



March 20, 2023, Quick Quiz Results

Sharing Top Business Priorities

Total Responses = 56



■ Healthcare Industry Partner ■ Healthcare Provider

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What are your Organization's current top priorities (pick your top 5)
Answers ranked based on total number of responses, highest to lowest

Other responses from Providers:

Grow surgical volumes
Growth
Increase "systemness" of care
Strategic system growth

Industry Partners

Meet Financial Goals
Plan and implement strategies for a more resilient supply chain
Address supply shortages
Mitigate the impact of inflation
Build stronger relationships with trading partners
Understand and properly support new healthcare delivery models (hospital at home, etc.)
Digital enablement and implementing new technologies including AI
Address staff issues and burnout
Recruit new team members
Reduce our carbon footprint/become more environmentally sustainable
Understand the role of non-traditional businesses entering the healthcare provider space (Walmart, CVS, Walgreens, etc.)

Providers

Meet Financial Goals
Address staff issues and burnout
Mitigate the impact of inflation
Digital enablement and implementing new technologies including AI
Understand and properly support new healthcare delivery models (hospital at home, etc.)
Recruit new team members
Address supply shortages
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Build stronger relationships with trading partners
Reduce our carbon footprint/become more environmentally sustainable



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What are your Department's current top priorities (pick your top 5)
Answers ranked based on total number of responses, highest to lowest

Industry Partners
Meet Financial Goals
Understand and properly support new healthcare delivery models (hospital at home, etc.)
Build stronger relationships with trading partners
Mitigate the impact of inflation
Plan and implement strategies for a more resilient supply chain
Recruit new team members
Digital enablement and implementing new technologies including AI
Address supply shortages
Understand the role of non-traditional businesses entering the healthcare provider space (Walmart, CVS, Walgreens, etc.)
Address staff issues and burnout
Reduce our carbon footprint/become more environmentally sustainable

Other responses from Providers:

Growth
Internal Customer Service Improvement
Supporting numerous new clinical managers/directors

Providers
Meet Financial Goals
Mitigate the impact of inflation
Plan and implement strategies for a more resilient supply chain
Address supply shortages
Address staff issues and burnout
Build stronger relationships with trading partners
Digital enablement and implementing new technologies including AI
Recruit new team members
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Please rank the following issues on how critical they are to the healthcare supply chain today (1=most important, 5 = least important):

Issues	Overall Ranking	
	Industry Partner	Provider
Achieving financial goals	1	1
Addressing product shortages	2	2
Building a more resilient supply chain	3	4
Managing staffing issues	4	3
Creating a more sustainable healthcare supply chain/reducing our carbon footprint	5	5



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Additional thoughts that members shared on their current business priorities

Industry Partner Comments
Being able to support the provider community with meeting their goals in savings, resiliency and innovation.
Continued manufacturing challenges causing us as a supplier to miss product commitments to health systems.
Dealing with Backorders
Focused on better understanding the needs of IDN's and building solutions and services that meet their goals.
Helping drive financial outcomes..
Laser focus on reducing OpEx.
Partnering with providers on creative standardization models.
Significant investments in IT infrastructure Expansion into homecare and hospital at home models Staffing challenges Inflation mitigation strategy

Provider Comments
Biggest priority is to support innovation in care delivery models which will stretch current SCM infrastructure while maintaining the quality of services and outcomes.
Growth
Immense financial pressure on providers challenges ability to invest in more resilient supply chain.
need to work on efficiencies and driving out cost
Our other priority is to integrate a new health system into ours.
Preparing and testing new ERP system for go-live, as well as integration of new hospitals to our IDN.
Staffing and supply shortages continue to plague us.
Trying to close the gap between budget vs actual. There are tremendous pressures on the financial side due to lack of revenue while increases in costs across the board.



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What one topic do you want to make sure you talk about with your peers at the upcoming SMI Spring Forum?

Industry Partners

Community/patient outreach; engagement and education of patients using digital solutions; targeted growth areas within the service lines.
Continued impact of supply chain challenges
How can we continue to support each other better!
How do those members with CSC's intend to leverage that capability as a competitive advantage?
how do we move towards stability & get back to forward planning (we are currently reactive to so many things: inflation, staffing issues, supply disruptions, cybersecurity threats, etc.)
Impact if cost of materials on goals
Impact of inflation
Inflation pressures on the supplier network
Inflation, nursing, staffing challenges.
Needs and strategy for AI enablement
New ways of interacting with healthcare institutions that create mutual benefit and creates safety nets for future supply and procedural challenges
Partnering with providers on creative standardization models.
Shared accountability for reducing costs
True value of domestic sourcing and if it actually factors into product purchasing decisions.
What are expectations around supply chain resiliency in a committed relationship.

Providers

Attracting and retaining supply chain team members
Addressing the financial pressures health systems are facing
Balancing financial pressures and commitment to resiliency
Expense management.
GS1 Standards
How AI can make supply chain efficient, how are they building a more resilient supply chain.
How to share best practices
Staff development
Supply Chain technology that enhances efficiency and capacity
Team structure and design to maximize the labor I have and maintain my focus on the key elements. We cannot be all things to all people with current staffing.
What are Supply Chain's strategic priorities for the next 3-5 years? In other words, what should the post-Covid Supply Chain look like?
What is the best way to maintain the confidence and credibility we have built over the past few years? Our entire system needs to know they can continue count on supply chain, giving everyone the opportunity to focus on quality, safety and process to reduce cost and increase revenue.