June 10, 2024, Quick Quiz Results

Innovation in the Healthcare Supply Chain

Total Responses = 55
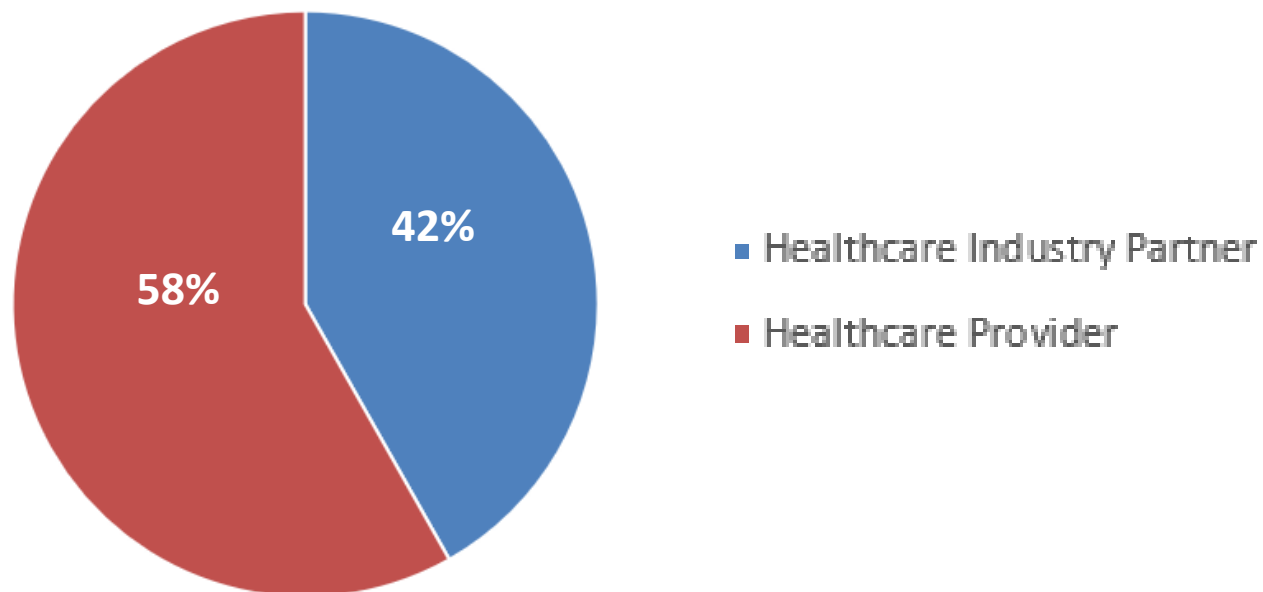
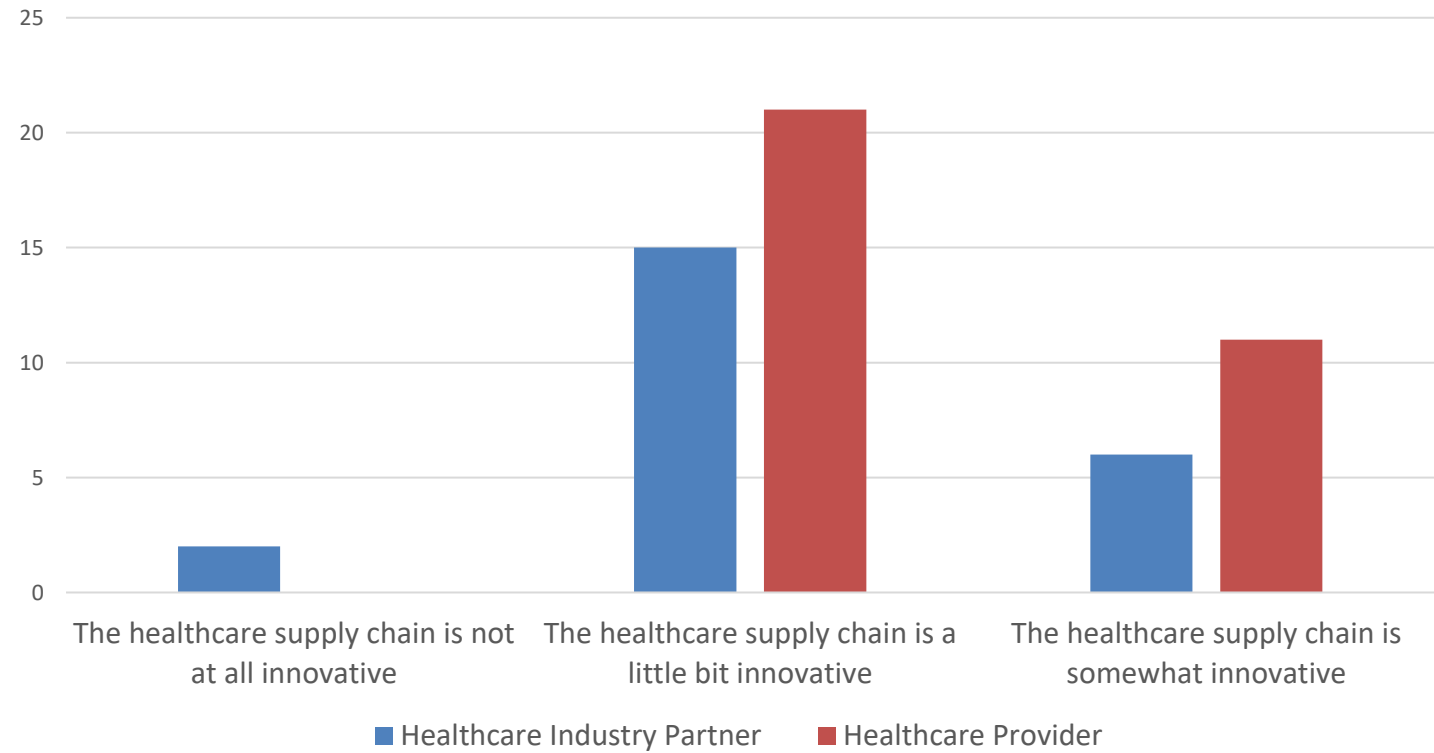- Healthcare Industry Partner
- Healthcare Provider

42%

58%

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Innovation in the Healthcare Supply Chain

Please indicate how innovative you think we are today in the end-to-end healthcare supply chain
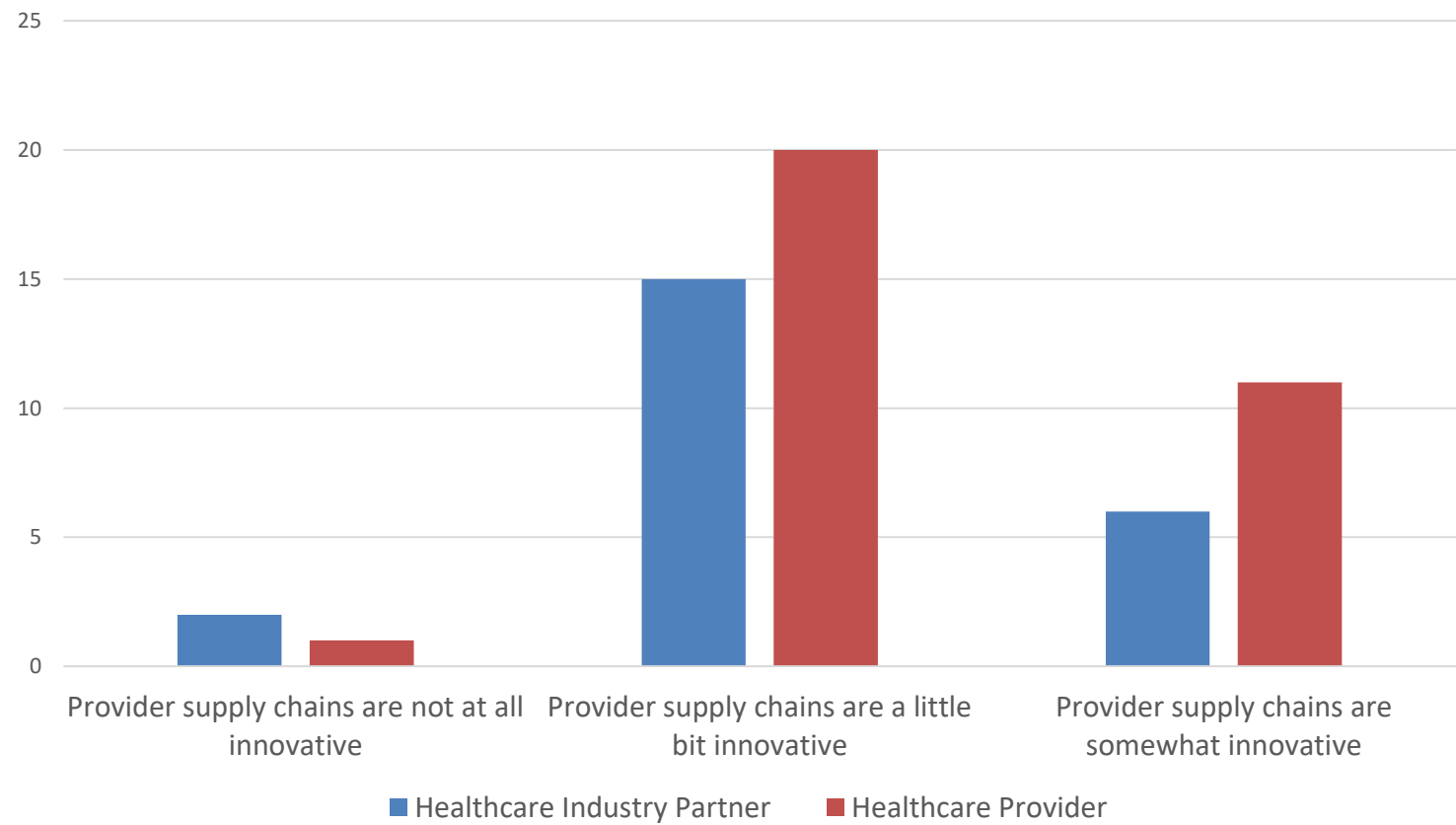

Note: No respondents selected "highly innovative"

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Please indicate how innovative you think healthcare *provider* supply chains are today

Note: No respondents selected "highly innovative"

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Innovation in the Healthcare Supply Chain

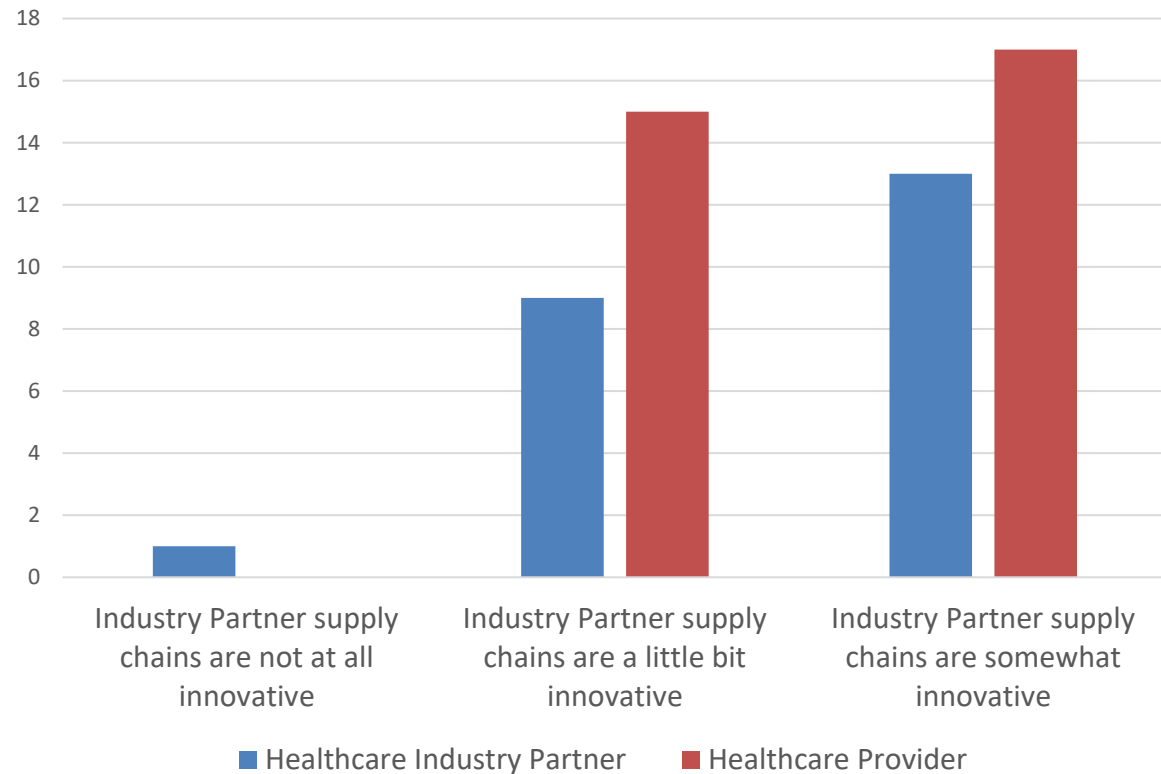**Please indicate how innovative you think _industry partner_ supply chains are today**

Note: No respondents selected "highly innovative"

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Please indicate how innovative you think *your organization's* supply chain is today

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Innovation in the Healthcare Supply Chain

What do you think are the biggest obstacles to innovation in our industry today? The ideas appearing most often in the comments are:

From Industry Partners:

Cost/ROI
Alignment
Prioritizing
Resistance to Change

From Providers:

Cost
Resistance to Change
Resources and Capabilities
Data and other Standards
Alignment
Technology
Prioritizing
Purchasing complexity

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Innovation in the Healthcare Supply Chain

What do *providers* think are the biggest obstacles to innovation in our industry today? Here are the individual responses:

aligned objectives
Lack of aligned interests and limited resources to consider/develop innovation
Clinical tech connection with Supply Chain and Supply Chain to Vendor connection.
open collaboration
Biggest limitations to innovation are risk tolerance and financial capability, even if the innovation brings financial relief. Unless it has direct ROI that is provable and irrefutable, innovations can be a hard sell
Competing capital interests with little left over for Supply Chain
Cost of implementing technology vs margins. Variation of processes to meet individual facility needs. Rules and regulations for device and equipment manufacturing. We want to look at oil and gas, airlines and other big industries to mirror best practice but we do not glean and adapt very well.
Cost. Mindset - hesitant to go first.
Financing and resources to get there on the provider side

Funding and expertise
Lack of investment/spending into automation and innovative practices
On the provider side, we exist in an industry with extremely thin margins and supply chain staffing is lean, given that the core business of our industry is patient care and not supply chain. With lean teams and tight budgets, innovation doesn't always make the cut and is thus deprioritized. It's not that we don't want to innovate but rather we lack the time, talent, and resources to push beyond the boundaries of convention.
priorities, funding, alignment, lack of data
Data transparency; lack of data standards in industry
Old technology, lack of standards, too many layers between buyer and seller.
Lack of system inter-connectedness. When I think about automotive manufacturing systems, and how the vendors are inter-connected to the manufacturing plans, that link is "decades old" but still more innovative than what we do to replenish supplies.
Most organizations are focused on the basics of supply chain management, such as spend management and value creation. Not focused on transformational innovation. It is an issue of priorities.
Too many active projects/priorities

Innovation in the Healthcare Supply Chain

More of what *providers* think are the biggest obstacles to innovation in our industry today - individual responses:

number and complexity of trading partners
Fear of change
The entire industry is too heavily vested in the status quo and existing business model. There is no desire or incentive to do anything that would reduce revenues as a result of improved cost structure so why bother.
Dedicating resources towards innovation
To truly make an impact in our e2e supply chains, we need adoption by mass areas. With financial and personnel constraints, adoption or courage to enter into the risk is slow.
The lack of industry standards is the biggest obstacle to innovation in our industry.
Many hospital struggle with hiring qualified candidates, dependent on the market. Also long-term SC employees may not keep current with industry trends or may resist change.
Talent/thinking gaps
Tech
Technology

What do *industry partners* think are the biggest obstacles to innovation in our industry today? Here are the individual responses:

Aligned ROI. What benefits suppliers vs. providers. How to create "win-win"
Stakeholder alignment
Investment dollars without a clear return
money to invest in innovation and technology as well as time and resources to implement and execute the changes with everything else that takes place.
Transparency and trust in information sharing, and the perception that "price still rules at the end of the day" in product/service selection (over resiliency).
up front cost & time to implement
Lack of transparency and long term agreements
Prioritization
What is innovative and how important are those innovations? How do they affect patient care, caregivers and supply chain?
The large number of niche products, suppliers and relatively small volume compared to highly innovative supply chains in consumer markets

More of what *industry partners* think are the biggest obstacles to innovation in our industry today - individual responses:

FDA regulations are critical, but also a hindrance to moving or changing with any speed, as every step for a manufacturer is highly regulated (ex: changing a supplier that a manufacturer uses). The regulations are good in the long term, difficult in the short term. Also, overall resistance to change. The end users of all of our products or individual responsible to implement the innovation are so overwhelmed and change just makes it more overwhelming.
People and antiquated views of the supply chain. The race to 0 doesn't help
Status quo of the mentality of just ordering and fulfilling.
The required collaboration is the biggest obstacle to innovation. Even the most innovative solution requires participation from both providers and partners and that is difficult to obtain at any level of scale. A one-to-one solution, meaning a provider and a single supplier is a great proof of concept but won't move the needle unless you can get additional volumes of participants.
Silo approach to innovation. Focus on individual categories and overlooking the entire healthcare needs. Example: Look at cost but also look at revenue (reimbursement). Do we focus on Healthcare revenue or just cost by category/department within the provider setting?
Collaboration specifics. Not generalizations that are sales pitches.
technology is changing so quickly.
Transparency and willingness to share information to make improvements

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Innovation in the Healthcare Supply Chain

What do you think are the biggest obstacles to innovation in your organization today? The ideas appearing most often in the comments are:

From Industry Partners

Cost
Resistance to Change
Alignment
Scalability
Cross Functional Coordination

From Providers

Cost
Resistance to Change
Resources/Talent
Technology
Priorities

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Innovation in the Healthcare Supply Chain

What do you think are the biggest obstacles to innovation in your organization today? Provider comments here:

Budget restraints, we don't have an innovative culture/mindset at my organization, we don't see innovative approaches from our leadership teams.
Capital constraints, resource constrains, and competing priorities
Competing priorities
Competing priorities; funding.
Cost of Technology
Cost, this is the way we've always done it mindset, lack of SOP's for strategic and effective implementation, bad data due to historical systems to make real decisions (it is being cleaned up though)
Dedicated resources
Executive support, financial capability, confidence in supplier ability to deliver the business case
Fear of change and not knowing what to do or what good looks like

Funding
funding is prioritized for other areas
I believe we are innovative. Master Class designated by Gartner. Work far out of the traditional end-to-end supply chain parameters.
Investments needed that compete with other corporate strategic projects and priorities
IT department resources
Lack of inofrmation technologies, and lack of investment in automation.
legacy
priorities, funding, lack of data
Resources, both people and financial.
ROI Supply Chain is still seen as an expense
Talent/thinking gaps and fear of change
Tech

What do you think are the biggest obstacles to innovation in your organization today? More provider comments here:

Tech analyst talent to help partner and drive innovation.
Technology
The financial aspect. Skillset needed to support advanced innovation.
Value proposition
We are very innovative with creative solutions to get the job done within our department. Our technology infrastructure within the organization is one that is too complex to move quickly and adopt new ideas.
Within my organization, obstacles to innovation include staffing/budgetary constraints as well as frequent merger and acquisition activities. With the latter, the priorities of now associated with M&A push innovation to the back burner. It's difficult to think about what could be when you're inundated with what must be today.

Innovation in the Healthcare Supply Chain

What do you think are the biggest obstacles to innovation in your organization today? Industry partner comments here:

$s
Adoption and scale of innovations across suppliers and providers
Adoption.
Capital
Coordination between multiple manufacturing sites and regional supply chains
cost
COST - Constricted resources to include limits to manpower and capital funding.
Cost pressure impacts innovation.
costs, resources, openess to change
Historical mindsets and processes are hard to break from and will the required change drive the ROI that is expected over time.

Investments without a high likelihood or commitment of a return.
Legacy philosophies and attitudes
Prioritizing dollars towards innovation
Security and rules around new technologies are important but are impeding growth and adoption of innovation.
Speed our industry moves
Stakeholder and customer alignment
Technology is changing so quickly.
Understanding our demand models better.

What do you think is the single biggest change we can implement together to increase innovation in our industry in the next 3-5 years? The ideas appearing most often in the comments are:

Industry Partners
Collaboration
Transparency/Visibility
Alignment
Technology/Connectivity

Providers
AI
Technology/Connectivity
Transparency/Visibility
Data Standards

What do you think is the single biggest change we can implement together to increase innovation in our industry in the next 3-5 years? Provider comments here:

AI
AI generated solutions
AI tools that automate routine tasks.
aligning on objectives
Clear identification of costs in the supply chain that can be eliminated AND will result in that being passed on.
Clinical connection, Vendor Connection, Forcasting
Come up with a better strategy for connecting provider systems (ERP and Clinical Systems) to vendor systems for not only transactional issues for forecasting as well.
Connect our data to communicate quicker and identify problems immediately.
Cybersecurity and AI technology to provide better forecasting and predictive analytics. Tools that make the massive amounts of data we have available into something that is functional.

Data transparency - demand forecasting
Digital supply chains - AI
focus on key areas
I believe an easy innovation in the healthcare supply chain, which is common in other industries, would be improved visibility to requestors on the status of inbound parcels. With any online purchase, the requestor receives frequent updates on where their expected package is in its journey. In healthcare, we rarely see this get pushed to the end requestor in an easy to access manner. I believe that simply doing what other industries already do would be innovative in the healthcare supply chain space.
Incentivize people to innovate and provide resources to do so
More transparency
Mutual transparency. Someone has to be first to being vulnerable. Commercial organizations are usually less likely to do that which keeps the walls up between the two groups.
Need an influx of talent

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What do you think is the single biggest change we can implement together to increase innovation in our industry in the next 3-5 years? More provider comments here:

Standard product identifiers, which can be applied across all systems.
Target three areas where change is required and focus on them exclusively.
touchless data transacting
Touchless PO's/invoicing, streamlined contracting, shared risk models.
transparency, data needed
Transparency.
UDI adoption and implementation.
Udi implementation
We need to be aligned on both sides from a provider and partner side on the topic of innovation, it needs to push us both forward together and not apart. Improving visibility and control of the flow of supplies globally, transparency to inventories on both sides, medical packaging and labeling, and the biggest "data innovation" and collaboration topic would be unified coding/manufacture codes universally in the med surg supply chain world (similar to what pharma has with NDC's)

Innovation in the Healthcare Supply Chain

What do you think is the single biggest change we can implement together to increase innovation in our industry in the next 3-5 years? Industry Partner comments here:

Adopt new technology that will allow for true supply chain transparency, demand planning and innovation.
Alignment and accountability to deliverables
better alignment across supply and demand
Bring in people from outside the industry.
Collaborate with your most important customers to try different models that provide mutual value.
Collective innovation to create a shared utility to improve technology adoption
Connecting providers and suppliers electronically around usage and availability of products would be a game changer to managing disruptions. If we could share usage and planned production schedules as well as logistics information such as shipping routes, etc. providers and suppliers to leverage AI to proactively detect disruptions as well as suggesting intelligent mitigation options.

Continue to push on innovative collaboration between providers and industry partners to find new models the benefit all parties (provider, supplier, and most importantly the patients we serve).
Eliminate chargebacks. Transparency of end user pricing.
I believe provider scorecards, and using them as a distinguishing factor amongst suppliers will begin driving further innovation
Long term agreements
Open collaboration.
Reduction of redundancy. Products or processes - standardize within each part of the organization to drive out variances.
respond to the changes with an open mind, remove obstacles that hinder flexibility.
Transparency and collaboration
Transparency to price and availability.
Understanding what innovation healthcare values.