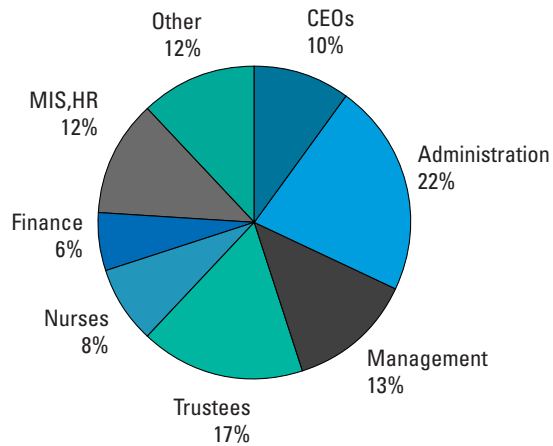


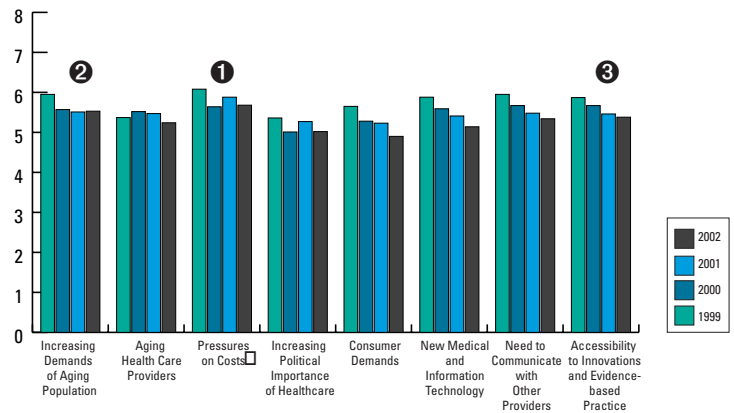
## Gathering the Big Picture: Healthcare Issues Survey, Year Four

The fourth annual Healthcare Issues Survey was conducted during the Ontario Hospital Association Conference in November 2002. Undertaken with the joint sponsorship of *Hospital Quarterly*, Philips and the OHA, the Survey asked conference participants to rank the issues that are most critical in their organizations. Close to 400 conference delegates participated.



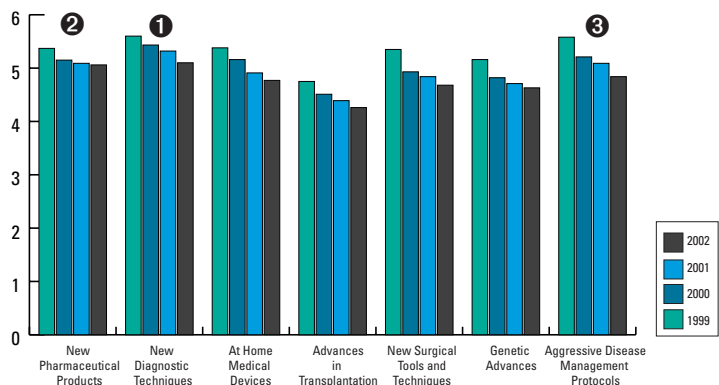
### Importance of Factors in Managing the Healthcare Environment

Asked about the importance of various factors in managing their healthcare environment, "pressures on costs" remained as the most commonly cited issue.



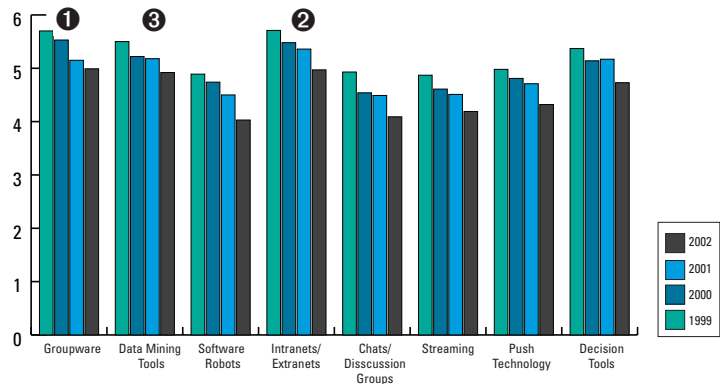
### Impact of Medical Advances in Healthcare Organizations

When asked about the impact of medical advances in healthcare organizations, delegates indicated again that "new diagnostic techniques" were having the greatest influence.



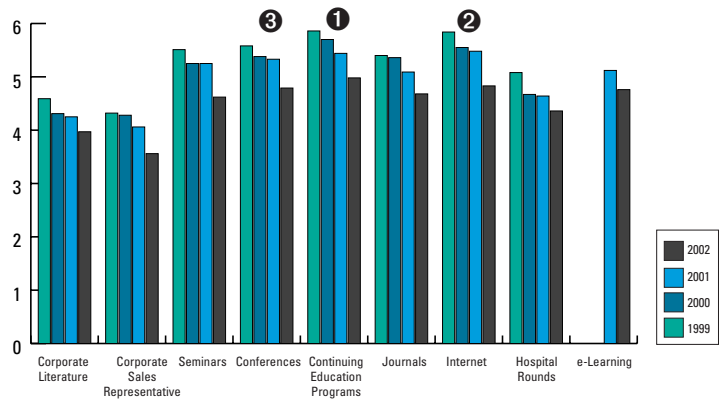
**Expectation of the Impact of IT Applications**

A question about the expectation of the impact of information technology applications on their organization, found that most believed "Groupware" would have the strongest impact. This did not make the top three last year.



**Learning Method About New Technology**

Asked about how they learned about new technologies, the most commonly indicated method was "continuing education programs programs."



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