

ThedaCare

Policy & Procedure

Policy Title:	Vendor Relations Policy	Policy Number:	877
Location(s):	All ThedaCare	Department(s):	[Departments]
Date Last Reviewed:	2/15/2015	Reviewing Body(s):	Materials Management Leadership
Date Last Revised:	2/15/2015	Approving Body(s):	Director of Materials Management

Conducting business with ThedaCare as a vendor is a granted privilege. Our goal is to communicate to you the value, policies and procedures of ThedaCare and assist you in a successful business with us. We strive to develop a mutually beneficial relationship with the vendor community. The information in this policy will govern your business interactions with ThedaCare.

POLICY PURPOSE:

To establish a uniform policy for ThedaCare employees and physicians involved in business with Health Care Industry Representatives

GENERAL VENDOR PROTOCOLS:

Vendors are required to notify applicable Materials Management staff or department staff (including department managers, leads, supervisors, educators and coordinators) of all projects, trials and new product proposals. Compliance with this requirement is mandatory in order to remain in good standing status. Failure to maintain good standing can result in the loss of privilege to do business with ThedaCare.

Standard operating procedures have been established for vendors:

- Authorized purchases will have a purchase order assigned. Any items received/used without a purchase order will be returned to the vendor at the vendor's cost.
- The purchase order is to be referenced on the packing slip and invoice.
- Vendor reps will give written information to manager/designee regarding pick-up of supplies to be returned to supplier.
- Accurate shipping and invoicing, including correct pricing, is required.
- Price increases without prior notification to the Materials Management department will not be honored.
 - No product will be added to ThedaCare's inventory without prior approval of applicable materials management staff and/or department management. ThedaCare reserves the right to refuse any product brought on premises without pre-approval by the aforementioned staff.
 - Prior to vendor training or physician training, it must be approved in writing by the department manager/designee and materials manager/designee.
- Vendor reps are responsible for contacting the appropriate department manager, lead or coordinator to arrange for on-site representation of a new product or equipment.
- In-services and staff education sessions need to be requested by utilizing the appropriate form (attached) and approved by the designated point person. Any deviation from this process will result in the actions outlined in the 'Compliance' section of this policy, listed below.

- Vendors may service or install only those products that have been approved for ThedaCare use through applicable materials management or department staff.

CHECK-IN PROCEDURE:

All vendor representatives and staff are required to register and sign in and out of our credentialing software system where applicable. The vendor needs to have a scheduled appointment and destination before entering the campus. Once the vendor has registered in our system and checked in, the Vendor will have a visitor ID printed. The ID needs to be visible at all times including on scrubs if applicable.

VENDOR CREDENTIALING:

ThedaCare has contracted with a 3rd party vendor to manage the vendor representative credentialing program. Each vendor representative is required to register for credentialing. Vendors can access our credentialing website at: <https://ThedaCare.vendormate.com>.

CODE OF CONDUCT:

VALUES

Employees of ThedaCare conduct themselves by our guiding values. Our expectation is that vendor representatives conduct themselves in the same manner with: Compassion, Courage, Honesty, Innovation, Integrity, Respect and Teamwork.

PROFESSIONAL CONDUCT

Conversations with staff in patient care areas should be minimal, must be professional and case related. Socializing with staff members should be kept to a minimum and not interfere with the staff conducting their duties. Vendor representatives should only enter patient area/procedure room as directed. Introduce yourself to the staff and state the reason for your presence. As a visitor to any patient care area, it is critical that a vendor does not engage in conduct or behavior that would create the appearance that the vendor is staff and allows the ThedaCare staff to perform their duties. Vendor representatives are not authorized to operate equipment or interact with the patient unless credentialed.

ETHICS

We are committed to honest business dealings with our vendors. Vendors and their representatives shall conduct business with integrity and honesty. All patient information must be treated with the utmost confidentiality.

GIFTS

ThedaCare staff may not accept gifts or gratuities from vendors, with the exception of *de minimus* items such as: pens, notepads, etc. Gifts received which are unacceptable, according to our guidelines, will be returned to the donor.

FOOD/CATERING

Any supplier-supported meals within the confines of ThedaCare facilities must have pre-approval from the applicable department manager/lead prior to the event.

PROTECTED HEALTH INFORMATION (PHI)

You may be exposed to information about a patient such as name, address, social security number and any other identifying information. If you perform a service for ThedaCare that involves exposure to our Protected Health

Information (PHI), and if applicable according to HIPAA regulations, vendor will sign a Business Associated Agreement. This information is confidential and cannot be inappropriately disclosed.

CONFLICT OF INTEREST

Vendors and vendor reps are required to disclose any financial involvements with commercial organizations that may have proprietary interest in products. Examples would include: substantive investment holdings, patents, etc.

COMPLIANCE

Vendors who do not adhere to ThedaCare policies will be subject to the following actions as documented. Any violation by the vendor representative will be reviewed internally by ThedaCare for investigation and compliance.

1st Violation: A written confirmation of the incident and warning notification sent to both the vendor rep and supervisor.

2nd Violation: A written confirmation of the incident and notification of a minimum 30 days suspension or longer per the discretion of ThedaCare from all ThedaCare premises for any sales, servicing and marketing activities. The notification will also be sent to the vendor representative's manager and the affected departments.

3rd Violation: A written confirmation of the incident and notification of a minimum one year suspension up to and including a lifetime ban, at the discretion of ThedaCare, from ThedaCare premises for any sales and marketing activities. The notification will also be sent to the Vendor Representative's Manager and VP of Sales. ThedaCare physicians and staff will also be notified.

Notwithstanding the foregoing, ThedaCare reserves the right to take whatever action is necessary based upon the egregious nature of the conduct or behavior to resolve the issue. Action could include immediate suspension or the imposition of a lifetime ban as well as the pursuit of civil or criminal action.

ACCESS TO THEDACARE CAMPUSES:

After vendor representative credentials have been confirmed/validated in our credentialing software login system, reps may visit ThedaCare facilities only with a scheduled appointment. The Vendor's activities will be strictly limited to specified appointment time and location. Under **no circumstances** will calls without an appointment be allowed within clinical areas.

VISITATION

- To set up appointments, contact managers/designees
- Vendor reps may NOT set up appointments with physicians on the hospital campuses. These appointments should be scheduled from the physician's office. For those physicians employed by ThedaCare without designated office space, appointments may be made with department manager approval. Space will be provided away from other physicians and direct patient care.
- No loitering on ThedaCare campuses will be tolerated.

PARKING

Vendor parking is restricted to labeled staff parking spaces at each location. Parking maps are available upon request.

SMOKING

Smoking is prohibited on all facility grounds inside or outside, including parking lots and cars located in the parking lot.

WIRELESS DEVICES (CELL PHONES)

Wireless device use is permitted in common non-clinical areas (i.e. cafeteria, lounges, lobbies, etc) and designated patient care areas.

ELECTRONIC MEDIA, APPROPRIATE USE AT THEDACARE

ThedaCare's policy governs employees, consultants, contactors, allied medical staff, volunteers, and any other individuals who may attain access to company-owned proprietary information hereinafter referred to as ThedaCare employees or "all individuals."

ThedaCare recognizes that electronic information exchange through computer and handheld technology presents valuable opportunities for ThedaCare and all individuals providing service to ThedaCare customers. While all individuals are encouraged to use these technologies, there are important responsibilities associated with their use. This includes, but is not limited to, telephones, cellular telephones, smartphones, computers, facsimile machines, pagers, electronic mail (e-mail) systems, and internet systems.

Responsibility of All Individuals:

- a) All individuals providing service to ThedaCare customers are required to use good judgment in the use of company and privately-owned electronic tools and technology including the internet and email.
- b) Email messages of business purpose or nature that include confidential information regarding patients should be given high security.
- c) For all individuals providing service to ThedaCare customers, the use of electronic technology must follow HIPAA guidelines and other state and federal guidelines.
- d) All individuals providing service to ThedaCare customers who intentionally fail to comply with the provisions of this policy will be subject to disciplinary action up to and including removal from ThedaCare Facility. If such action also results in breach of confidentiality or violation of other ThedaCare policies, the sanctions outlined in those policies will simultaneously prevail.

SURGICAL GUIDELINES:

- Vendor reps are responsible for contacting the appropriate Surgery Coordinator to arrange for on-site representation of a new product. The vendor rep is responsible for informing the coordinator if instrumentation is required, and if so, how and when it will be provided. The new product form must be submitted and approved prior to the case being performed.
- Biomed coordination must be done prior to case by the vendor if indicated.
- Instrumentation to be used for the case MUST arrive in the Surgery at least **24** hours prior to the start of the case, and be accompanied by an all-inclusive check in list.
- Vendors should present equipment to SPD. It is the responsibility of the vendor to remove the instruments from the pan and visually inspect each item prior to the washing process. After the washing process is completed, it is the responsibility of the SPD staff to remove and visually inspect each item prior to the sterilization process. It is the surgeon's final responsibility to determine that the correct implants are available for procedure.

- The vendor rep is responsible for collection of all instrumentation after the case is finished. The Surgery Coordinator must be notified THE DAY THE CASE HAS BEEN COMPLETED for full reimbursement of missing instrumentation.
- If vendor is present for procedure, the vendor is responsible for filling out loaner form.
- Vendor reps will give written information to manager/designee regarding pick-up of supplies to be returned to supplier.
- Vendor reps will wear surgical caps designating vendor status AT ALL TIMES when in surgery areas, supplied by ThedaCare.
- In the case of an emergency, instruments may be brought to the OR to be washed and flash sterilized for use in the procedure. Flash sterilization protocol shall be followed. If this situation arises, it is the responsibility of the vendor to remove the instruments from the pan and visually inspect each item prior to the washing process. After the washing process is completed, it is the responsibility of the SPD staff to remove and visually inspect each item prior to the flash sterilization.

PHARMACY GUIDELINES:

- Pharmacy appointments may be made with -
Ann Mand
ThedaCare pharmacy purchasing coordinator
920-729-3131
ann.mand@thedacare.org
- Continuing education materials, clinical studies, invitations, contract information, etc. should be brought by vendors when they meet with the purchasing coordinator or should be mailed to the purchasing coordinator at:

Theda Clark Medical Center
Attention: Ann/Pharmacy
130 Second Street
Neenah, WI 54956

- The content of any in-services or educational talks given in the hospital must be about products already on the ThedaCare formulary and speak only to ThedaCare approved indications.

DOING BUSINESS:

INVENTORY

Vendors cannot remove any supply, product, or equipment from any ThedaCare facility without authorization from Materials Management. This includes any consignment inventory or loaner equipment. If items are removed after hours, the Vendor is responsible to notify Materials Management the next business day. Sample inventory must be registered and approved with Materials Management.

PRODUCT STANDARDIZATION:

- Vendors may service or install only those products that have been approved for ThedaCare use through Materials Management. Vendor representatives should contact Materials Management for approval verification prior to any educational or product presentations. ThedaCare reserves the right to withhold payment for any product brought on premises without pre-approval by Materials Management.
- ThedaCare has a formulary of authorized supplies that are approved for purchase and use on campus. New supplies are approved for use or evaluation by ThedaCare's various value analysis teams.

- No product will be added to ThedaCare's inventory without approval of ThedaCare's Supply Committee (see policy on new product evaluation).

EVALUATION OF SUPPLIES

Any supplies must be pre-approved by one of ThedaCare's value analysis teams prior to use at our facilities. Samples for patient-use are prohibited from being left on ThedaCare premises without pre-approval. ThedaCare will only evaluate supplies that are provided at no-charge. Any supplies received/used without pre-approval from the Materials Management department will be discarded at the vendor's expense. Vendor must fill out the "New Product Form and receive prior approval before case is performed.

VENDOR ATTIRE

All vendor representatives should be dressed in an appropriate manner. If you are required to wear scrubs during your visit, the following applies:

- Only ThedaCare scrubs can be worn
- All scrubs need to be returned to ThedaCare before the vendor leaves campus

VENDOR SELECTION CRITERIA:

Vendors will be evaluated on the basis of:

- Product/Service Performance Outcomes
- Product/Service Reliability & Availability
- Aggressive and Committed Pricing
- Efficient Processes (Zero Discrepancies)
- Cost Reduction Strategies
- Vendor and Product/Service Innovation
- Value Add Offerings
- Support and Training
- Adherence to Policies
- Compliance to Terms and Contractual Commitments

ThedaCare reserves the right to make its final decision independent of any or all of the above factors.

CONTACTS

You may direct any questions or compliance concerns to Materials Management Corporate Office at 920-225-1380



In-service Program Request Sponsored or Supported by a Pharmaceutical Company

For use at the Hospitals (Appleton Medical Center or Theda Clark Medical Center)
This form should be filled out by the pharmaceutical company representative

Name of program/event: _____
Name of speaker(s) if applicable: _____
Name of pharmaceutical representative: _____
Pharmaceutical company: _____
Address of representative: _____ Phone number: _____

Date of program: _____ Time of program: _____
Location (hospital unit and room): _____
Anticipated number of staff attending: _____

Category of professional staff attending program/event (check all applicable)

- Physicians, nurse practitioners, physician assistants
- Nursing staff
- Respiratory staff
- Pharmacy staff
- Other (specify) _____

ThedaCare staff member coordinating this session (e.g., manager or educator):

Name	Phone number

Medication(s) that will be discussed by speaker or audio/visual material (Note: formulary medications only)

Generic name	Brand name(s)	Dosage form(s)	Indication(s)

Number of pharmaceutical company representatives in attendance: _____
What food and gifts will be provided to attendees (if any)? _____

Please submit this form to the Pharmacy Educator via fax (920-831-6169) seven (7) business days prior to the program/event.

Do not write below this line.

- Program is approved as not in conflict with ThedaCare Vendor Relations Policy and Pharmacy and Therapeutics Committee's formulary decisions.

P&T Committee Secretary or Pharmacy Clinical Manager/Educator

Date

- Program conflicts with ThedaCare Vendor Relations Policy and Pharmacy and Therapeutics Committee's formulary decisions because:

P&T Committee Secretary or Pharmacy Clinical Manager/Educator

Date



In-service Program Request Sponsored or Supported by a Product or Equipment Company Rep/Vendor

For use at the Hospitals (Appleton Medical Center or Theda Clark Medical Center)
This form should be filled out by the company representative

Name of program/event: _____
Name of speaker(s) if applicable: _____
Company name: _____
Name of company representative: _____
Address of representative: _____ Phone number: _____
Email address of representative: _____
Date of program: _____ Location: _____
Time of program _____

Anticipated number of staff attending: _____
Category of professional staff attending program/event (check all applicable):
 Physicians, nurse practitioners, physician assistants
 Nursing staff (RN, LPN, CT/C.N.A)
 Rehab Therapy staff (OT, PT, ST)
 Respiratory staff
 Pharmacy staff
 Other (specify) _____

ThedaCare staff member coordinating this session (e.g., manager or educator):

Name Phone number

Products(s) that will be discussed by speaker or audio/visual material

Product name	Indication(s)

Number of company representatives in attendance: _____
What food and gifts will be provided to attendees (if any)? _____

Submit this form, at least seven business days prior to the program/event, to the AMC Library via fax (920-738-6389) Attn: Jaclyn Schaller, or email form to jaclyn.schaller@thedacare.org

Do not write below this line.

Program is approved as not in conflict with ThedaCare Vendor Relations Policy

Education Representative Date

Program conflicts with ThedaCare Vendor Relations Policy because _____

Education Representative Date