

Survey Says:

Broken Courier Performance is Breaking Care Delivery



A survey of 459 respondents from American Nurse Journal finds that medical courier delays and errors significantly impact nurses and patient care.

Here's what nurses are saying:



Courier errors happen more than you think...

Among respondents:

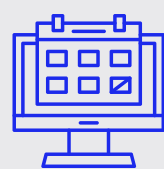


95% report delays or errors impacting care at least once per month.



48% experience these issues 5+ times per month.

...disrupting patient care and hospital workflows while adding unnecessary costs.



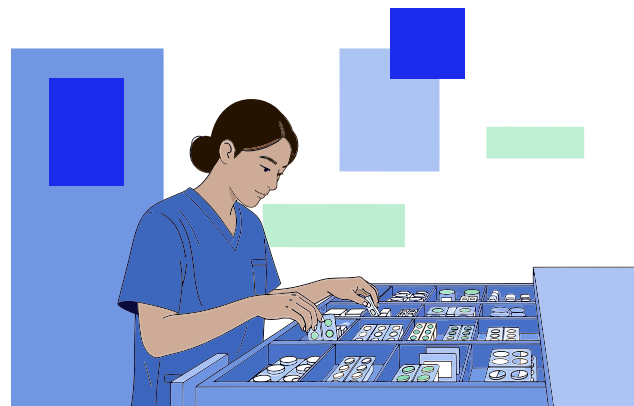
91% report at least one rescheduled procedure annually due to courier errors.



29% report rescheduling procedures more than 5 times a year.



\$4,500 average cost of each procedure delay.¹



Because of frequent courier errors, most nurses have workarounds...



91% report creating "secret stashes" of supplies.



87% have transported items themselves.

...but every workaround pulls time and attention away from patients.



Feedback from the front lines:



*A courier mishandled a fragile tissue sample, ruining it and **delaying a cancer diagnosis for weeks.***



*Missing lab results due to courier delays kept us from ruling out a serious infection, **prolonging a child's hospital stay.***



*A critical delivery of EpiPens was made to the wrong department, **leading to a delay in treatment for a patient experiencing anaphylaxis.***



20X

MedSpeed's error rate is 20X lower than industry averages

High-quality logistics reduces errors and costs

MedSpeed helps health systems improve care delivery and clinician satisfaction with reliable last-mile logistics that **eliminates 95 percent of error-related care interruptions and costs.**¹

Ready to learn more about how high-quality logistics can improve care delivery?

Let's talk.



Source: Unless otherwise noted: 2026 American Nurse Journal
1. <https://www.lek.com/sites/default/files/insights/pdf-attachments/last-mile-healthcare.pdf>
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