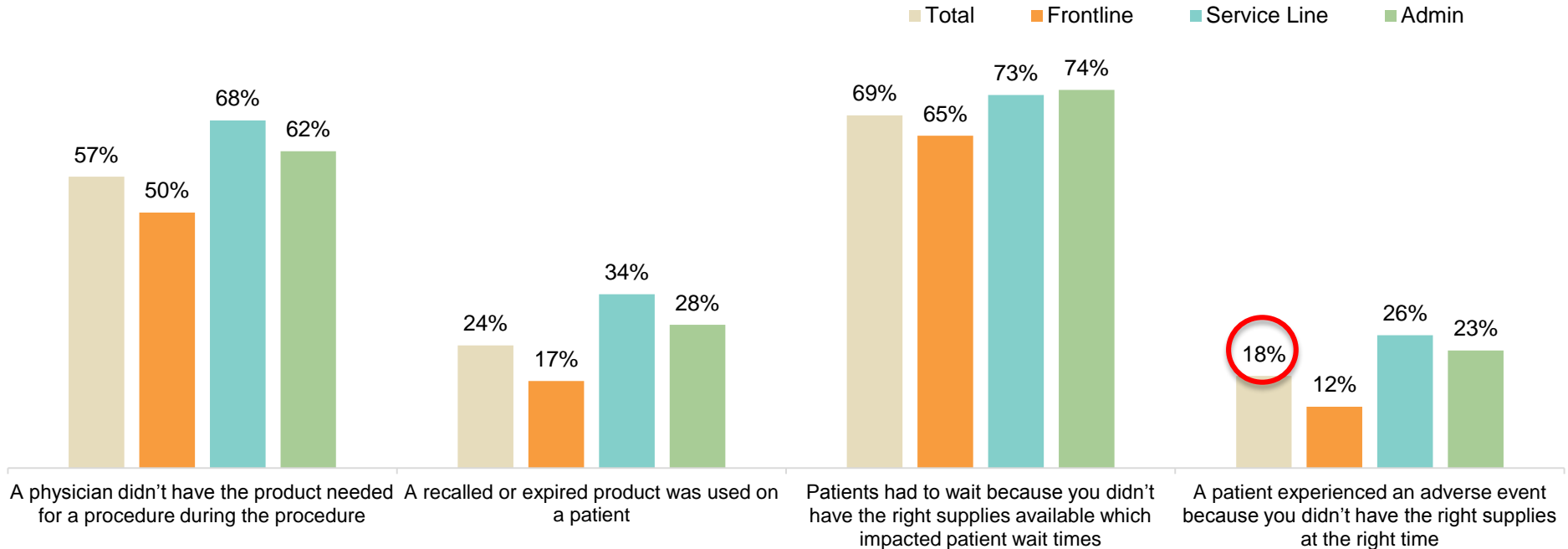
In your current position, have you ever experienced/heard of others experiencing any of the following problems?

57% of respondents have seen or heard of a physician not having the right product needed during a procedure.



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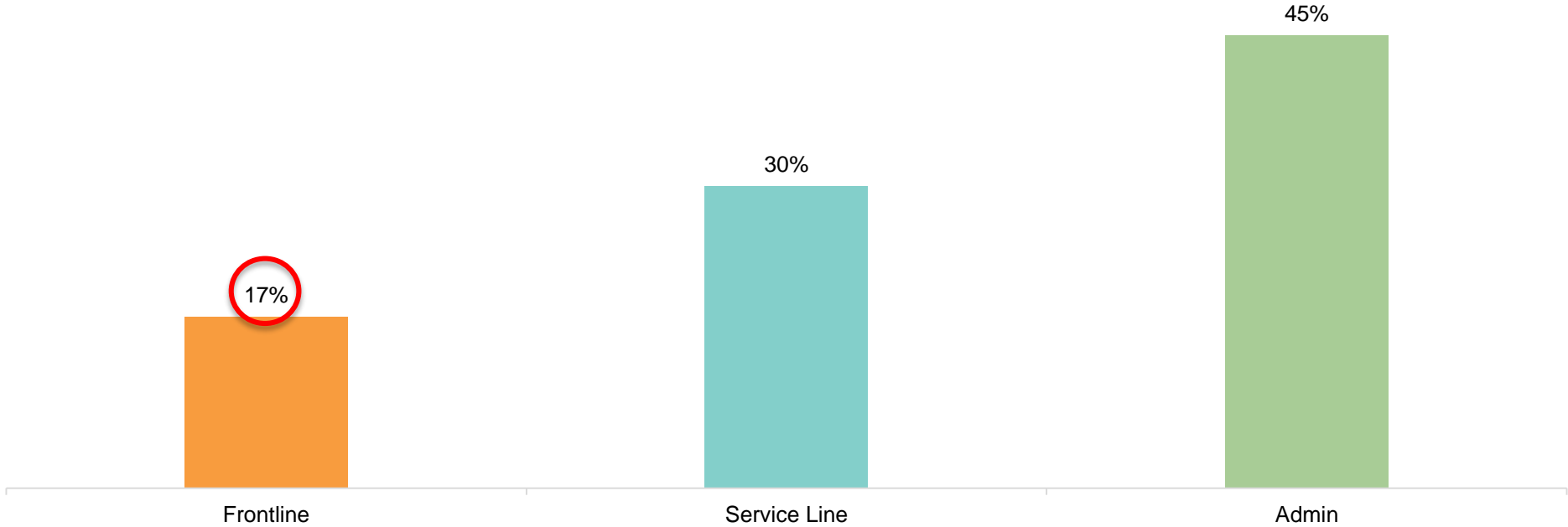
18% of respondents have seen or heard of a patient being harmed by not having the right supplies at the right time.



Approximately what percentage of your average work week do you yourself spend dealing with inventory and supply chain? (e.g. dealing with supply chain personnel, locating supplies, managing inventory, etc.)



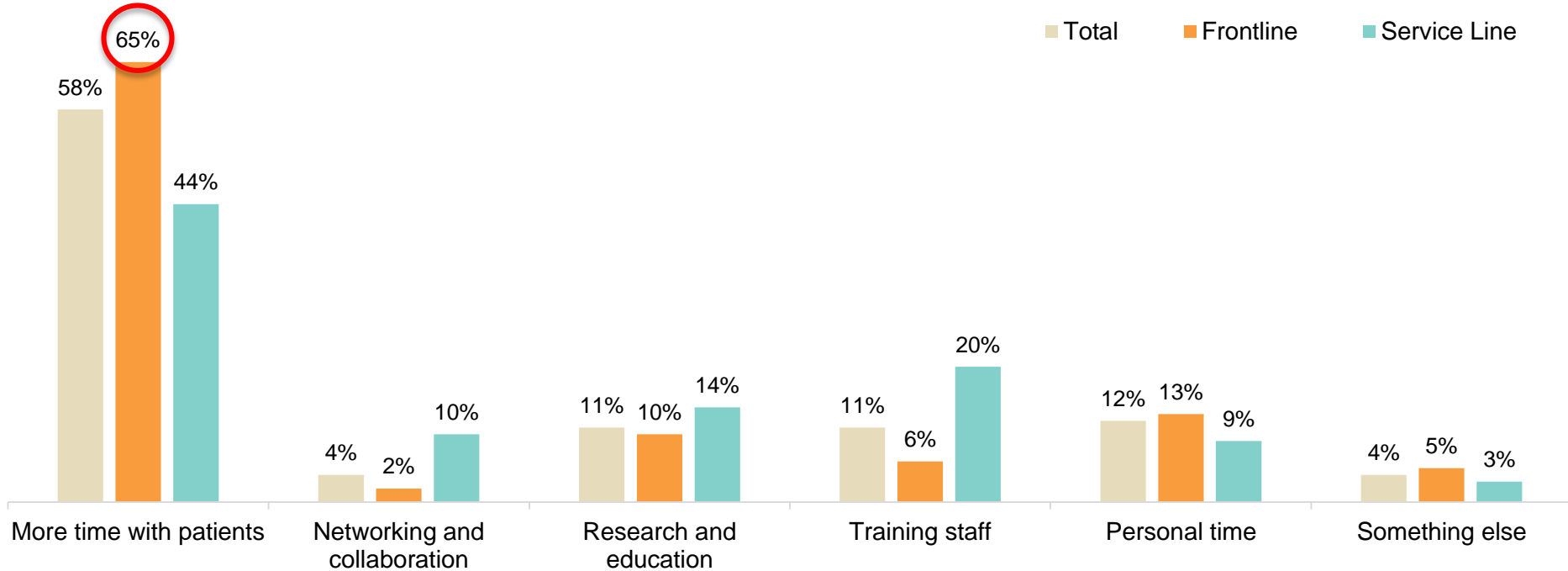
Nearly 20% of a physician's or nurse's workweek is spent on supply chain management.



If you could get that time back, what would you spend it on?

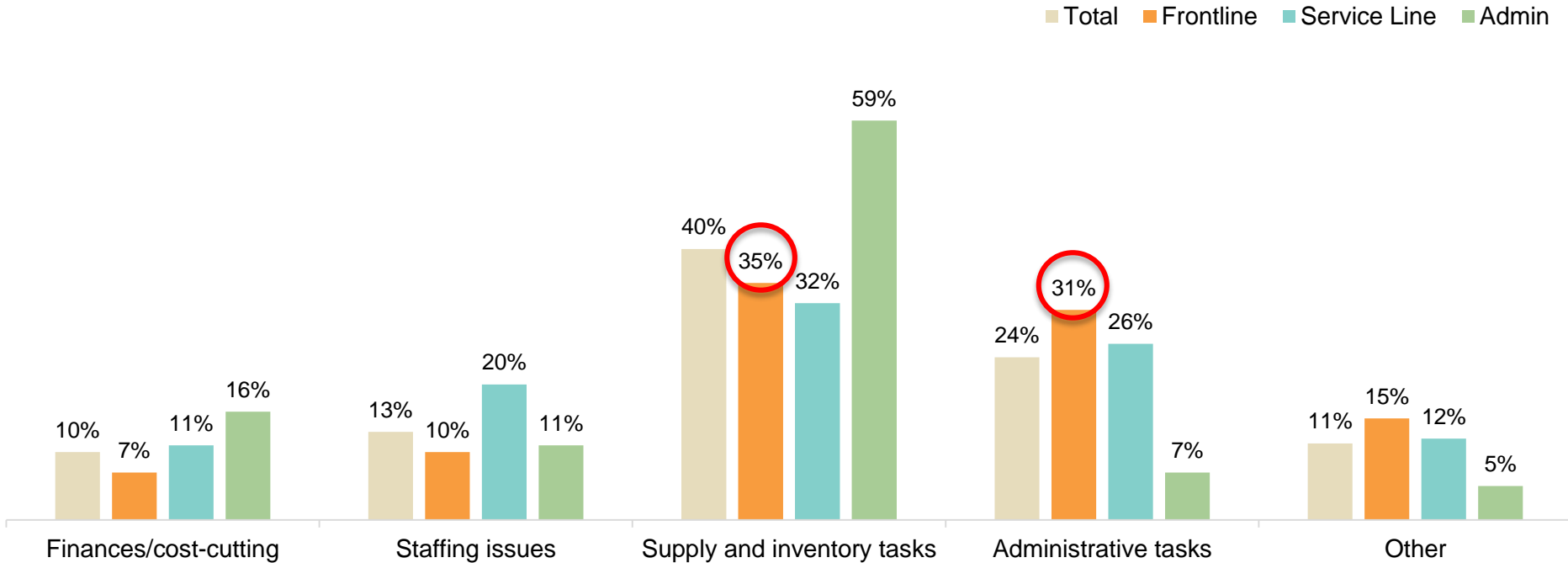
Asked of frontline care providers and service line leaders only

65% of frontline clinicians would trade this time to be with their patients.



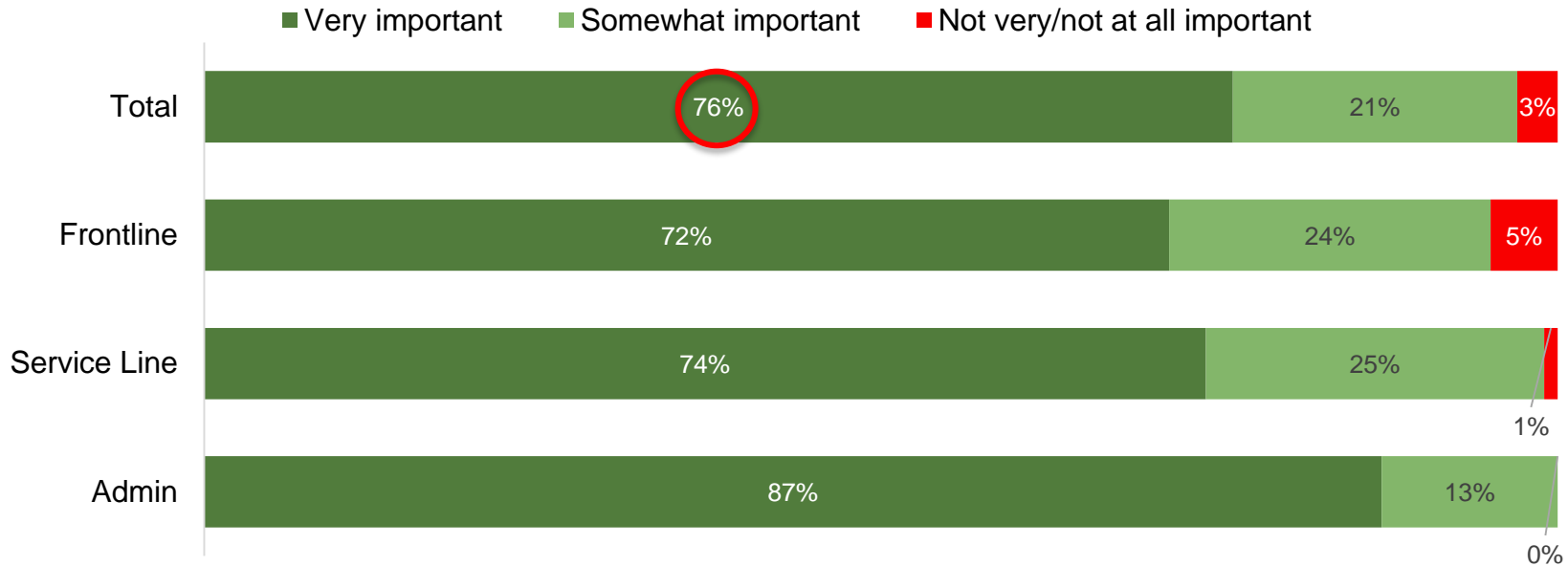
What is one thing that you spend time doing in your role that you wish you didn't have to do?

66% of frontline clinicians says supply, inventory & administrative tasks are things they wish they didn't have to do.



Within your area of responsibility, how important is your organization's supply chain management in addressing these challenges* to achieve your goals?

3 out of 4 believe the seamless operation of a supply chain is critically important to supporting quality of care and patient satisfaction and managing costs.

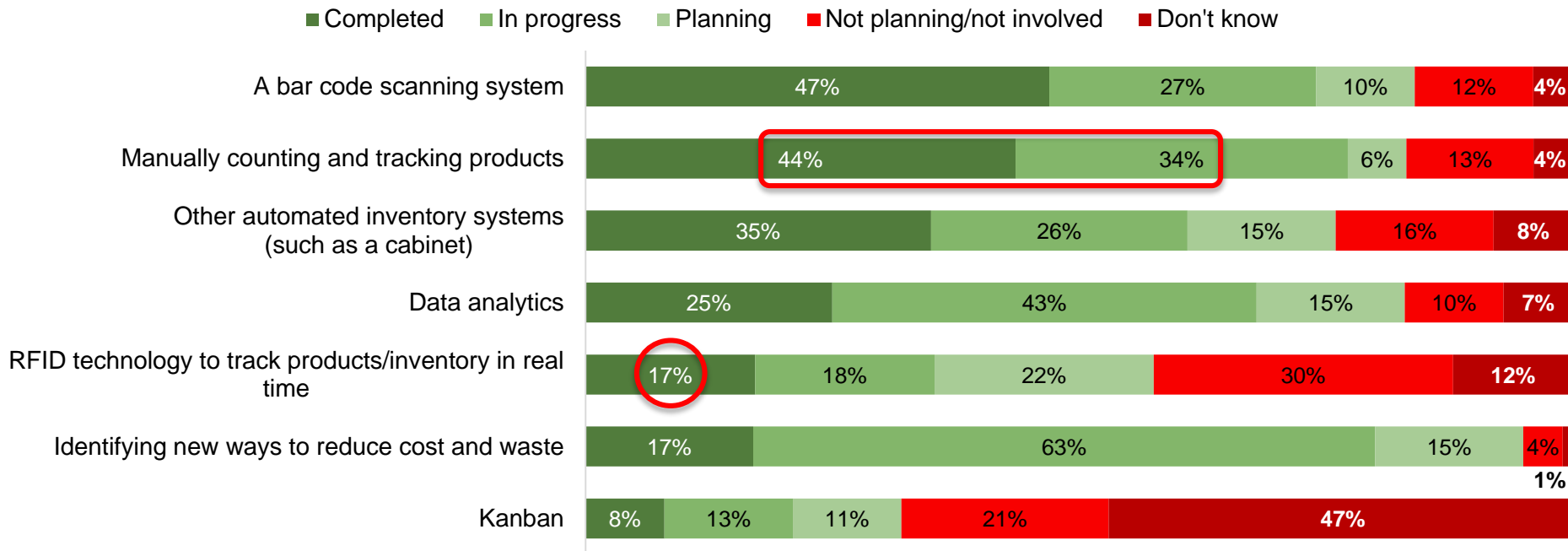


*Challenges included managing costs, improving patient experience and satisfaction, and improving quality of care.

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

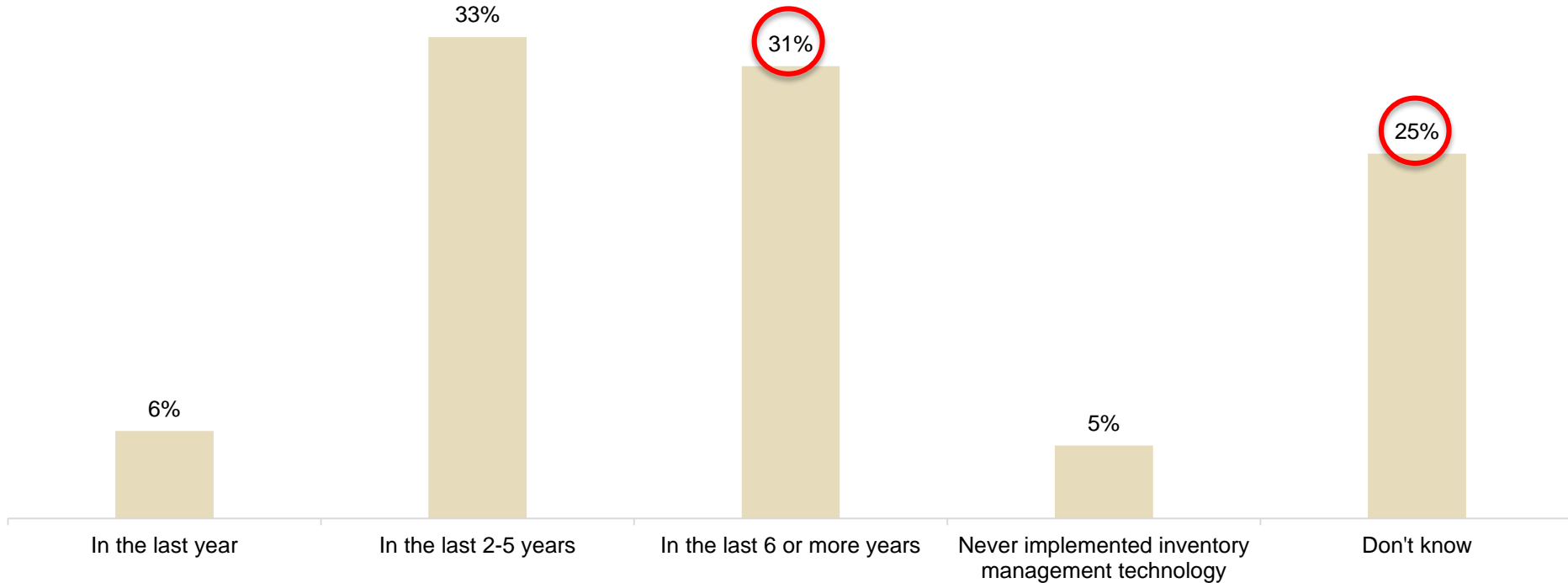
Asked of administrators and service line leaders only

78% still manually count inventory in some parts of their supply chain, while only 17% track inventory in real-time with RFID technology.



When was the last time your organization implemented a new inventory management technology solution?

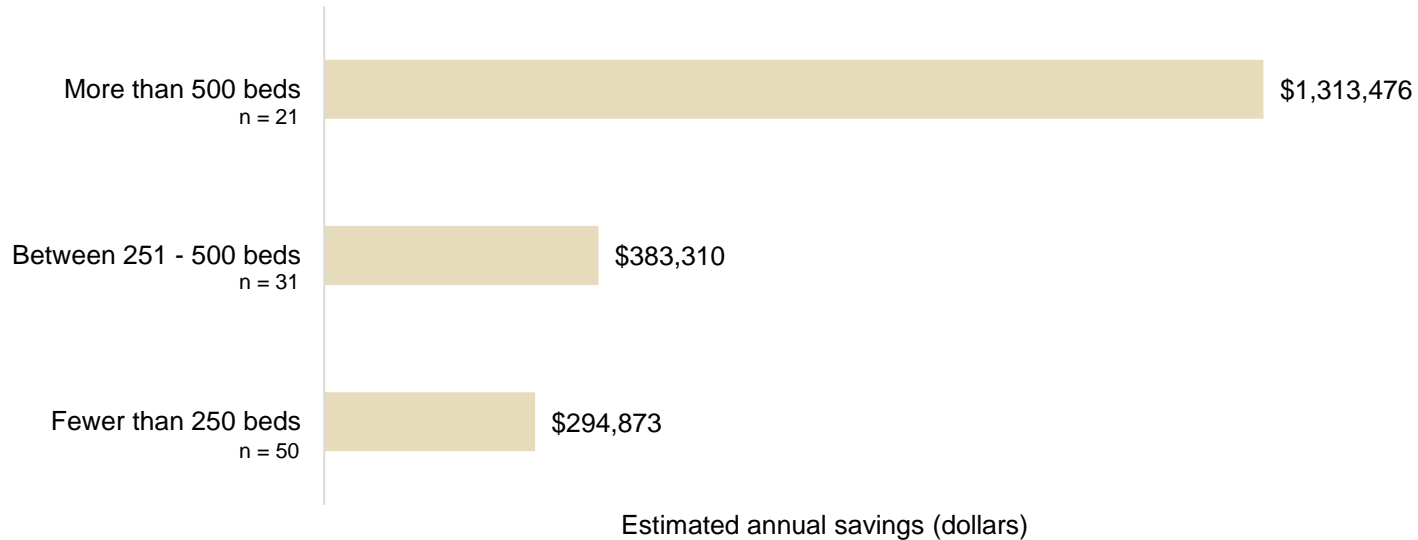
Nearly 1/3 of respondents said that it's been 6 years or more since a new inventory management system has been implemented. Another 25% of all surveyed don't know if it's ever been done.



How much money do you believe an automated, data-driven supply chain technology solution could save you?

Asked of administrators only

Supply chain leaders estimated an average of \$500,000* annual savings.



*The average was calculated across the total sample of 102 respondents.