

THE IMPACT OF MEDICAL COURIERS ON NURSES

A new survey of 350+ nurses from American Nurse reveals medical courier errors have a significant impact on patient care.

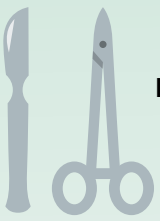
Of all nurses surveyed



71% said a medical courier delay or error impacts their ability to provide appropriate care at least once per month

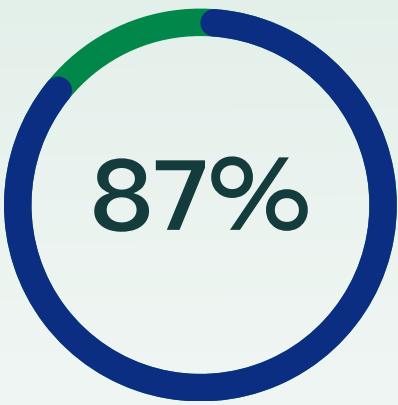


65% have had to redraw a patient specimen/sample

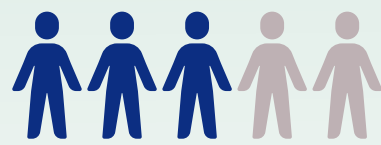


56% have had to reschedule a procedure in the last year due to a courier error

"Prompt delivery would have prevented a redraw of research labs."



said courier impacts their work during a given week



69% have done some "workaround" to overcome courier problems.

- Creating a secret stash of supplies
- Transporting items themselves
- Called another courier or taxi company to make the delivery

"I needed to administer training in order for a patient to begin taking her heart medication. The medication did not arrive on time and the patient was hospitalized."

"Our facility had to cancel and reschedule several cataract surgeries due to the fact that specific couriers had delayed getting the lens implants in a timely manner to our facility."

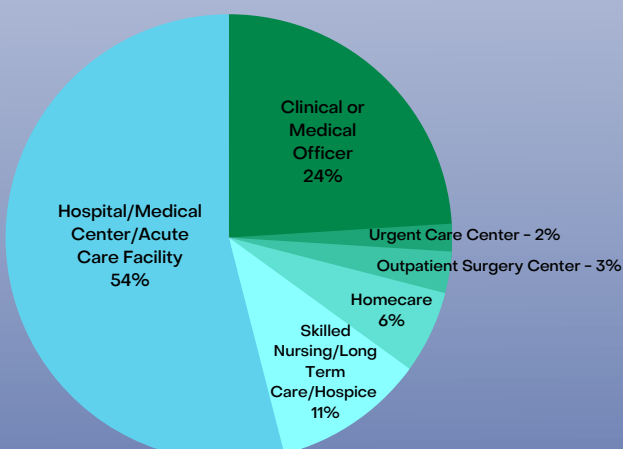


"There was a time when the patient's condition did not receive timely care because of items not being delivered in time, which caused a great psychological burden to the patient."



Demographics

Respondents by Facility Type



Respondents: 353 Nurses



Survey Timing: February 1-28, 2022



Conducted by American Nurse, the official journal of the American Nurses Association, on behalf of MedSpeed.