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| All About You Health | Title: Vendor/Contractor Management | |
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Purpose

To ensure safety and compliance by vendors/contractors this policy will provide requirements for all vendor/contractor representatives doing business with All About You Health regarding their actions while on All About You Health premises, including, but not limited to: registration, identification, immunizations, documentation and infractions.

Scope

This policy applies to all locations of All About You Health.

Definitions

Contractor – One that agrees to furnish materials or perform services at a specified price.

Vendor/Contractor - A person or representative of a company (including independent contractors for a company) that has a contract or is seeking to provide support, services and/or maintenance for a company’s product(s) or services at All About You Health. There are two types of vendors for the purposes of this policy: clinical and nonclinical. Clinical vendors include pharmaceutical companies, manufacturers and distributors of medical devices and durable medical equipment, home health and other patient care vendors. Nonclinical vendors include manufacturers or distributors who promote or sell nonclinical items or services used by the All About You Health.

Vendor/Contractor badge is a paper-based document that will adhere to an individual. Vendor badges must be displayed prominently and will be available at Materials Management.

Vendor management system is an online system, accessible through kiosks on All About You Health property, that will hold and validate vendor credentials and immunizations required for access to clinical and nonclinical areas. The system permits appointment scheduling and will print badges only after all access requirements are met by the vendor representative.

Vendor/Contractor representative is an individual who is employed or contracted by a vendor/contractor to sell, support or service the vendors/contractor's products or services.

Policy

The selection of contractors, suppliers and vendors will be made on the basis of objective criteria including national contract affiliation, quality, technical excellence, price, delivery and service. Purchasing decisions will be made based solely on a supplier's or vendor's ability to meet the needs of **All About You Health**, not on personal relationships or friendships. **All About You Health** will always employ the highest ethical standards in business practices in source selection, negotiation, determination of contract awards, and the administration of all purchasing activities.

Vendor/Contractor Management

- A. Contractors visiting **All About You Health** locations must sign in at Materials Management, receive a badge and follow specific procedures as directed by that location.
- B. Vendors visiting **All About You Health** locations must register with the Symplr System.

- i. Access to the Vendor Management System (Symplr)

The Hospital uses a web-based vendor management system, which can be found at www.symplr.com. This system allows **All About You Health** to track vendor activities, such as vendor compliance with health care sanctions, management of appointments, validation of education and training, and health screenings. Failure of the vendor or the vendor representative to provide the required information within the system will prevent the vendor and/or vendor representative from interfacing with **All About You Health**.

- ii. Credentialing Vendors

- a. The vendor management system automatically checks the vendor company data when the vendor representative registers through the website. The vendor management system validates the following vendor company data and ensures that this information meets the standards set by **All About You Health**:

- 1. Vendor legal business name
 - 2. Vendor address, phone and fax
 - 3. Vendor leadership (CEO, CFO)
 - 4. Vendor company history (year established, ownership, licensure)

5. Type of organization (profit, nonprofit, LLC, corporation)
 6. Financial solvency
 7. Government program exclusion screening
 8. General liability insurance
 9. Diversity status
- iii. The vendor management system validates that the vendor representative is in compliance with the above criteria, health screening requirements, and education and training requirements (as noted in this policy) and informs the Materials Management department of noncompliance in writing (electronic or hard copy).
 - iv. Kiosks for vendor sign in with badge printers are located at: Materials Management, 4th Easy Street Medical Plaza, Surgery, and Human Resources. Vendors visiting other **All About You Health** locations are required to check in with the receptionist to be signed in.
- C. To ensure the safety and security of **All About You Health** facilities and limit access to permissible areas, vendors/contractors must wear guest badges issued them in a readily visible place at all times. They are also encouraged to also wear their company issued badge.
- D. Health Care Screening Requirements
- i. **All About You Health** requires vendors/contractors to obtain and report specific health screening and vaccinations in order to protect patients and staff.
- E. Education and Training Requirements
1. To ensure that vendor representatives comply with LMH Health policies, all vendors are required to review and acknowledge the following Hospital policies within the vendor management system:
 - a. [Code of Conduct](#)
 - b. [Confidentiality Policy](#)
 - c. [Compliance Plan](#)
 - d. [Facility Access: Access Control of the Physical Building Policy](#)
 - e. [Gifts, Gratuities & Business Courtesies Policy](#)
 - f. [Identity Theft Policy](#)
 - g. [Non-Retaliation Policy](#)
 - h. [Vendor Solicitation Policy](#)

- F. Vendor/Contractor Representatives will also be required to review and acknowledge training on:
- i. Safety Management Plan
 - ii. When applicable, education or training as a requirement of regulatory changes or a site visit may be required for vendor representatives dependent upon their access and duties while engaged with **All About You Health**. It is the responsibility of the manager who oversees the vendor's activities while on site to ensure timely completion.

Visitation

- A. Vendor/contractor visitation with any **All About You Health** employee will be by appointment only. **All About You Health** prohibits cold calling by vendors/contractors. Appointments must be pre-arranged and scheduled in advance through either the vendor management system or individual department. First-time vendors/contractors are required to contact the Materials Management department before requesting an appointment with a **All About You Health** employee.
- B. The vendor/contractor representative will be permitted access only to individuals with whom they have an appointment.
- C. A vendor/contractor representative who attempts to meet with a department or individual with whom they do not have an appointment will be asked to leave the premises and this will be noted in the vendor/contractor's record as noncompliance with **All About You Health** policy.
- D. Materials Management will keep a record of vendor/contractor representative compliance through the Symplr system. If it is determined by Materials Management that a vendor/contractor has been noncompliant with the requirements of **All About You Health** policies, the vendor/contractor representative will be denied a badge and will not be permitted to enter **All About You Health** facilities. If it becomes necessary to deny a vendor/contractor representative a badge, Materials Management will notify the representative and their organization of the situation.

Badges

- A. The badges generated by the vendor management system will have the vendor representative's picture and name, vendor company name, date,

appointment time, **All About You Health** facility and visiting location, and access level printed on the badge. As these are date-, time- and location-specific, **All About You Health** employees should validate whether the vendor representative has a current badge, and if not, instruct the vendor representative to return to the kiosk for the correct badge or leave the premises.

Note: Security may be called to assist with removal, if needed.

- B. Any vendor/contractor who are not registered will be required to obtain a visitor badge at Materials Management before proceeding to appointment.
- C. At off-site **All About You Health** locations, vendors/contractor representatives will be required to obtain a visitor badge.
- D. Vendor representatives also should wear their company-issued badge.

Parking

Parking will not be available to vendors/contractors in patient parking.

Products, Samples and Contracts

- A. Vendors/contractors whose product competes with products covered by a sole source or committed contract are prohibited from visiting any location unless **All About You Health** is in the process of renegotiating those items and has requested representation of additional manufacturers.
- B. Vendors/contractors who are awarded national contracts with **All About You Health's** affiliated group purchasing organization (GPO) may only meet with relevant departments whose products are covered under the GPO agreement. These discussions will take place only after Materials Management or Pharmacy, as applicable, has completed the initial review of the products and the vendor has received authorization to proceed.
- C. No samples or trial products will be sent to or left at **All About You Health** without pre-approval from Materials Management. Should a vendor/contractor representative leave a product without permission, the vendor/contractor accepts full liability for any incident involving such product.
 - 1. Drug Samples
 - a. Vendors/contractors are not allowed to stock sample closets or to access patient care areas to deliver samples. Samples must be left with

staff to process. Samples must be inventoried by lot number and a record of which patients received the products must be maintained for reference in the event of a drug recall.

2. Product Samples

- a. Product samples are limited to patient use or for **All About You Health** evaluation only.
- b. Amounts distributed to patients shall be limited to three days' supply.

Note: If a patient has an ongoing financial hardship, please contact the Social Work department for an assessment.

- c. Samples must be left with staff to process.

D. Equipment Evaluation

Any equipment requested for evaluation must be coordinated with Materials Management and Biomedical Engineering departments.

E. Delivery of Equipment

A purchase order is required before delivery of equipment or supplies can be made to **All About You Health** for items to be used for patient care. For purchasing information please see the Purchasing Policy located in PolicyTech on SharePoint.

F. Equipment Inspection

All medical equipment must be inspected by the Biomedical Engineering department prior to use or demonstration. Complete a work request to begin this process.

G. Defective Devices or Hardware

Known or suspected defective devices or hardware removed from a patient during a procedure cannot be removed from **All About You Health** property by the vendor representative without a completed, written authorization and approval from Risk Management.

Ethics

- A. Hospital staff and vendors/contractors are expected to employ the highest ethical standards in business practices in source selection, negotiation, determination of contract awards, and administration of all purchasing activities to foster public confidence in the integrity of the procurement process. They will not disclose confidential information given by outside

parties without their prior consent, disclose contract pricing and information to any outside party, or use confidential information for actual or anticipated personal gain. Conflicts of interest involving **All About You Health** staff or the vendor/contractor should be disclosed as outlined in the [Conflict of Interest Policy](#).

- B. The Hospital expects vendors/contractors to respect the [Code of Conduct Policy](#) as well as policies and procedures and encourages vendors to include adherence in all written agreements.
- C. Any vendor/contractor representative found not complying with these rules must be reported promptly to the Director of Materials Management who will issue a verbal warning. Should this person be found breaking any of these rules a second time, either representing the same company or a different company, they will be banned from doing any business with **All About You Health** for a period of one (1) year.
- D. Neither vendor/contractor representative nor **All About You Health** staff will solicit employment with the vendor/contractor as part of their interactions onsite at any **All About You Health** facility.

Business Courtesies

- A. **All About You Health** employees may not accept gifts, entertainment or anything else of value from current or potential suppliers of goods and services or from consultants to the organization, unless specifically permitted by **All About You Health's** [Gifts, Gratuities & Business Courtesies Policy](#).
- B. Business meals paid for by vendors/contractors may be accepted only when specifically permitted by the [Gifts, Gratuities & Business Courtesies Policy](#).
- C. At all times, any item provided to **All About You Health** or its staff members must not be intended to evoke any form of reciprocation.

Kiosk Support

Materials Management personnel will maintain kiosk supplies.

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