Hospital Supply Chain Survey

Survey Data
March 2018

CardinalHealth
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Logistics
Product
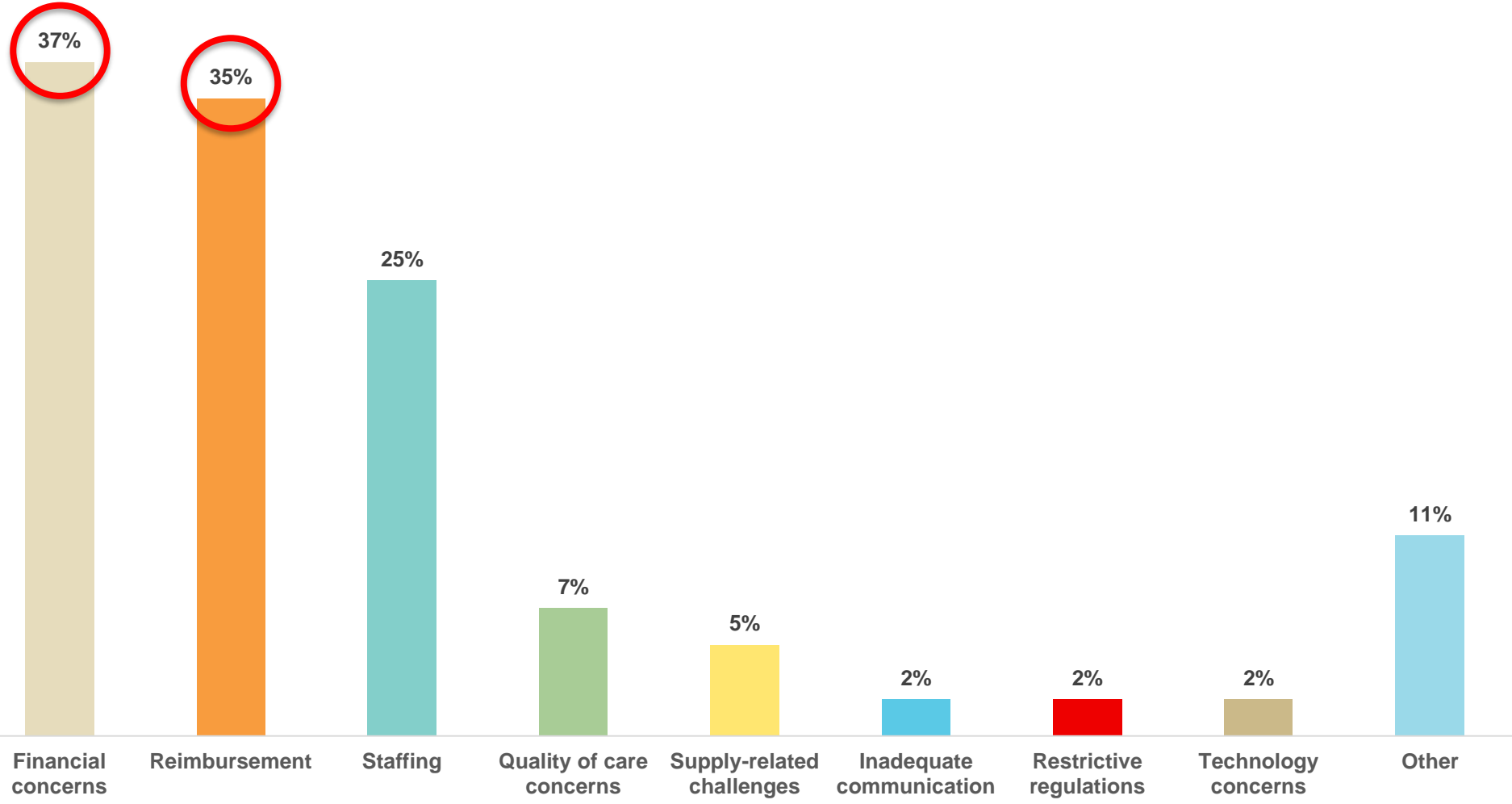Business
Patient

Survey Methodology

- The Cardinal Health Hospital Supply Chain Survey was fielded via SERMO's online respondent panel of health care providers
- Data was collected 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.

Category	Percentage
Financial concerns	37%
Reimbursement	35%
Staffing	25%
Quality of care concerns	7%
Supply-related challenges	5%
Inadequate communication	2%
Restrictive regulations	2%
Technology concerns	2%
Other	11%

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.

Legend: Frontline, Admin

- Managing costs: Frontline 37%, Admin 73%
- Improving patient experience and satisfaction: Frontline 34%, Admin 16%
- Improving quality of care: Frontline 29%, Admin 12%
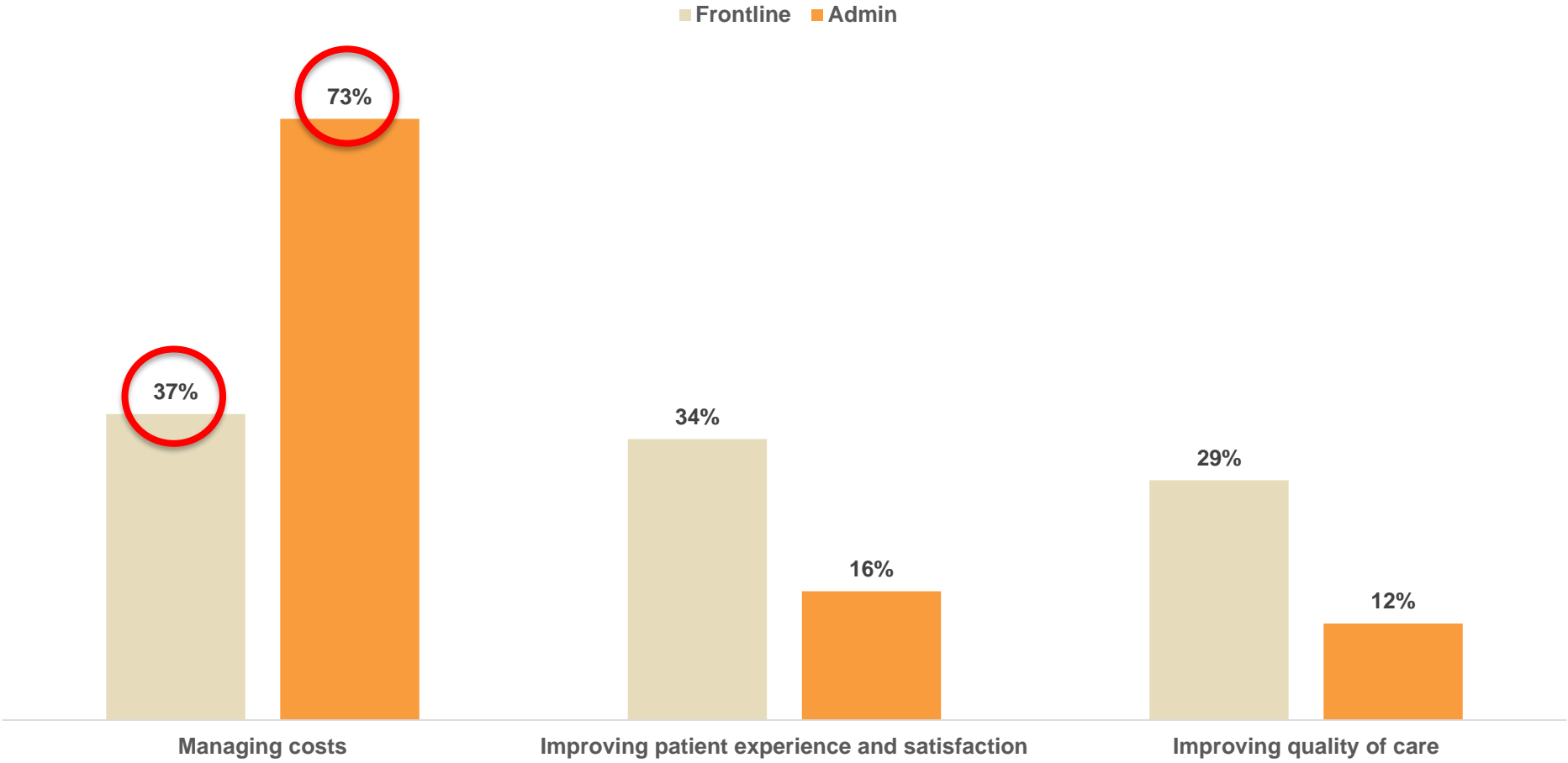
How important is your organization's supply chain management in addressing these challenges to achieve your goals?

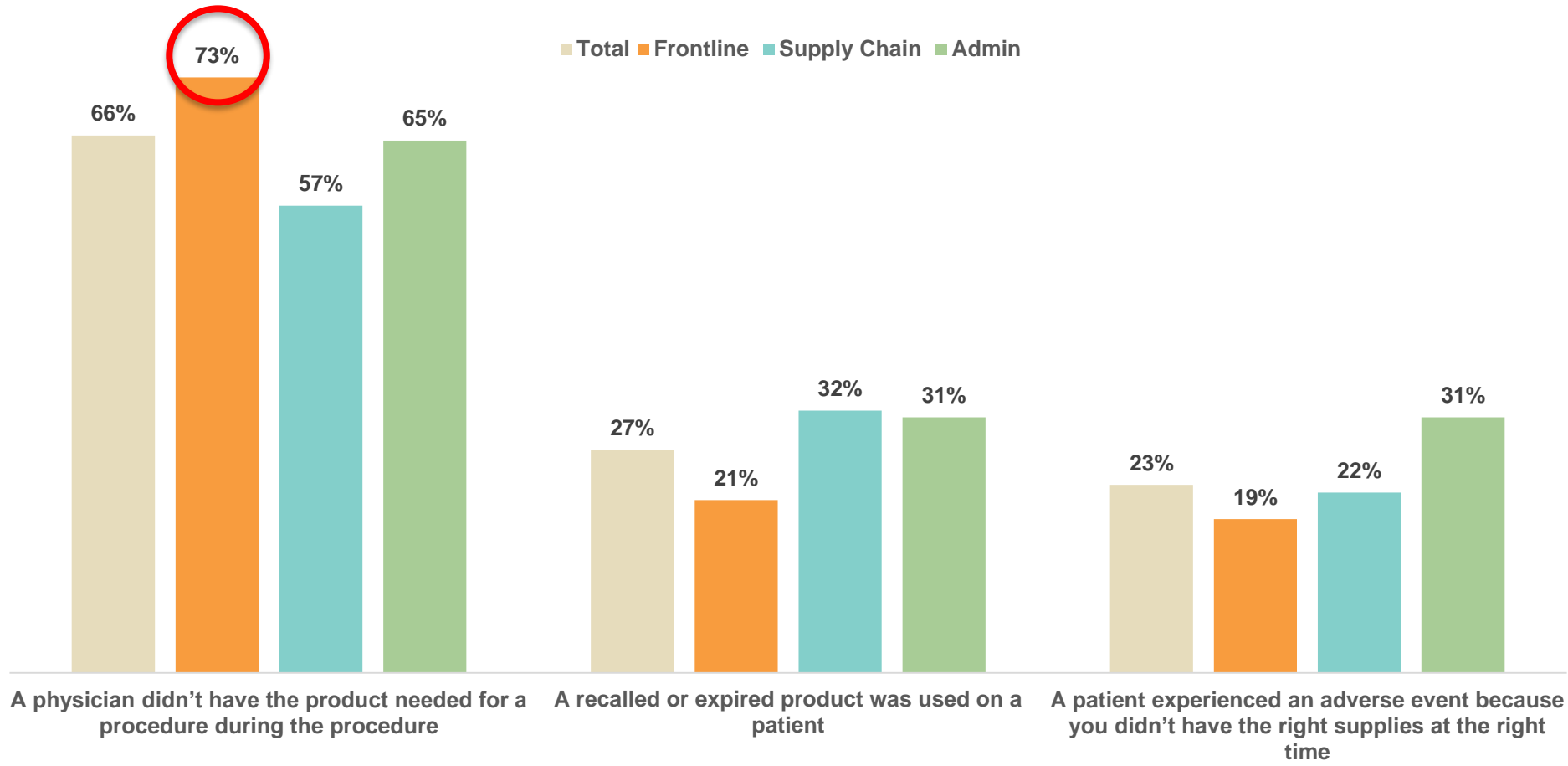97% of all respondents view supply chain management as an important part of achieving their organization's goals.
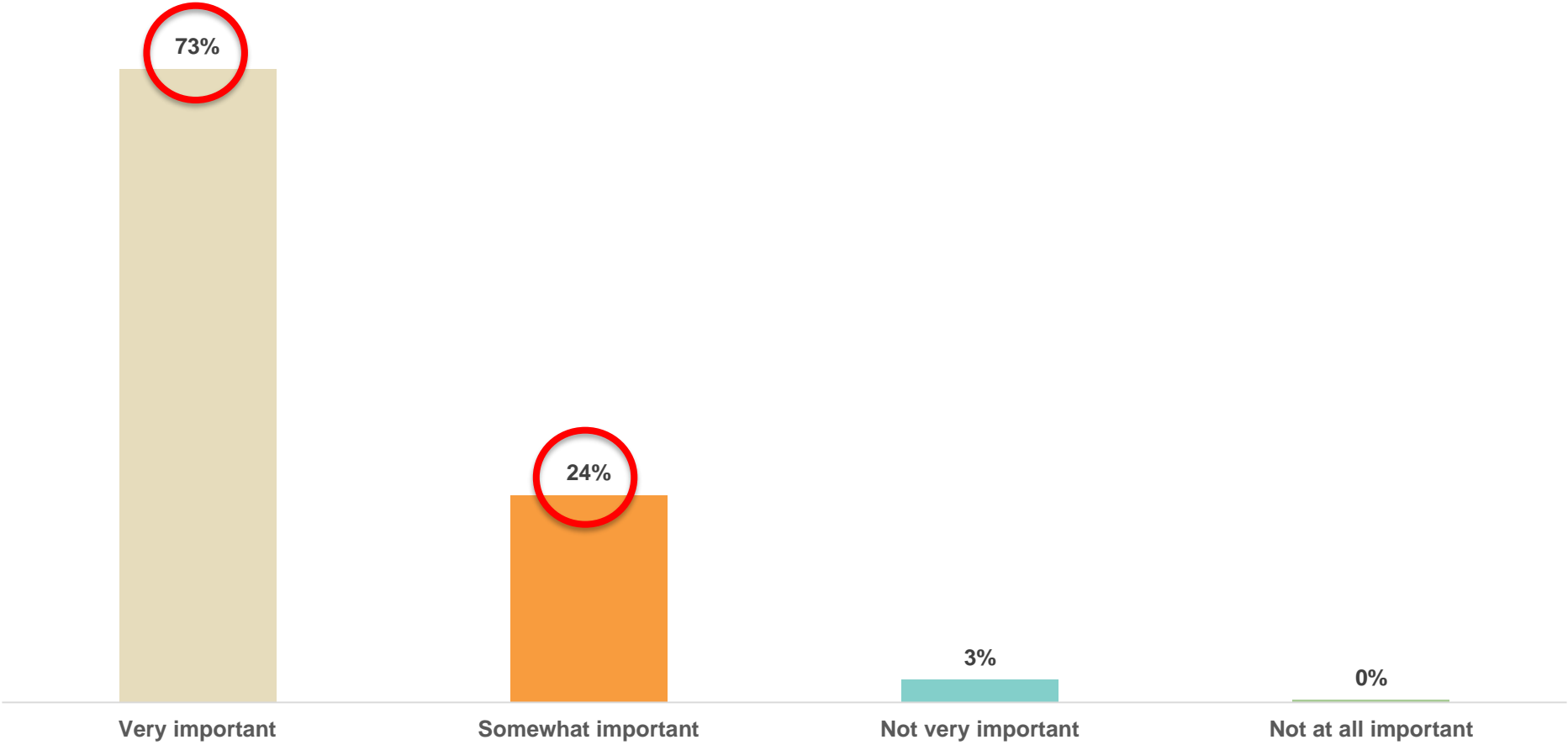
Very important	Somewhat important	Not very important	Not at all important
73%	24%	3%	0%

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.

Legend: Total, Frontline, Supply Chain, Admin

A physician didn't have the product needed for a procedure during the procedure
- 66% Total
- 73% Frontline
- 57% Supply Chain
- 65% Admin

A recalled or expired product was used on a patient
- 27% Total
- 21% Frontline
- 32% Supply Chain
- 31% Admin

A patient experienced an adverse event because you didn't have the right supplies at the right time
- 23% Total
- 19% Frontline
- 22% Supply Chain
- 31% Admin

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

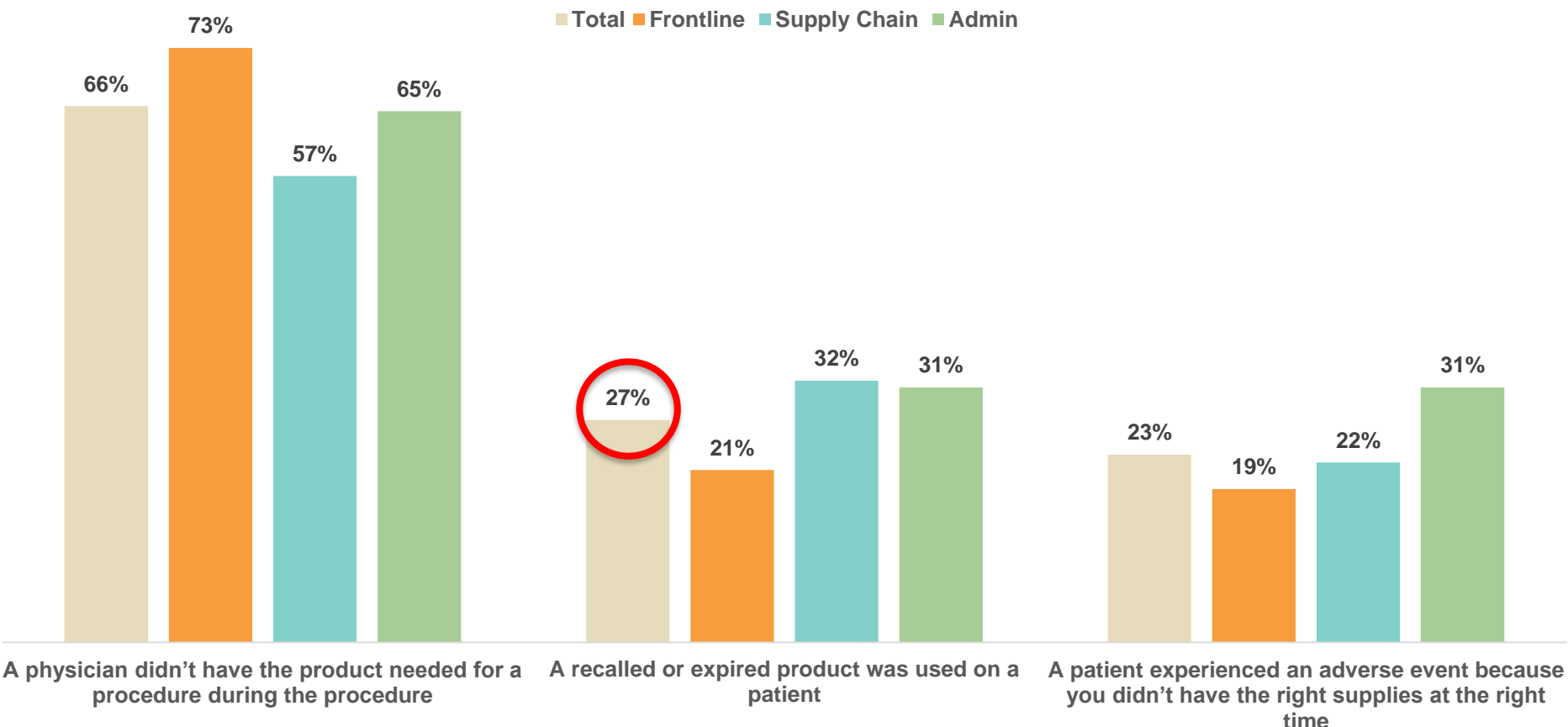27% of all respondents have seen or heard of a recalled or expired product being used on a patient.

Total ■ **Frontline** ■ **Supply Chain** ■ **Admin**

A physician didn't have the product needed for a procedure during the procedure: Total 66%, Frontline 73%, Supply Chain 57%, Admin 65%

A recalled or expired product was used on a patient: Total 27%, Frontline 21%, Supply Chain 32%, Admin 31%

A patient experienced an adverse event because you didn't have the right supplies at the right time: Total 23%, Frontline 19%, Supply Chain 22%, Admin 31%

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

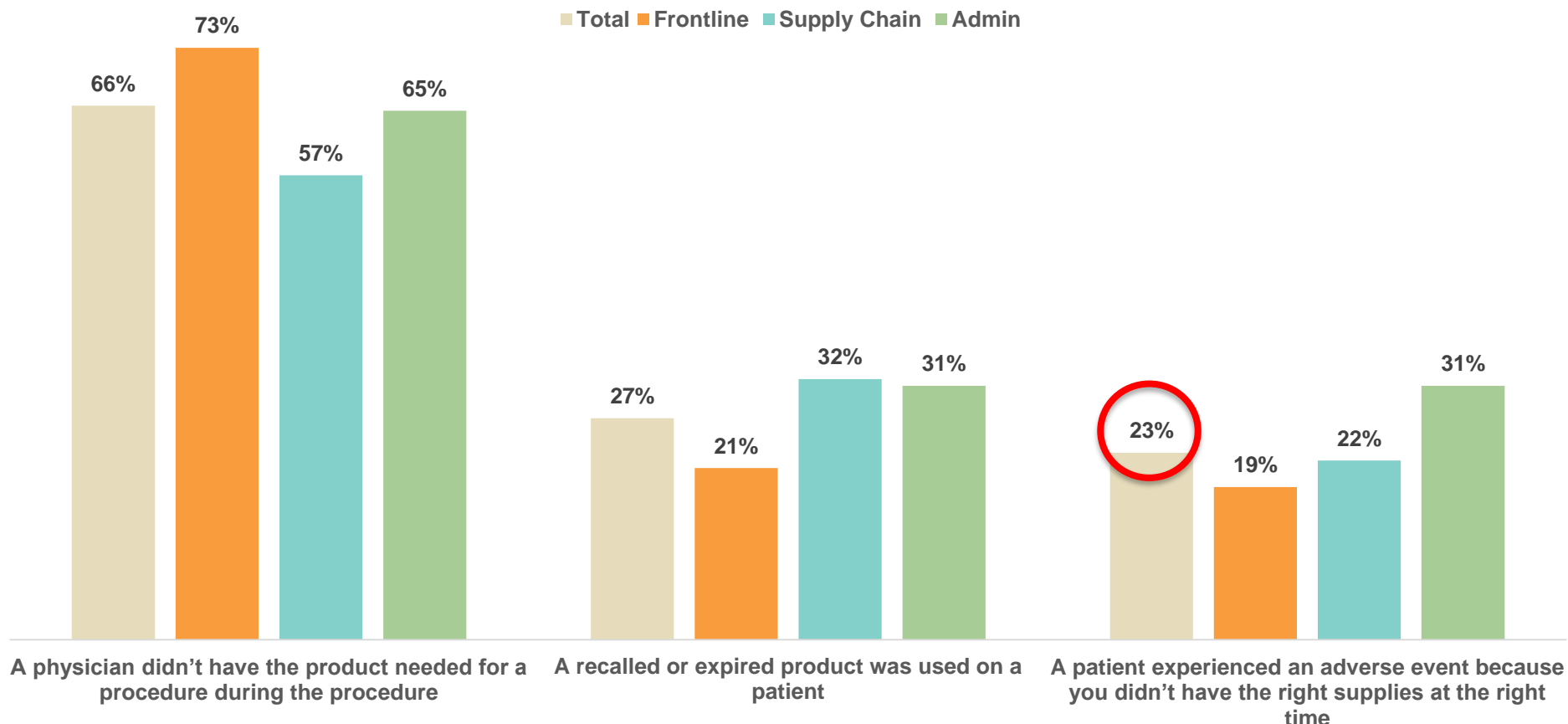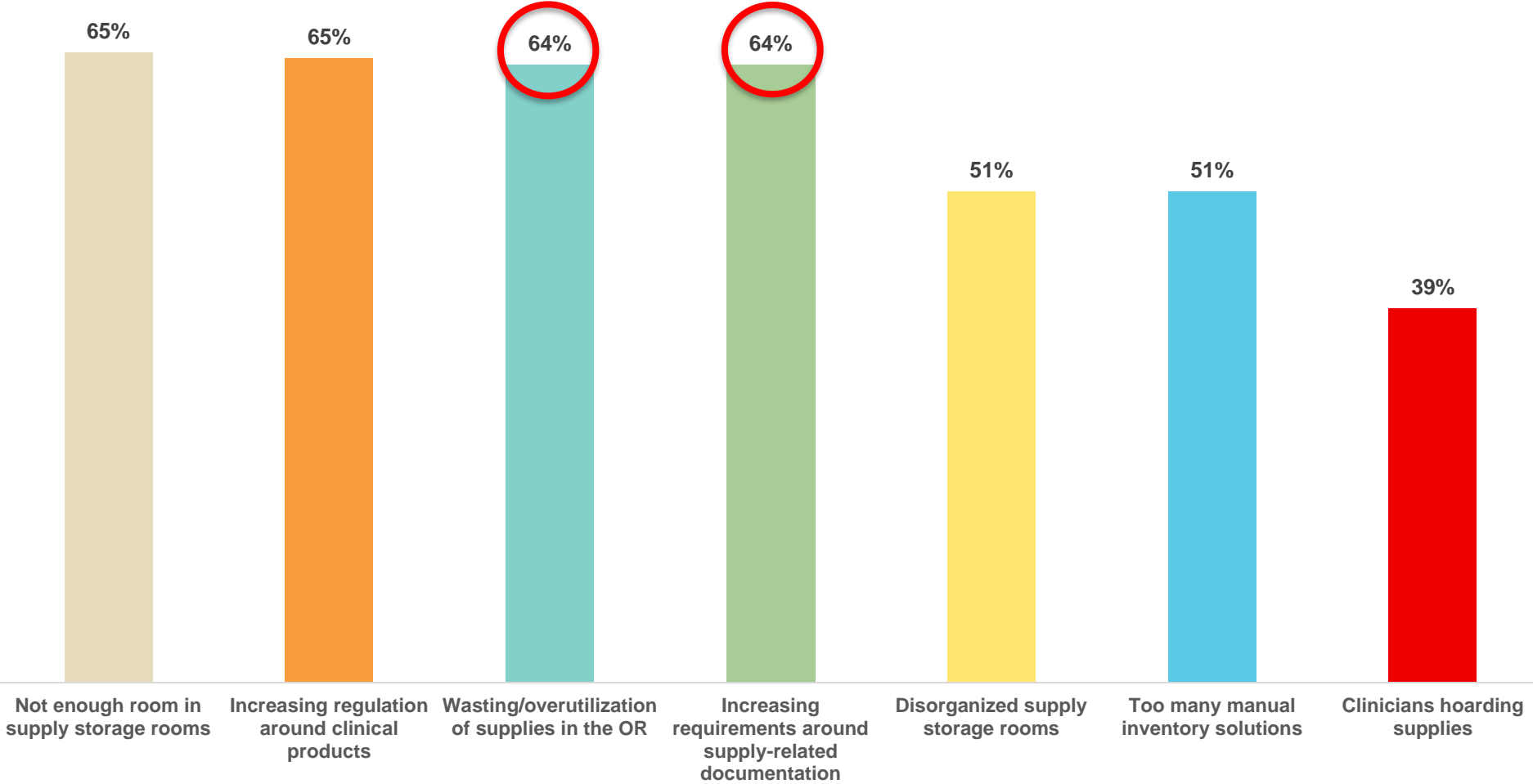23% of all respondents have seen or heard of a patient being harmed by not having the right supplies at the right time.

Legend: Total (tan), Frontline (orange), Supply Chain (teal), Admin (green)

A physician didn't have the product needed for a procedure during the procedure
- Total: 66%
- Frontline: 73%
- Supply Chain: 57%
- Admin: 65%

A recalled or expired product was used on a patient
- Total: 27%
- Frontline: 21%
- Supply Chain: 32%
- Admin: 31%

A patient experienced an adverse event because you didn't have the right supplies at the right time
- Total: 23%
- Frontline: 19%
- Supply Chain: 22%
- Admin: 31%

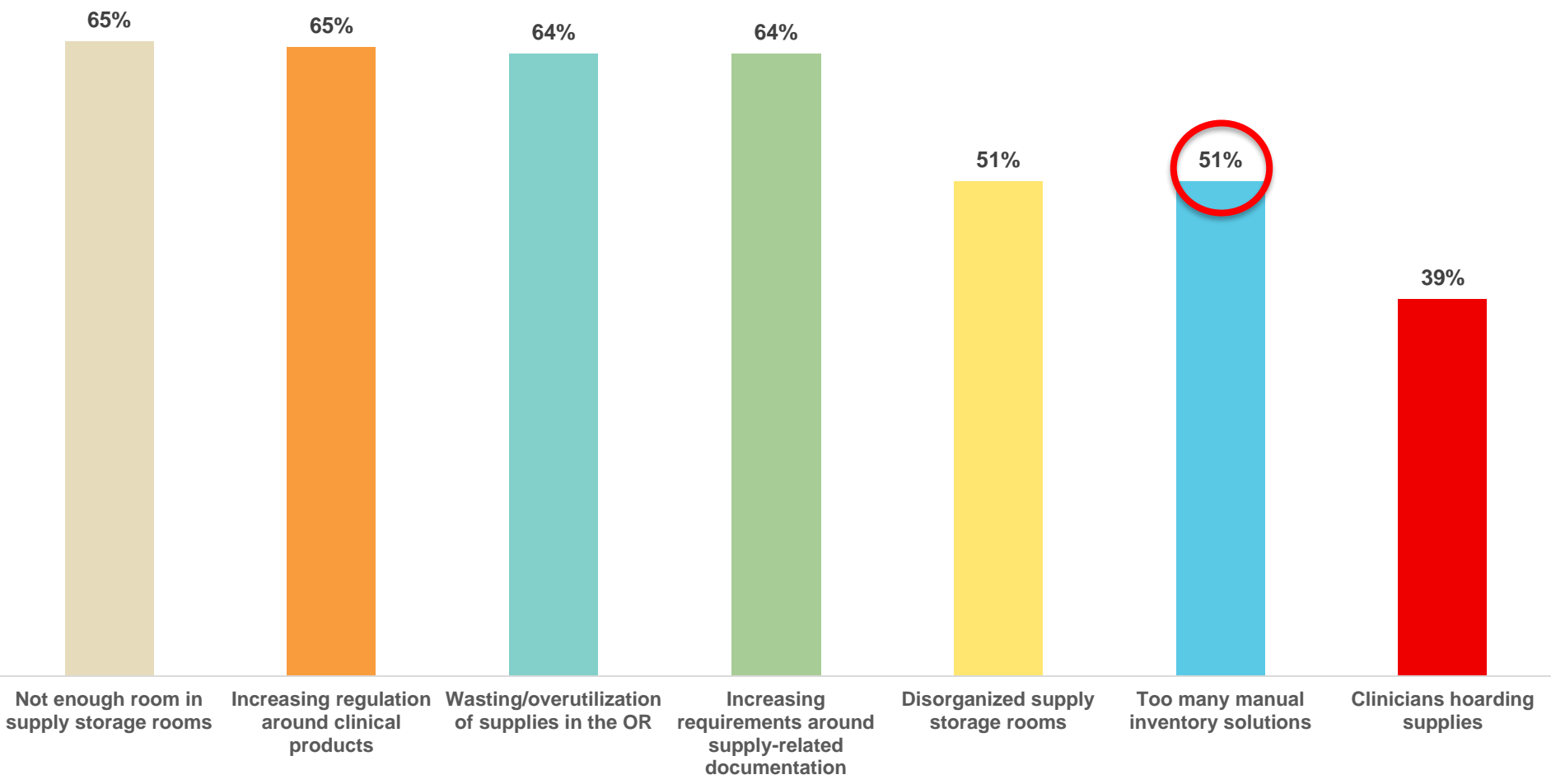# How significant of a problem is each of the following at your organization?

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

Category	Percentage
Not enough room in supply storage rooms	65%
Increasing regulation around clinical products	65%
Wasting/overutilization of supplies in the OR	64%
Increasing requirements around supply-related documentation	64%
Disorganized supply storage rooms	51%
Too many manual inventory solutions	51%
Clinicians hoarding supplies	39%

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

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

65%	65%	64%	64%	51%	51%	39%
Not enough room in supply storage rooms	Increasing regulation around clinical products	Wasting/overutilization of supplies in the OR	Increasing requirements around supply-related documentation	Disorganized supply storage rooms	Too many manual inventory solutions	Clinicians hoarding supplies

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

39% of all respondents admitted to hoarding supplies.
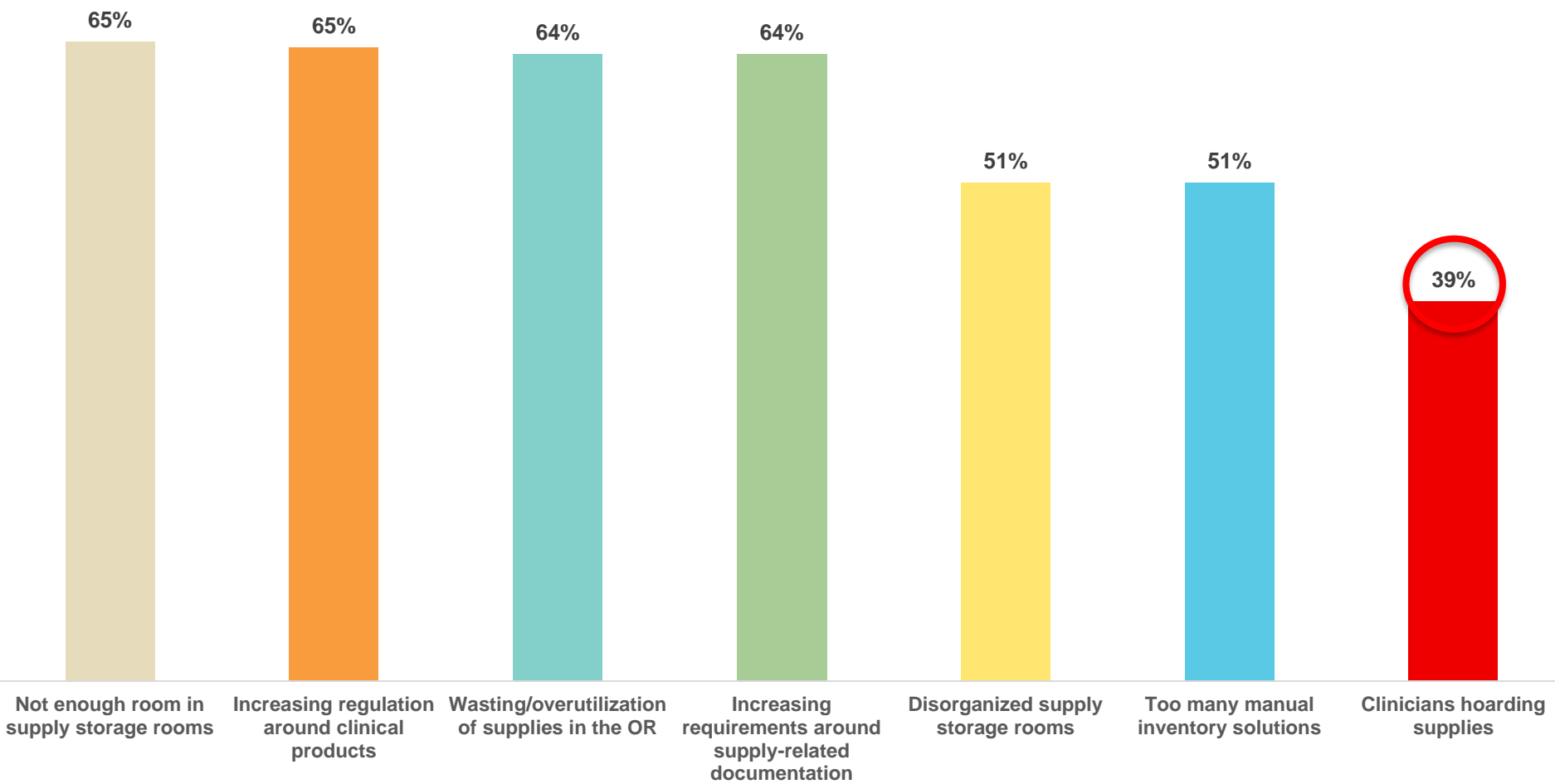
Not enough room in supply storage rooms	Increasing regulation around clinical products	Wasting/overutilization of supplies in the OR	Increasing requirements around supply-related documentation	Disorganized supply storage rooms	Too many manual inventory solutions	Clinicians hoarding supplies
65%	65%	64%	64%	51%	51%	39%

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.
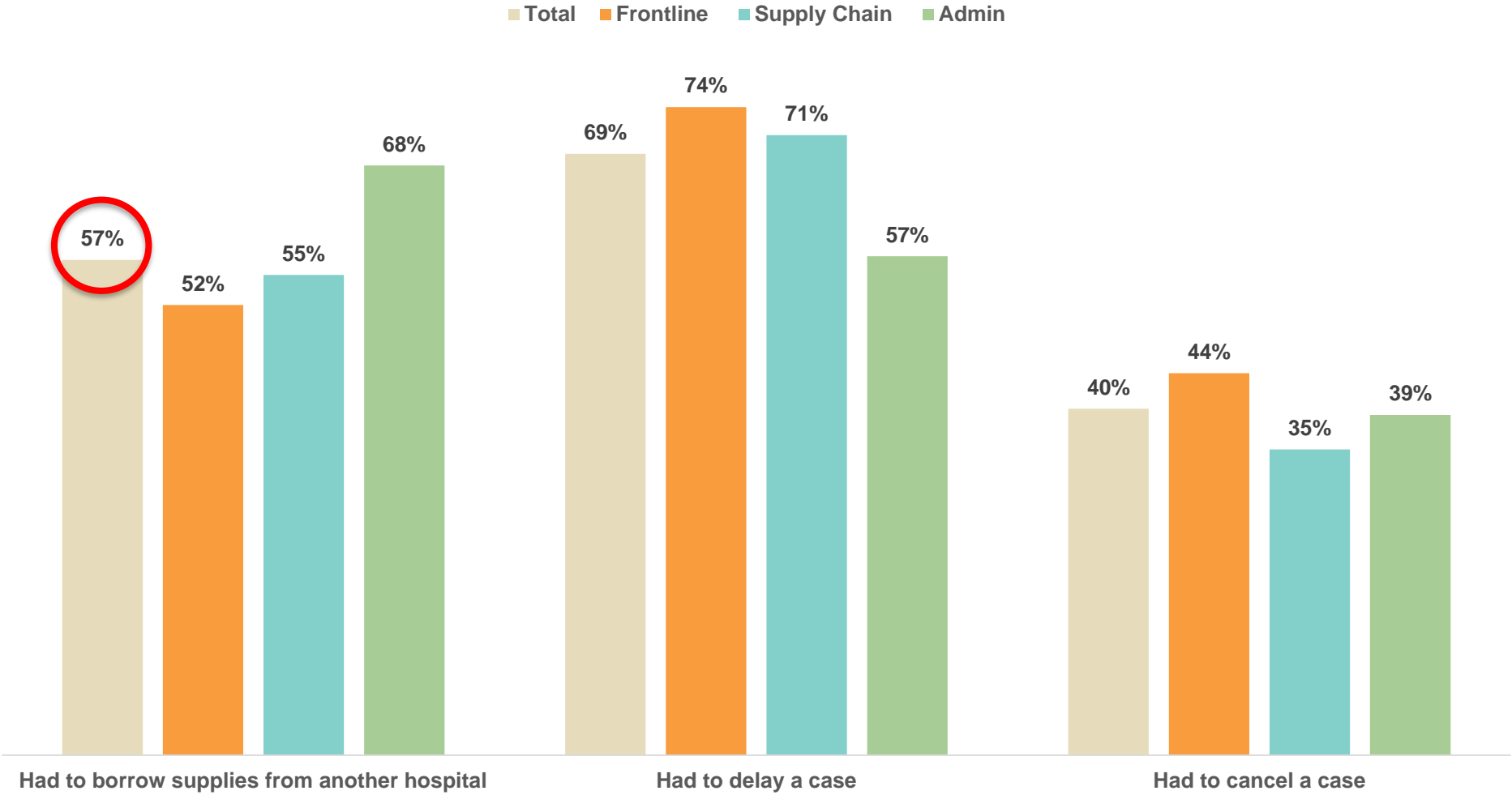
Legend: ■ Total ■ Frontline ■ Supply Chain ■ Admin

Had to borrow supplies from another hospital
- Total: 57%
- Frontline: 52%
- Supply Chain: 55%
- Admin: 68%

Had to delay a case
- Total: 69%
- Frontline: 74%
- Supply Chain: 71%
- Admin: 57%

Had to cancel a case
- Total: 40%
- Frontline: 44%
- Supply Chain: 35%
- Admin: 39%

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

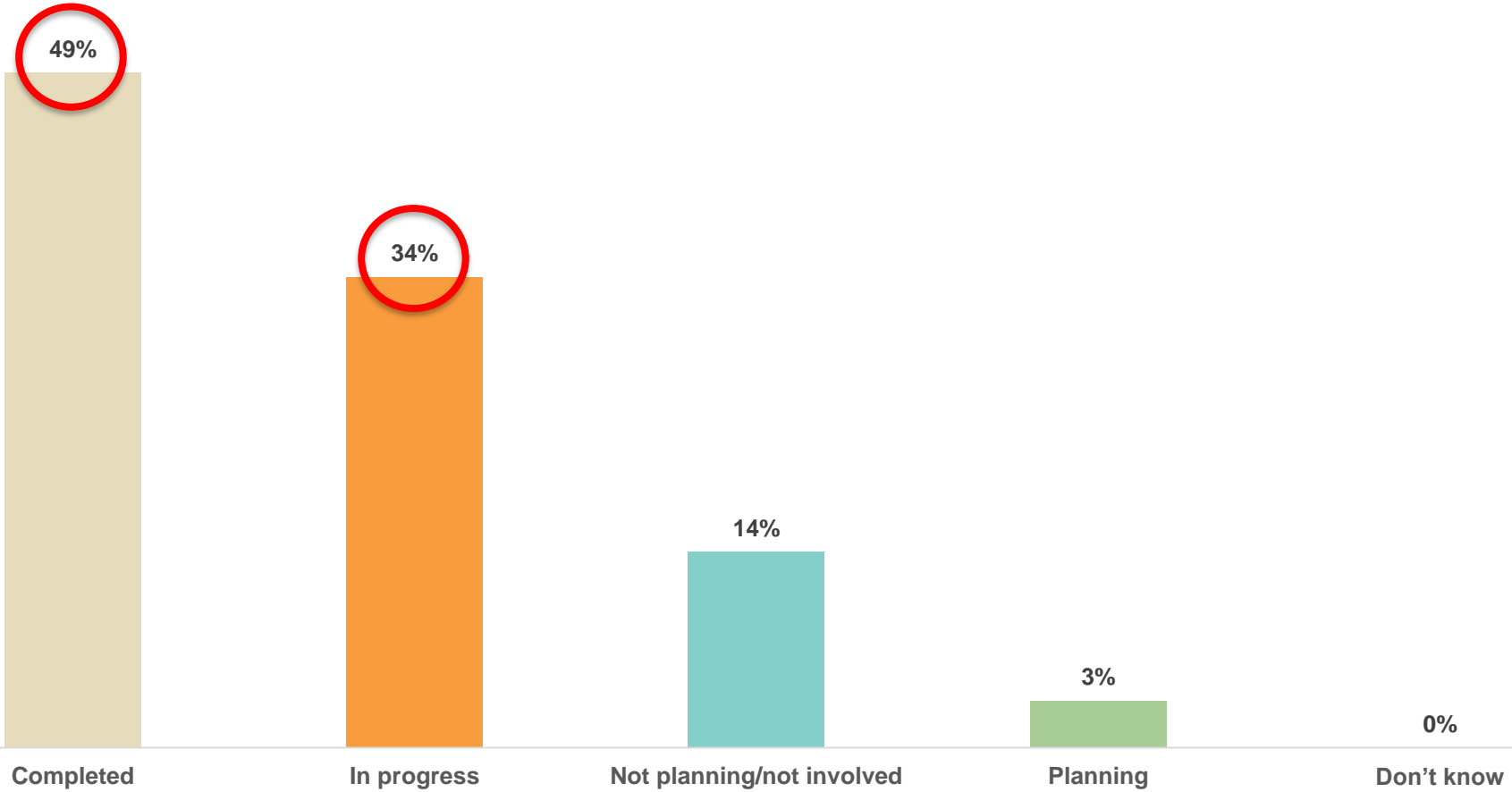69% of all respondents said their organization had to delay a case due to missing supplies.

Legend: ■ Total ■ Frontline ■ Supply Chain ■ Admin

Had to borrow supplies from another hospital
- Total: 57%
- Frontline: 52%
- Supply Chain: 55%
- Admin: 68%

Had to delay a case
- Total: 69%
- Frontline: 74%
- Supply Chain: 71%
- Admin: 57%

Had to cancel a case
- Total: 40%
- Frontline: 44%
- Supply Chain: 35%
- Admin: 39%

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.

Legend: ■ Total ■ Frontline ■ Supply Chain ■ Admin

Had to borrow supplies from another hospital
- Total: 57%
- Frontline: 52%
- Supply Chain: 55%
- Admin: 68%

Had to delay a case
- Total: 69%
- Frontline: 74%
- Supply Chain: 71%
- Admin: 57%

Had to cancel a case
- Total: 40%
- Frontline: 44%
- Supply Chain: 35%
- Admin: 39%

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.

49%	34%	14%	3%	0%
Completed	In progress	Not planning/not involved	Planning	Don't know

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.
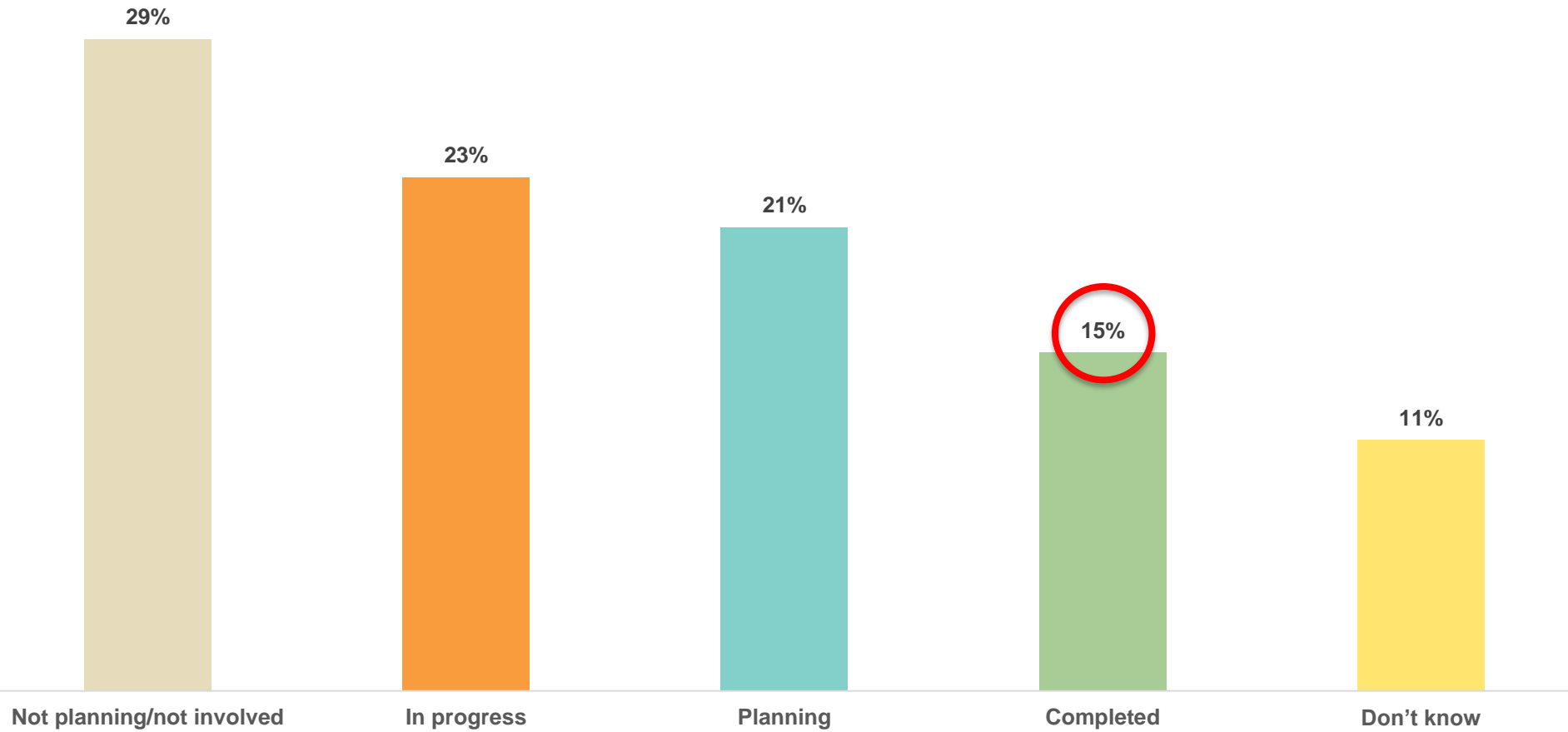
Not planning/not involved	In progress	Planning	Completed	Don't know
29%	23%	21%	15%	11%

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
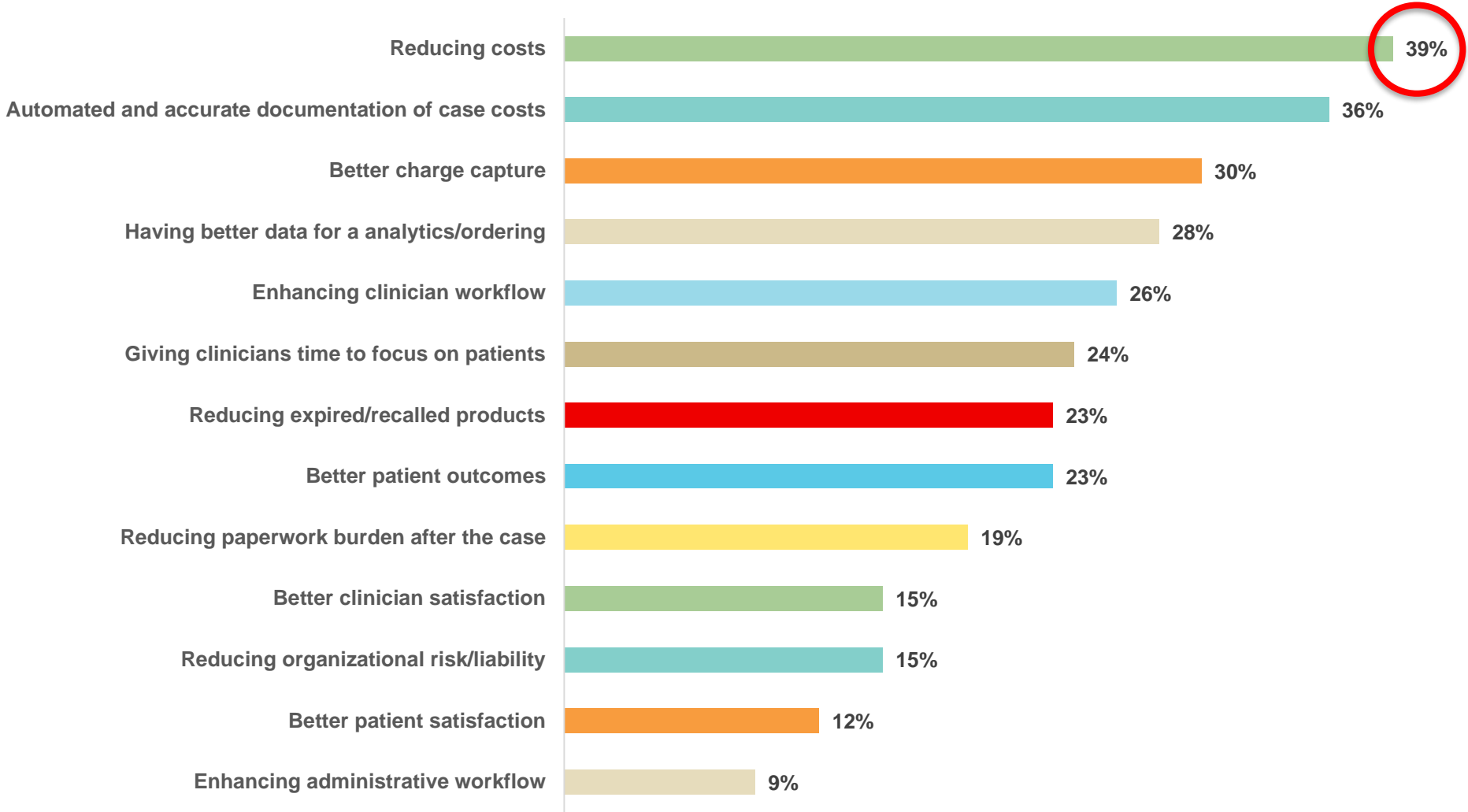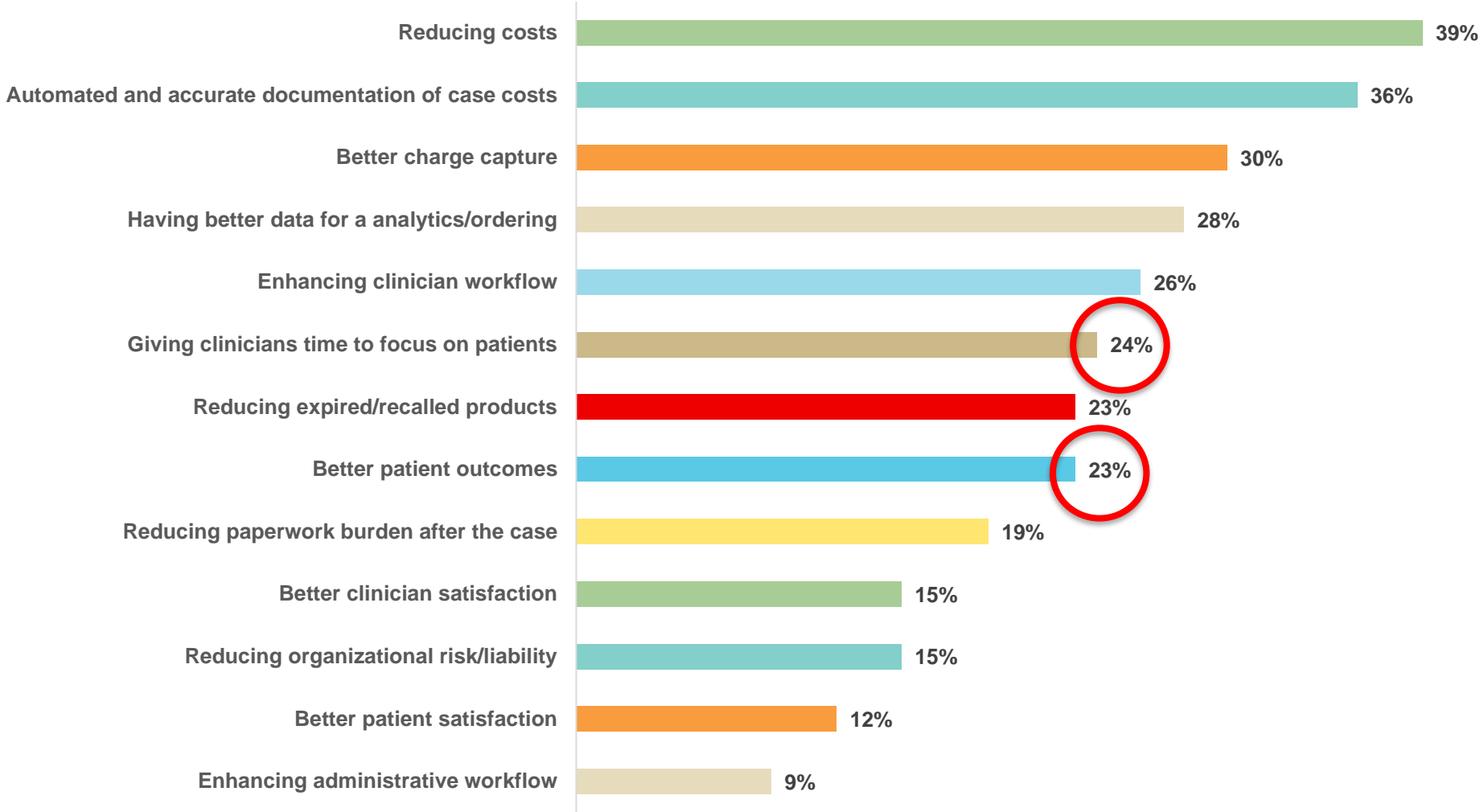
Off all respondents that picked "better patient outcomes" as a top three advantage, 32% cited it as the top advantage.
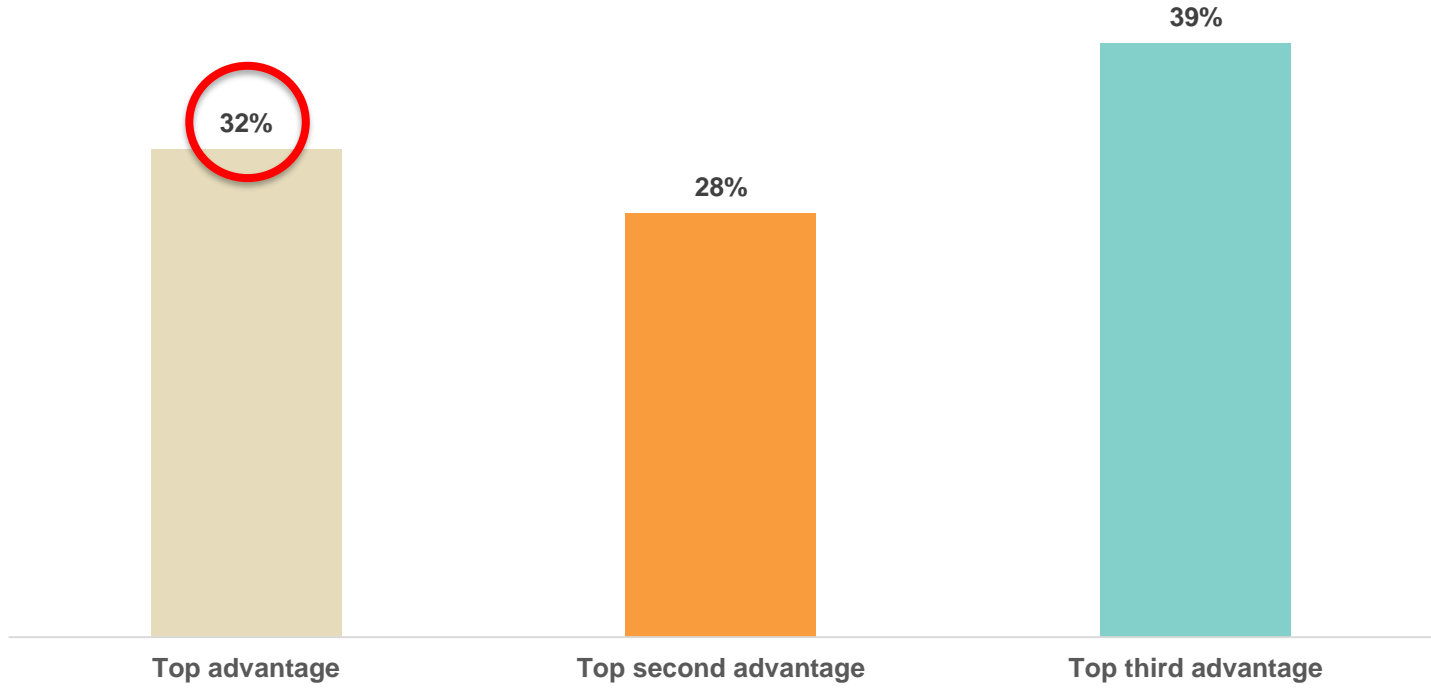
Top advantage	Top second advantage	Top third advantage
32%	28%	39%

Whether you have one or not, please indicate the top three advantages you see in having an automated solution for OR inventory management:
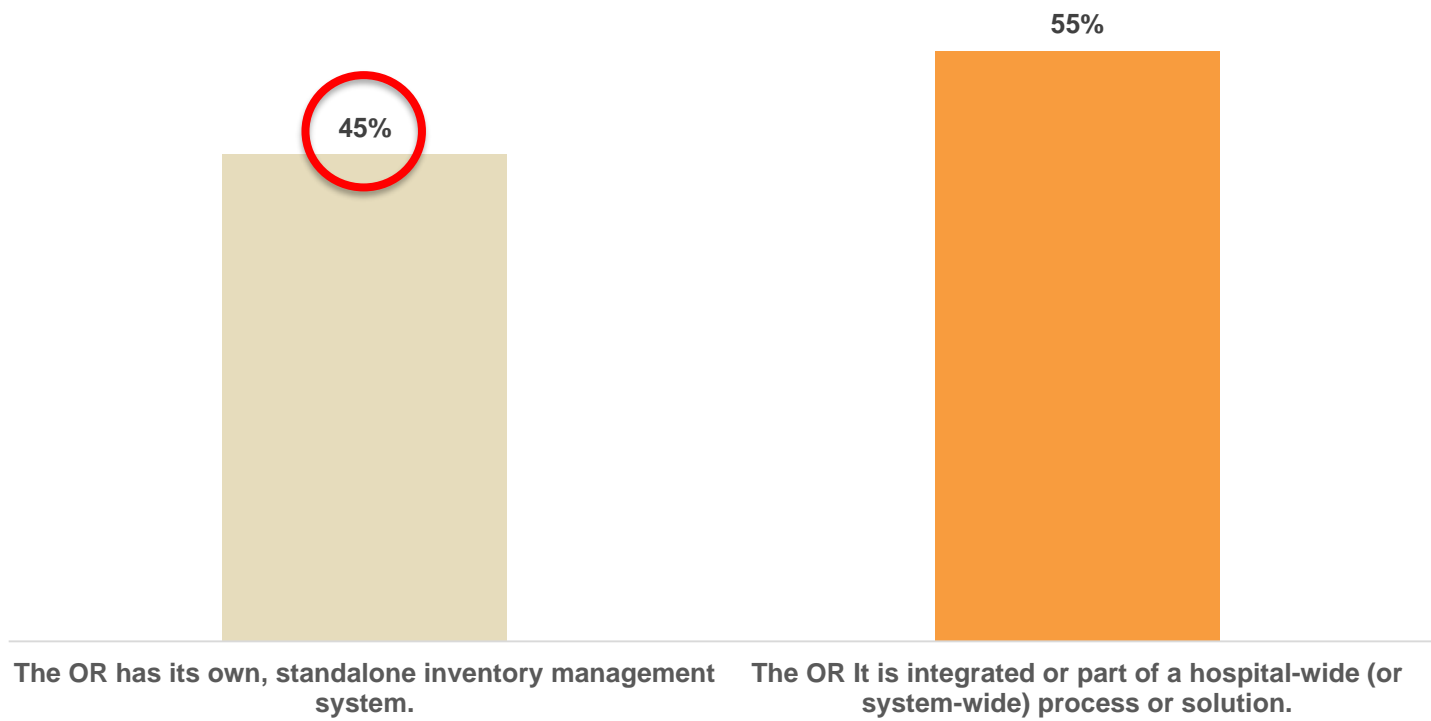
39% of all respondents cited reducing costs as the top advantage.

Advantage	Percentage
Reducing costs	39%
Automated and accurate documentation of case costs	36%
Better charge capture	30%
Having better data for a analytics/ordering	28%
Enhancing clinician workflow	26%
Giving clinicians time to focus on patients	24%
Reducing expired/recalled products	23%
Better patient outcomes	23%
Reducing paperwork burden after the case	19%
Better clinician satisfaction	15%
Reducing organizational risk/liability	15%
Better patient satisfaction	12%
Enhancing administrative workflow	9%

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.

Advantage	Percentage
Reducing costs	39%
Automated and accurate documentation of case costs	36%
Better charge capture	30%
Having better data for a analytics/ordering	28%
Enhancing clinician workflow	26%
Giving clinicians time to focus on patients	24%
Reducing expired/recalled products	23%
Better patient outcomes	23%
Reducing paperwork burden after the case	19%
Better clinician satisfaction	15%
Reducing organizational risk/liability	15%
Better patient satisfaction	12%
Enhancing administrative workflow	9%

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.

45%

55%

The OR has its own, standalone inventory management system.

The OR It is integrated or part of a hospital-wide (or system-wide) process or solution.

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 RIFD inventory systems.

A manual system	An automated system	A little bit of both
20%	19%	61%
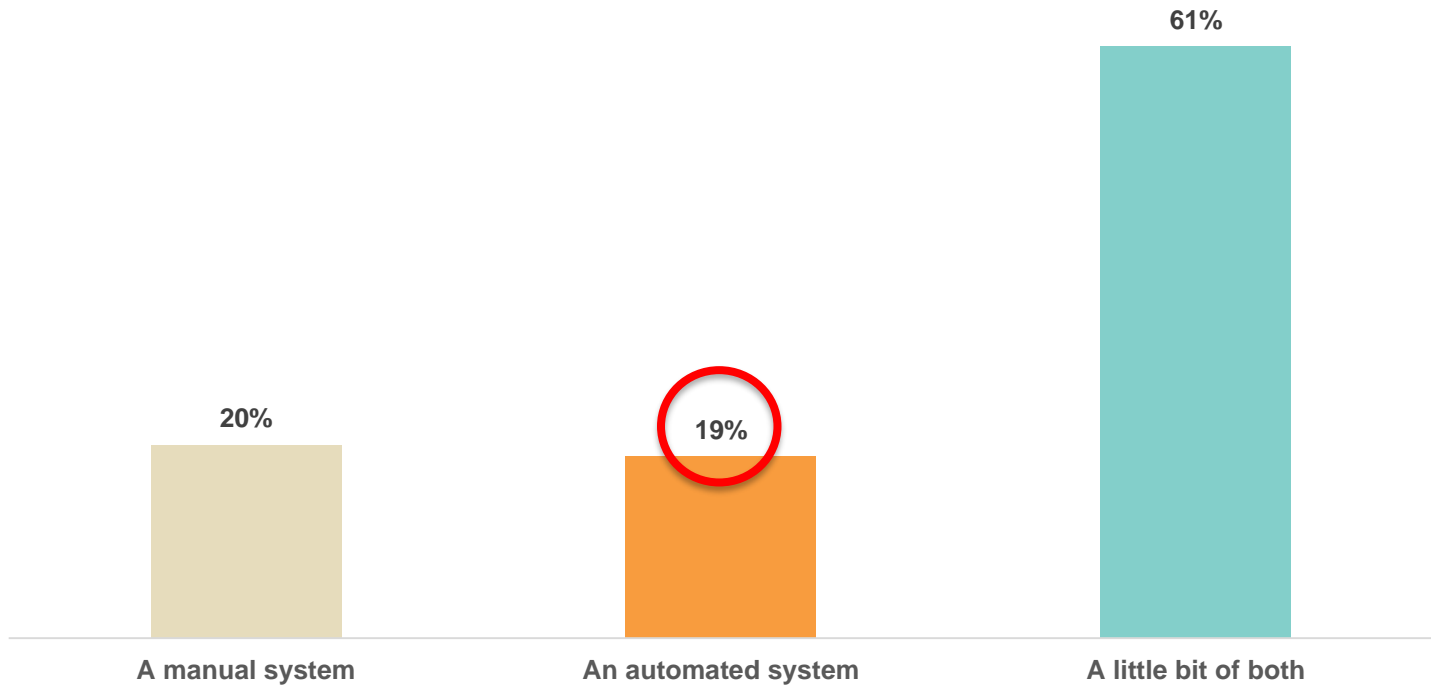
How much visibility do you feel you have into the operations of the OR?

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

A lot	Some	Not very much	None at all
36%	46%	14%	5%
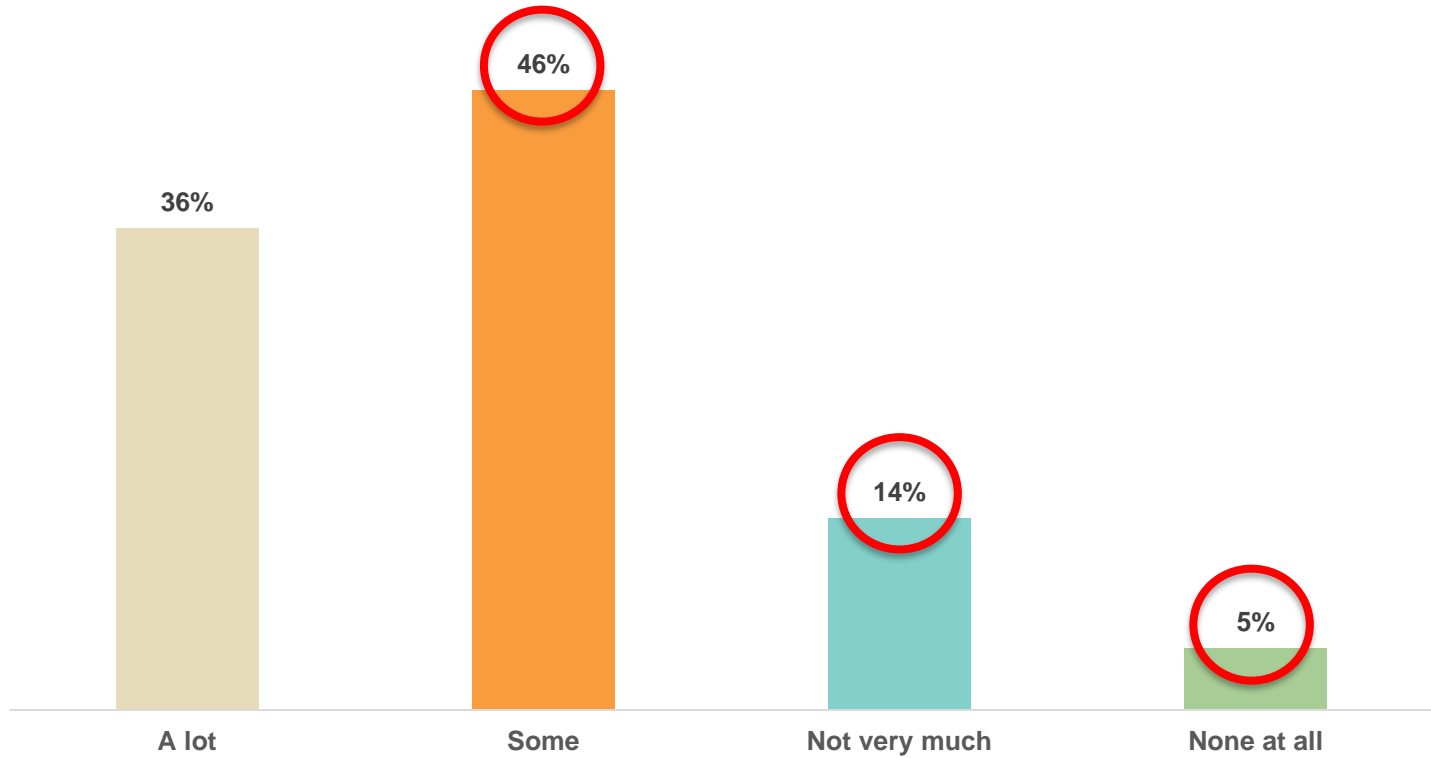
# What would your first thought be upon hearing that your organization is starting an initiative to reduce costs?

42% of all respondents say "saving money helps us all".

42%	

- Saving money helps all of us — 42%
- It will make my job harder/more stressful — 22%
- There will be a negative impact on patient care — 21%
- I will be put under more scrutiny — 9%
- It is an effort to eliminate jobs — 5%
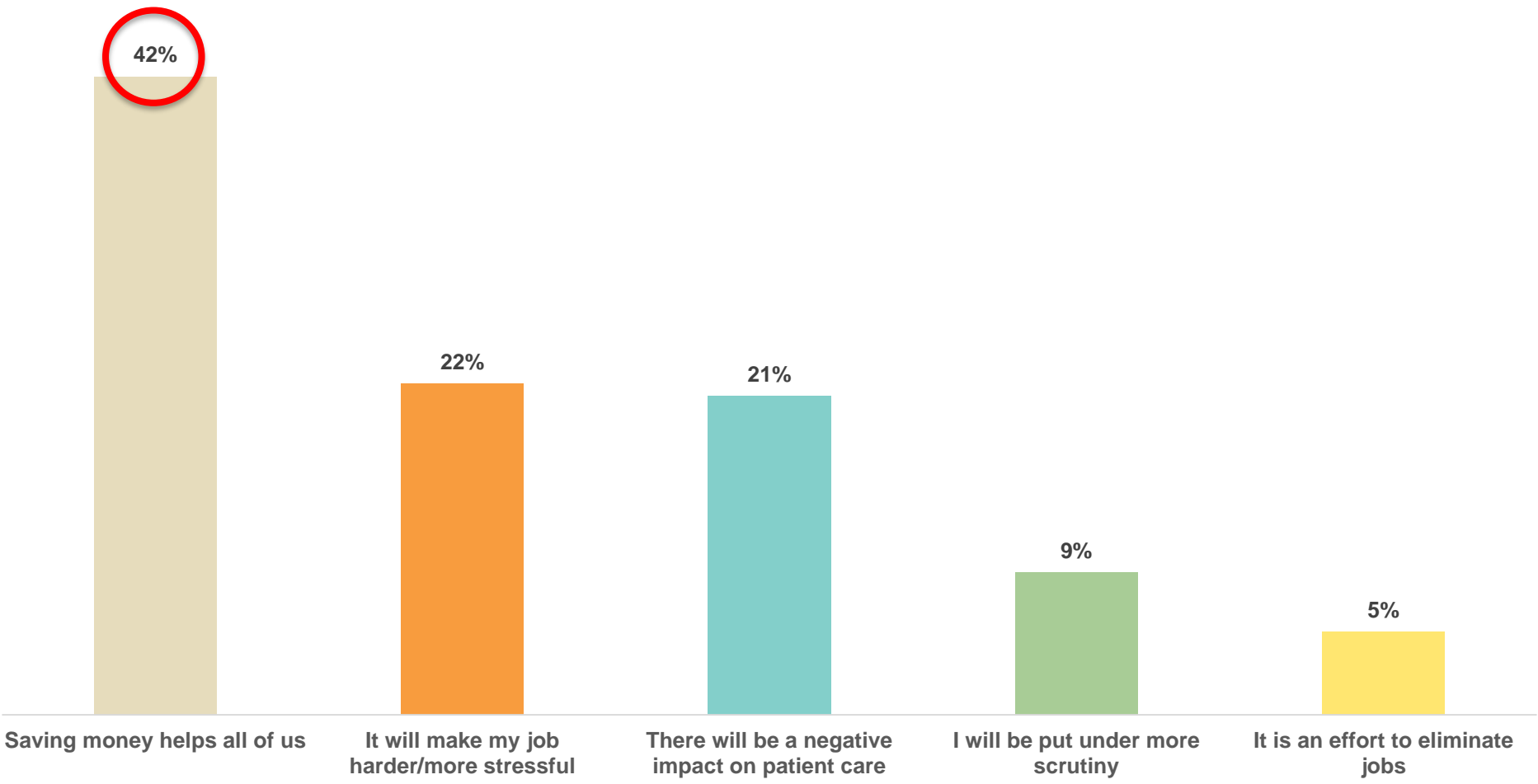
Please indicate how much you agree or disagree with the following statements: Equivalent, or even better, patient care can be maintained in a health care environment that is reducing costs.

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

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
23%	55%	20%	2%
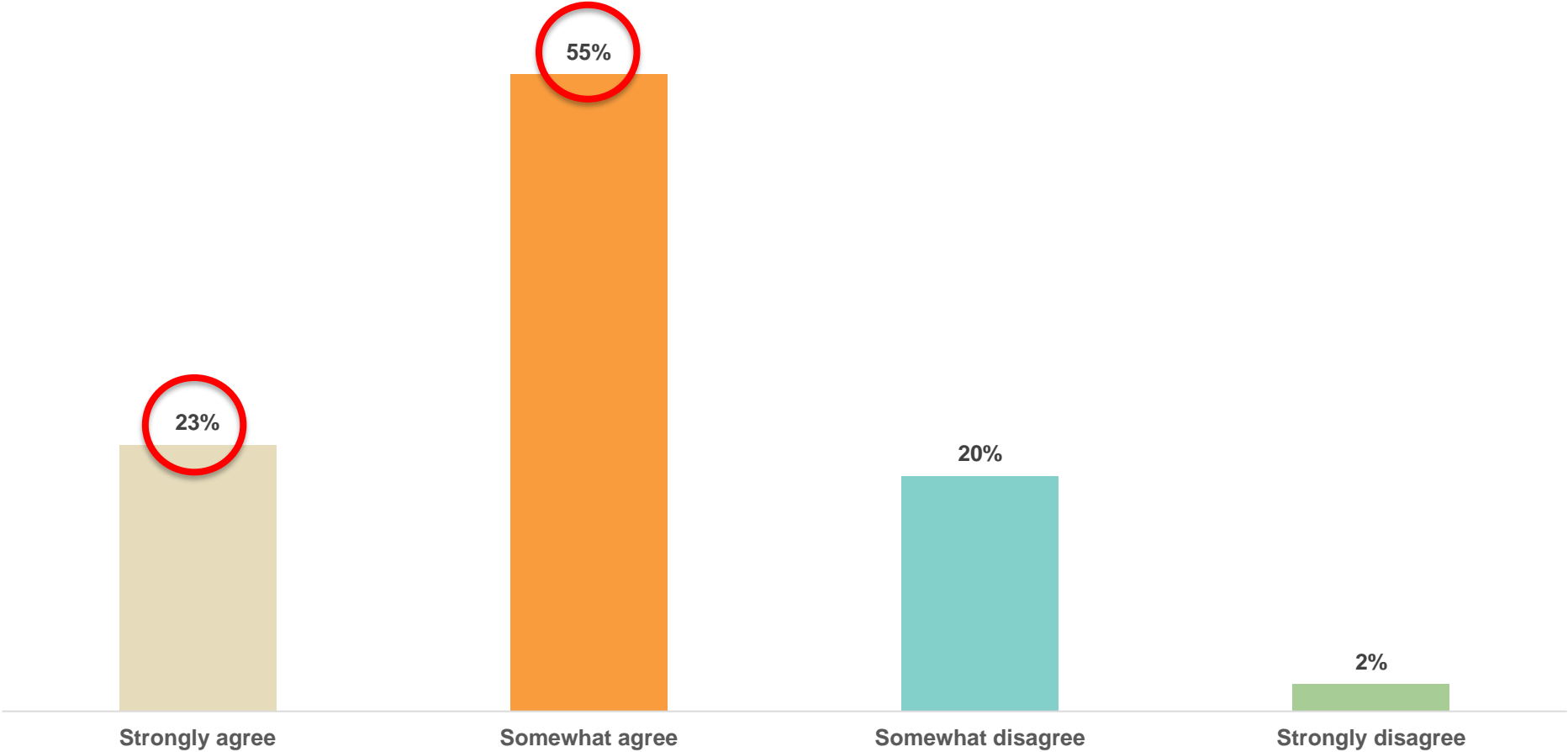
Please indicate how much you agree or disagree with the following statements: I trust the people working in supply chain at my hospital to make the right decisions when it comes to choosing the best supplies for patients.

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

| Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
13%	40%	34%	13%
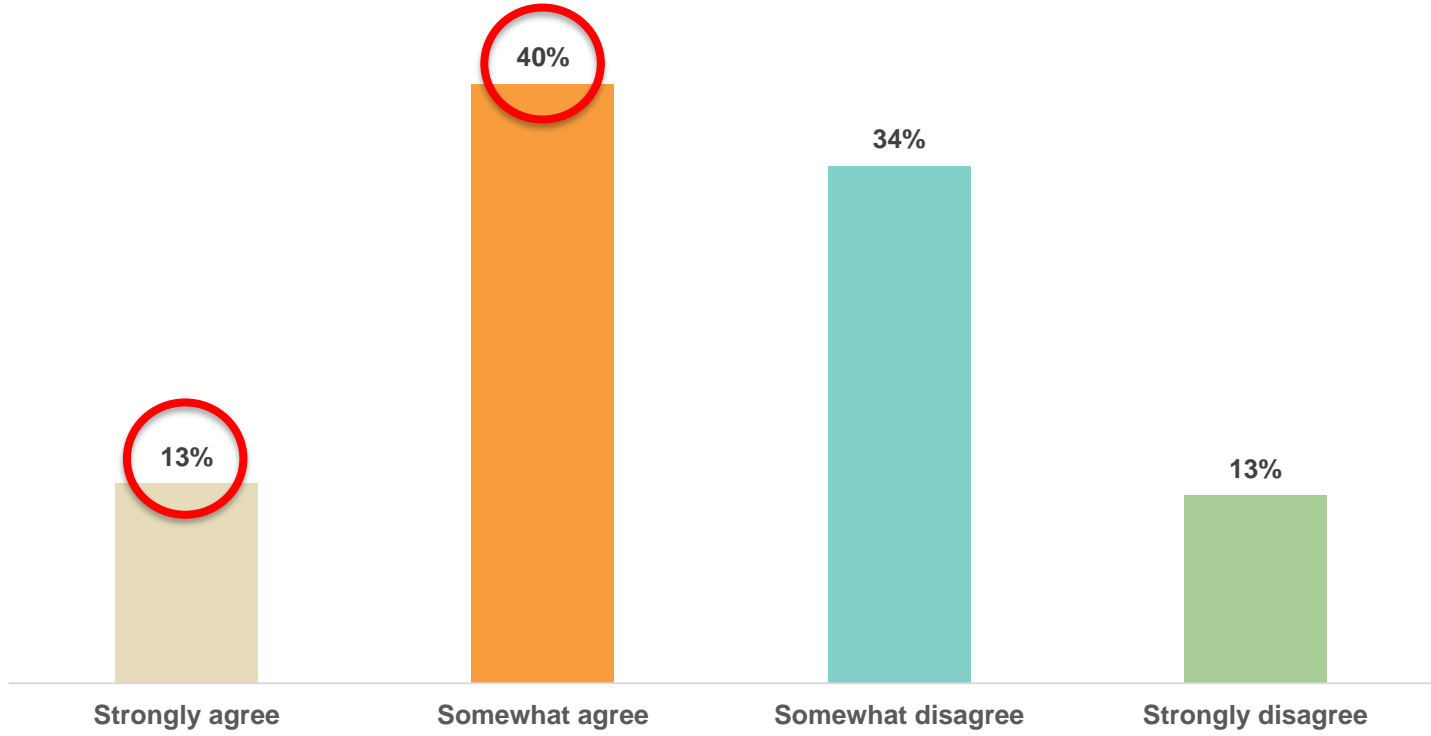
Please indicate how much you agree or disagree with the following statements: I want to have more input into inventory management discussions/decisions.

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

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
25%	52%	21%	2%
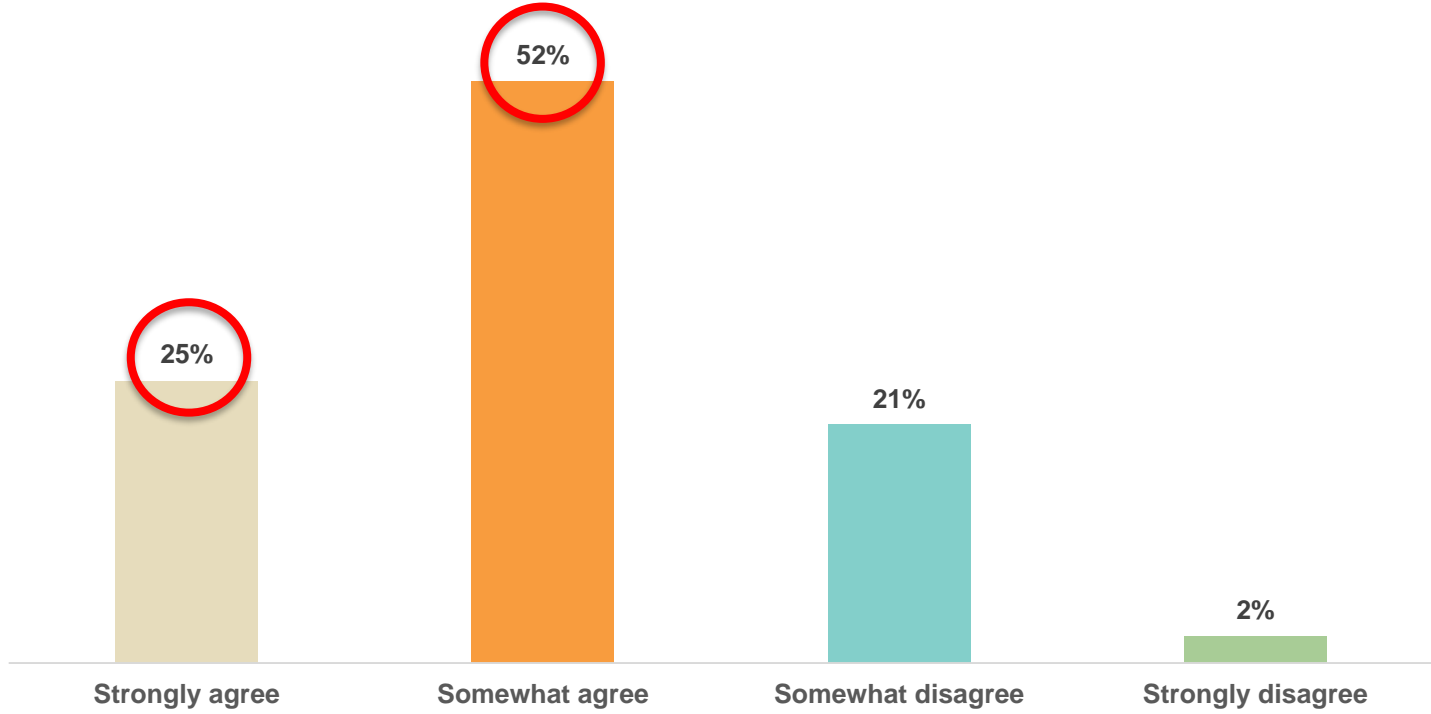
Please indicate how much you agree or disagree with the following statements: The OR needs a special inventory management system separate from the rest of the hospital inventory management system due the volume and nature of the supplies.

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

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
47%	45%	8%	0%
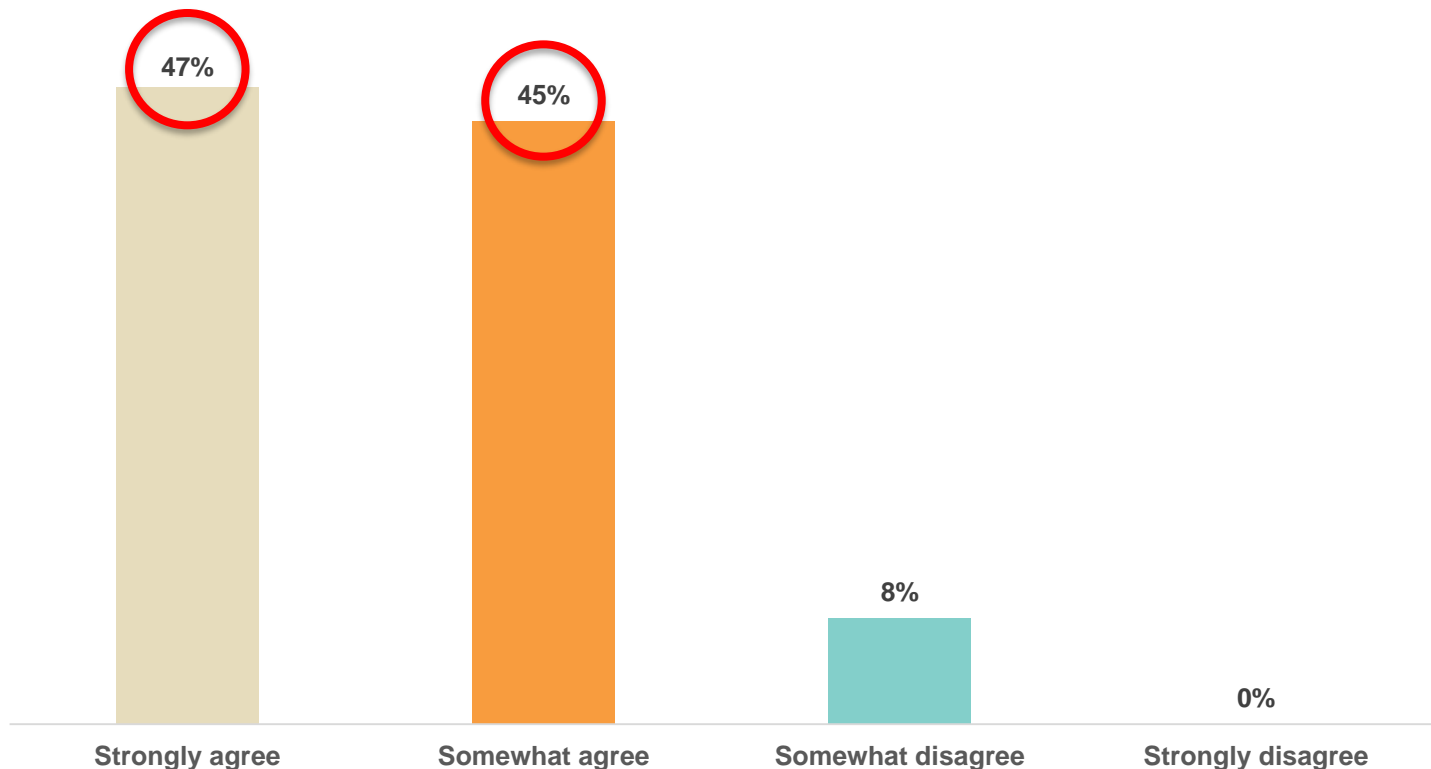
Please indicate how much you agree or disagree with the following statements: I see a meaningful role for myself in reducing my organization's costs.
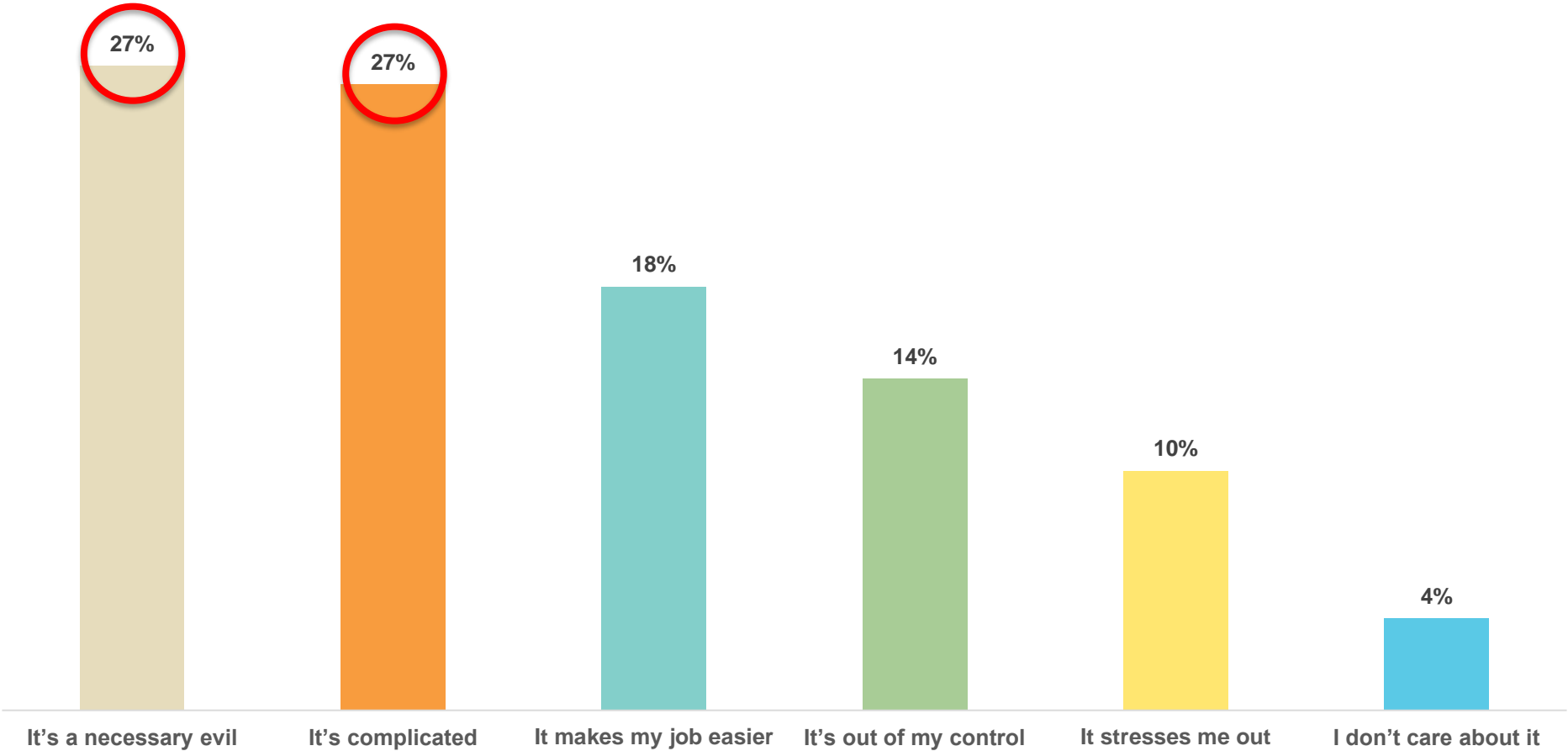
93% of all respondents reported seeing a meaningful role for myself in reducing my organization's costs.

Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
48%	46%	6%	1%
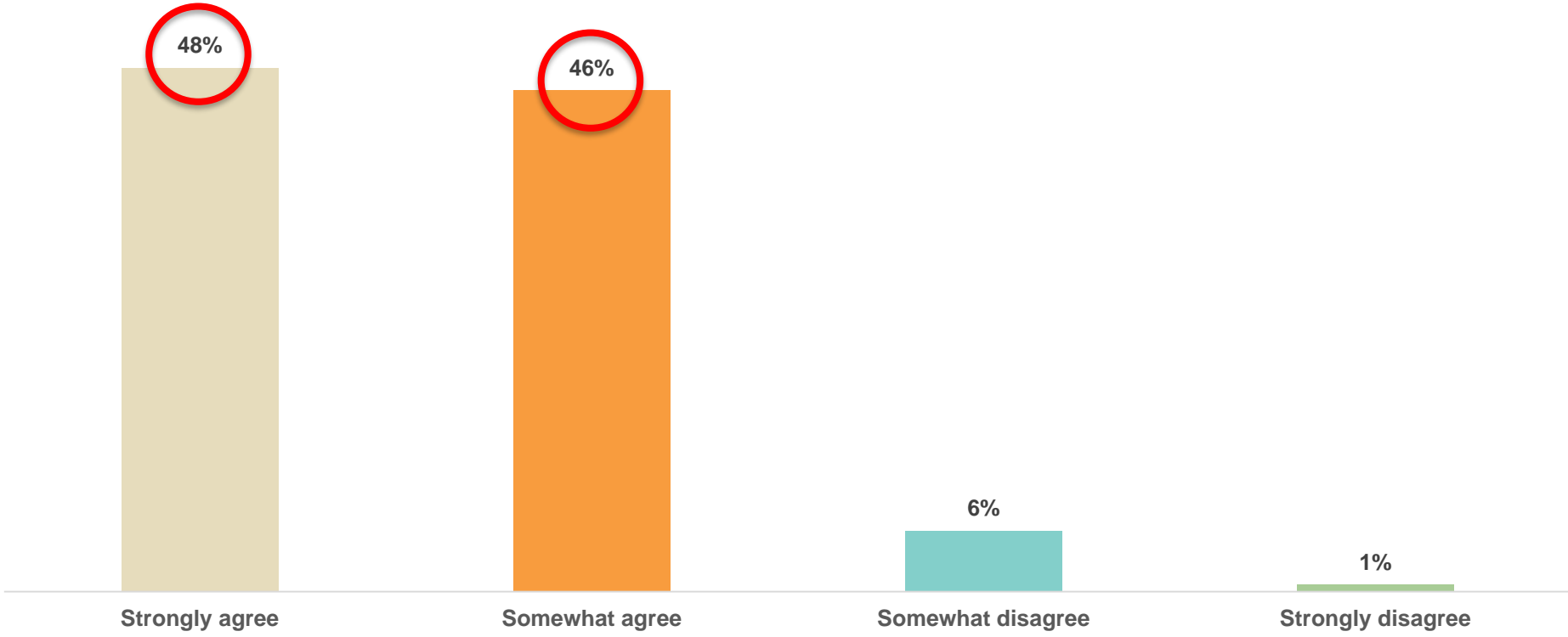
What is the primary reaction you have when you think about inventory management?

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

27%	**27%**	**18%**	**14%**	**10%**	**4%**
It's a necessary evil	It's complicated	It makes my job easier	It's out of my control	It stresses me out	I don't care about it

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.

26%	**23%**	**20%**	**17%**	**7%**	**7%**
Too much paperwork to do	Not enough patient care/focus	Worry about patient outcomes	Too many hours/not enough personal time	Too much school debt/medical school payments	Something else
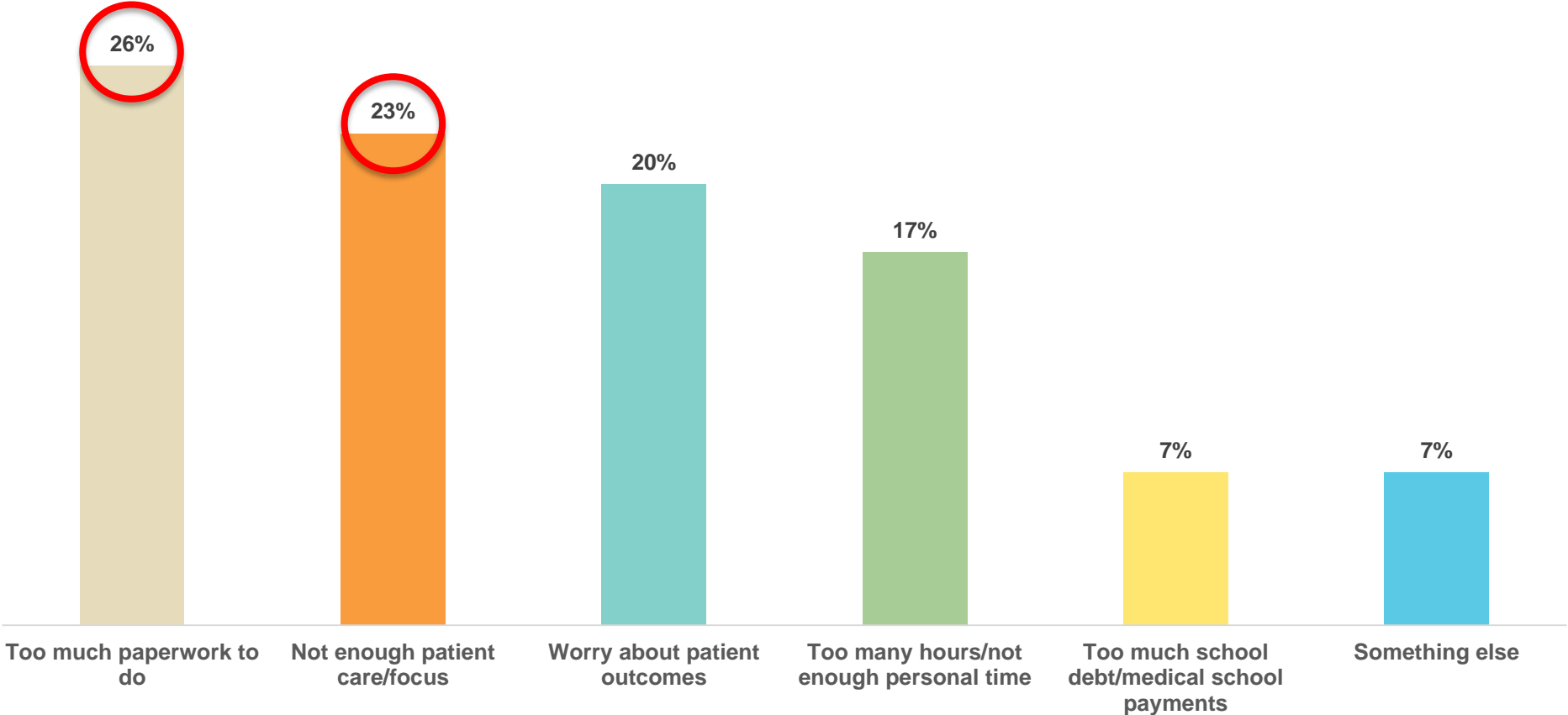
Thank you

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