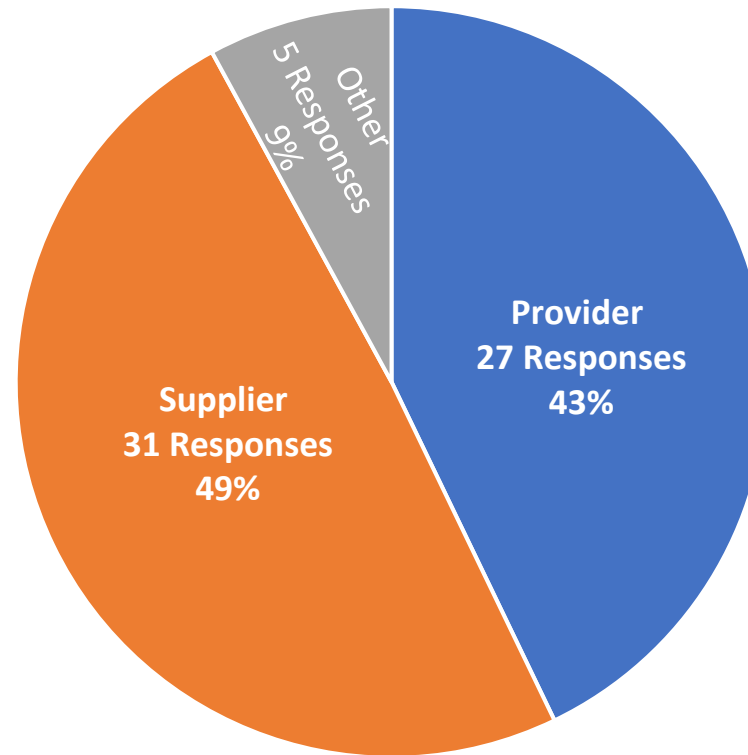




## October 19, 2020 Quick Quiz Results

Total Respondents = 63

Are you a...

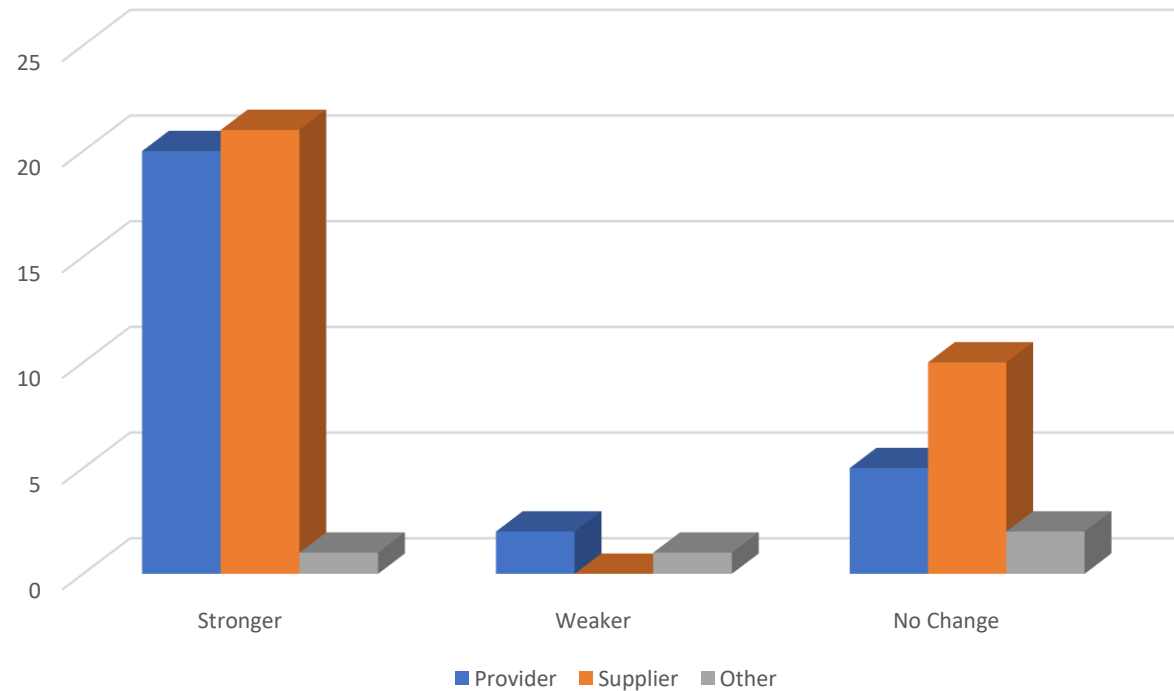


■ Provider ■ Supplier ■ Other



## October 19, 2020 Quick Quiz Results

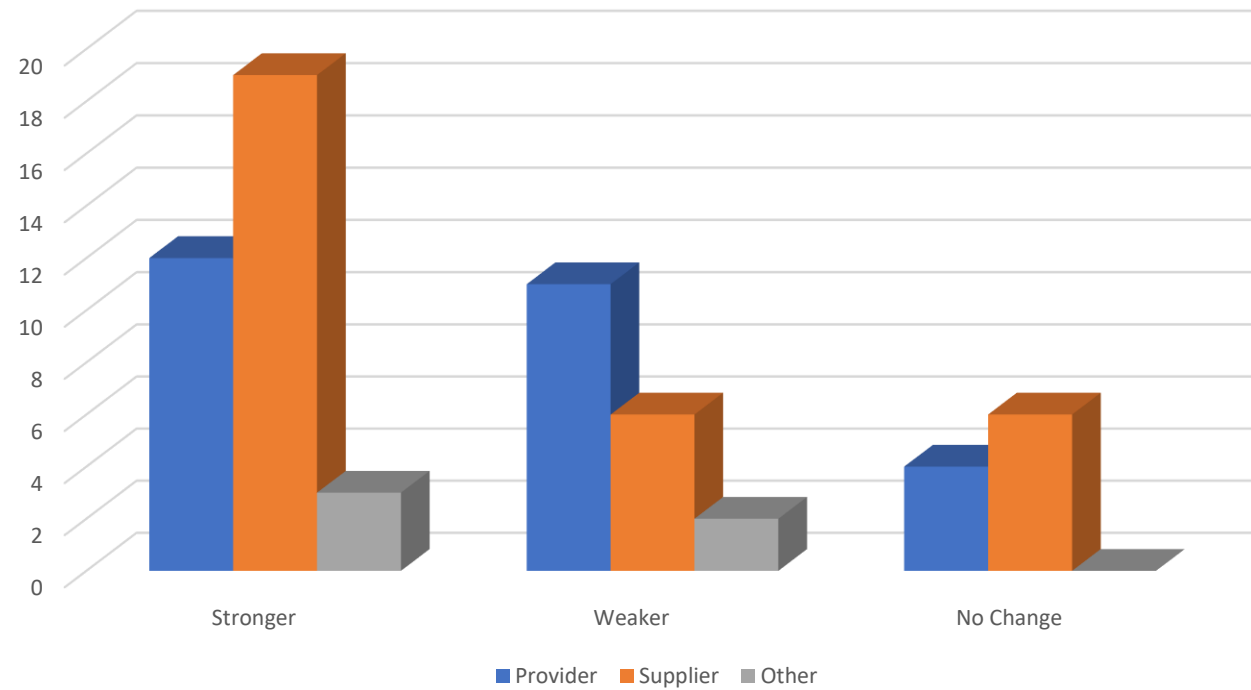
Do you think our experience through this pandemic will result in relationships between healthcare providers and manufacturers that are:





## October 19, 2020 Quick Quiz Results

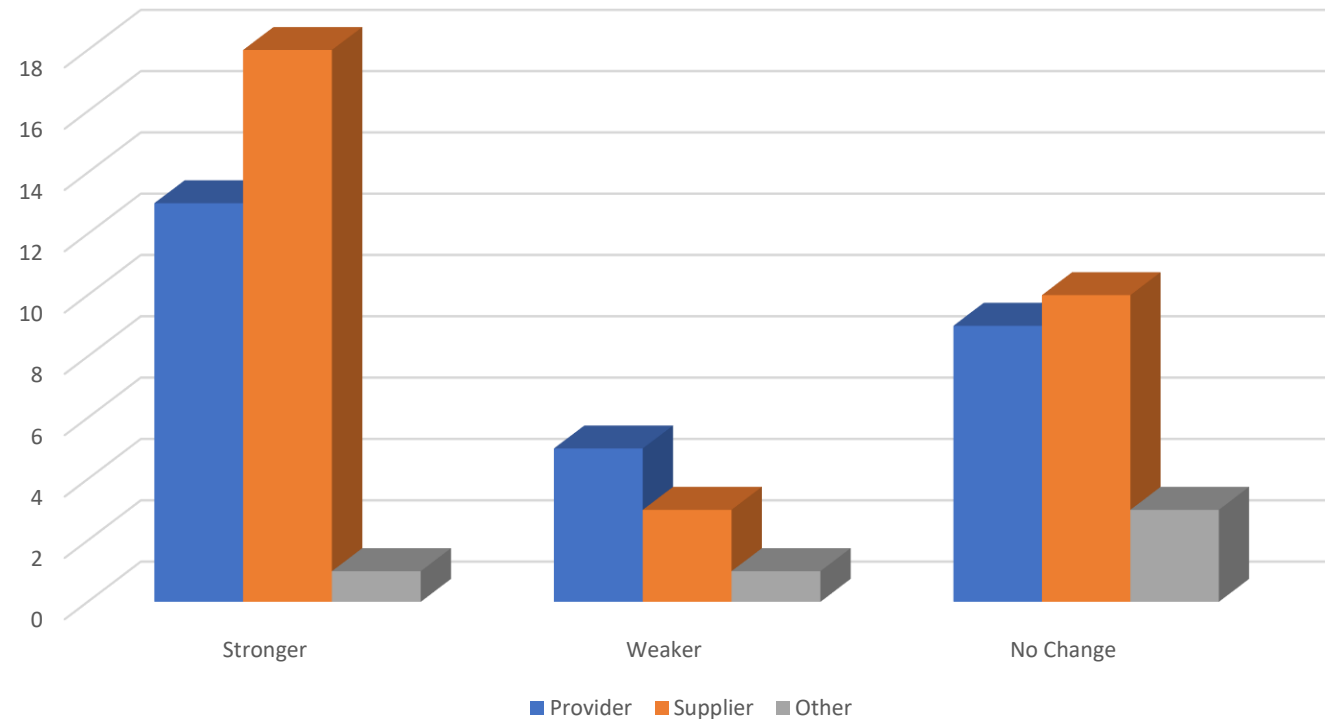
Do you think our experience through this pandemic will result in relationships between healthcare providers and distributors that are:





## October 19, 2020 Quick Quiz Results

Do you think our experience through this pandemic will result in relationships between healthcare manufacturers and distributors that are:





## October 19, 2020 Quick Quiz Results

Members shared their thoughts on trading partner relationships post-COVID:

### Partnership is highly valued...

The supply chain experienced unprecedented times and quickly demonstrated our ability to quickly flex and focus on demand forecasting, building internal tools and dashboards to track data and critical PPE supply availability and needs. Certain suppliers went above and beyond, while others treated us as just another number. Those who truly partnered will be part of our preferred suppliers going forward.

If we are able to work together, the relationship will become stronger

We've found that true empathy exists btwn providers and suppliers that are truly partners. Working together to help each other meet needs has taken greater emphasis.

The stakes are higher than ever and we need to collectively work on how to make the healthcare supply chain more efficient in the support of enhanced patient care

### And some believe that changes to relationships will vary based on circumstances...

on question two provider/manufacture relationship will be stronger and weaker for some. 80-20 for stronger

Relations with suppliers will get stronger and weaker with Distributors since many IDN's will go and take control of their supply chain and open/rebuild their warehouses

I think that it will vary depending on the parties involved. Some parties build relationships and some do not.

Hard to really say if relationships will be stronger or weaker, but they will be different, my guess is that they will be deeper, meaning there will be discussions around suppliers/distributors supply chain as a whole, not just assessing the final product and delivery schedule. Suppliers and distributors that embrace this challenge will develop better relationships, those that don't will weaken.

The pandemic has stalled a lot of positive work on non-PPE projects.



## October 19, 2020 Quick Quiz Results

Members shared their thoughts on trading partner relationships post-COVID:

Lots of thoughts on the complexity of relationships:

For the most part our trading partners worked through our distributor, which buffeted service challenges. Our second and third level trading partners stepped up big time to provide much needed PPE and other support.

I think the distributors will, correctly or not, take the brunt of the heat for pandemic related supply issues.

Relationships will need to be built/managed virtually much more so than pre-pandemic.

We have all had to work more closely together... some have stepped up to the plate, and some have not. The organizations that have invested in solving and meeting challenges have developed closer relationships with each other.

I think that this will open up opportunities that healthcare organizations historically didn't feel like they had the ability to explore because of the 700lb gorilla. However this leads to new manufacturers, new locations and new possibilities with smaller yet more agile trade partners. Through this Chaos come huge opportunities for all.

Adversity can and in my opinion bring the best out of people. I believe this happened in our industry during pandemic which is why I believe relationships will improve.

For question 2, I said stronger, but that's only for the few strong manufacturer/partners that are really trying to not take advantage of the Pandemic. There are others that I will remember how we were treated.

Although I believe face-to-face interactions will be reduced between trade partners, I believe that relationships and collaboration will remain the same due to electronic interactions, video calls, etc.

In general relationships with suppliers will likely get stronger because of committed agreements and greater assurances of available supplies. Many healthcare organizations will likely make changes to their distribution models given experiences through COVID. Less reliance on distributors and more involvement in managing inventory levels and movement of product by providers.



## October 19, 2020 Quick Quiz Results

Members shared their thoughts on trading partner relationships post-COVID:

And members believe that transparency is key:

Collaboration will result when transparency comes.  
need strong, transparent relationships

It will most likely depend on the willingness to be transparent and share information. Relationships with manufacturers and distributors that are not transparent, may be negatively impacted by the pandemic.

Many lines of communication were opened up during the height of the pandemic. We all need to ensure we keep the lines open amongst manufacturers, distributors and providers!

All parties will want great transparency and reliability to the end to end supply chain. The greater the willingness of partners to embrace this, the stronger the partnerships will be.

Will align to manufacturers and channel partners that provide transparency and proactive resilient solutions

The lack of transparency and effective communications (supplier trying to solicit responses from providers) is problematic.



## October 19, 2020 Quick Quiz Results

### SMI Members have taken up many new skills and hobbies during COVID-19...

Started walking 20 miles a week and lost 13#....yay!!

Woodworking

Traveling by private motor coach.

sleep deprivation...how to be productive with limited amounts of sleep and seemingly round the clock workloads. :)

The art of saying, "You are on mute"

Yard Work

Netflix series

soap carving

RV'ing

Using a hand plane in woodworking

Meditation

Violin

Patience!!!

Reading

Yoga

Working out and reading more

cribbage

Building birdhouses.

Painting rocks

Drinking Vodka instead of Wine: too many calories. :)

relearning Spanish, and Biking.

Running

landscaping

Home Projects - Attics, closets, redecorating, painting, etc.

Cooking on an air fryer grill.

video calls

cooking

Got back on my bike and am riding more again. Great to be outside in the fresh (non-covid) air. LOL

Sampling fine bourbons....more frequently.

Restoring vintage outboard motors.

just more walking on the golf course

Lowering my golf handicap.

I am now raising 4 chickens for eggs. Should hit my first dozen this week.

Chauffeurung my kids around town

Doing conference calls while on a local trail getting my exercise.