

CLINTON REGIONAL HOSPITAL	POLICY AND PROCEDURE	
	MANUAL Materials Management	
	SUBJECT Vendor Policy	

SUBJECT: Vendor Policy

DEPARTMENT: Materials Management

PURPOSE:

To provide an effective, efficient, and consistent arrangement for managing relationships with all Vendors working with Clinton Regional Hospital and its subsidiaries. The term "Vendor" includes, but is not limited to, vendors of supplies, pharmaceuticals, equipment and/or services.

To ensure all purchasing decisions are based on professional judgment, research and analysis, not tainted by nature of relationships with outside parties.

To ensure the safety of the Clinton Regional Hospital employees, volunteers, contracted individuals, medical staff members (collectively referred to as "staff"), patients and visitors.

To protect patient privacy and ensure confidentiality of information.

To regulate new product introduction.

To facilitate compliance with all applicable laws, regulations and other internal policies and procedures.

POLICY:

Limited Access to Facilities: Vendor representatives' visitation and access to Clinton Regional Hospital is limited to authorized individuals who have previously scheduled appointments with specific staff members at Clinton Regional Hospital. Representatives are guests of the facility and may visit the facility only in accordance with Clinton Regional Hospital policies and procedures.

Standardized Purchasing Procedures: New products will not be used or introduced without approval of the Director of Materials Management. Process approval and requisitioning requirements will ensure the CQVA Team analyzes all new products prior to purchase agreement.

Honest in Business Dealings: It is Clinton Regional Hospital's policy to select vendors on the basis of such factors as price, quality, performance and suitability of products or services, quantity, delivery, service and reputation. Clinton Regional Hospital's business relationships must be conducted at arm's length both in fact and in appearance. Vendors may not offer and staff may not accept any benefit from

an existing or potential vendor that might compromise, or appear to compromise Clinton Regional Hospital's objective assessment of the Vendors products or services. Vendors and staff should regulate their activities to avoid actual impropriety and/or the appearance of impropriety that might arise from the influence of those activities on business decisions of Clinton Regional Hospital.

Responsibilities:

This program will be coordinated by the Director of Materials Management and enforced at the direction of management with the cooperation and support of all Clinton Regional Hospital facility and department management personnel.

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All staff are required to support and adhere to this policy with respect to their own behavior and by alerting Materials Management when a representative is found in violation of this policy.

SANCTIONS: At the discretion of the Clinton Regional Hospital management, vendor representatives found in violation of this policy may be removed for the Clinton Regional Hospital facilities and prohibited from conducting future business with Clinton Regional Hospital. Repeated or serious violations of this policy by vendor companies may result in termination/discontinuation of contracts or Clinton Regional Hospital's refusal to conduct future business with such vendor.

SCOPE

This policy applies to all organizations and personnel within Clinton Regional Hospital and vendors of Clinton Regional Hospital.

GENERAL VENDOR REQUIREMENTS

Vendor Registration: All vendors must be registered with REPtrax system or with the Materials Management Department at Clinton Regional Hospital.

Updating Information: All vendors are responsible for maintaining an updated vendor profile within the REPtrax system.

Supporting Documentation Required: All vendors are responsible for providing supporting documentation upon request by Northeastern-Health System.

Vendor Responsibilities: Vendor representatives have the following responsibilities to Clinton Regional Hospital.

Product Information: Providing Clinton Regional Hospital information relative to the safe and appropriate use of the products represented;

Education: Providing onsite education to the appropriate staff regarding any new, approved products or new indications of old products (additional in-service education to ensure the competency of the staff will be provided upon the request of the department manager.

Unavailable Products: Assisting Materials Management with information pertaining to recalls, backorders or discontinuation of the products represented;

Supply Issues: Assisting Materials Management in maintaining adequate supplies of products represented particularly in times of shortage or distribution problems;

Returns: Assisting Materials Management in returning for credit, when available, of outdated or unusable products; and

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Liaison: Acting as liaison between Materials Management and the vendor.

HIPAA Compliance Agreement is required for all vendors who will be present for a patient procedure, will have direct patient contact, or will have access to any patient information in order to provide their services to Clinton Regional Hospital. It is the vendor's responsibility to have a signed agreement on file.

Prohibited Conduct: Vendors are strictly prohibited from engaging in the following activities:

Harmful Activities: Activities that interfere with business or clinical operations, violate established policies and procedures, discredit Clinton Regional Hospital or are offensive to patients, visitors and/or staff.

Harassment Any form of harassment is strictly prohibited.

VENDOR ON-SITE VISITATION REQUIREMENTS

Registration Registration at Clinton Regional Hospital is required upon every visit. Additional check in procedures may be required by individual department guidelines. Registration may be waived only in emergent circumstances or where pre-registration has been approved for vendor visits outside normal business hours (weekends, holidays, or weekdays from 5:00 p.m. to 7:59 a.m.) Departmental Directors are responsible to ensure vendor representatives have made appropriate arrangements with Materials Management prior to scheduling appointments during times other than normal business hours.

Exemption from Registration: Vendors delivering instrumentation for processing are exempt from registration as long as 1) the vendor representative is conducting no other business at Clinton Regional Hospital during the visit and 2) the only destination is Central Sterile processing area.

Point of Access: Appointment must be confirmed through RepTrax. Vendors not having RepTrax must present to the Materials Management Department to have their appointment confirmed.

Appointments: Appointments are strongly recommended. Appointments will be confirmed by telephone prior to allowing the vendor representative to leave the Materials Management Department. Representatives are responsible to provide the name and department with whom the appointment is scheduled.

Badge Requirements: Badges will be obtained via RepTrax. If not a RepTrax member, a badge must be obtained through the Materials Management Department. Badges may not be transferred between representatives and/or companies. Vendor representatives must constantly display picture identification and visitor badge. The only justifiable reason for not have proper identification or registration is if the process would compromise patient safety by delaying care.

Any vendor representative found within Clinton Regional Hospital without a proper badge may be asked to leave the facility and be in violation of this policy.

Denied Access: Any representative who, for any reason, is denied access by the RepTrax Vendor tracking and certification system, Clinton Regional Hospital management or Department of Materials Management will not be granted access (regardless of appointment).

Check-Out Procedure: After the completion of the appointment, vendor representatives must immediately leave the visited area, sign out of RepTrax or to the Materials Management Department to return badge. If Materials Management is closed, vendor shall return issued badge to the department where the visit was conducted.

Communicable Disease Prevention: To protect patients, visitors, staff and vendors from transmission of communicable disease with Clinton Regional Hospital, vendor representatives must be free of potentially transmissible communicable diseases and have had not recent exposure to these diseases. Compliance with hand hygiene and respiratory etiquette is required while in Clinton Regional Hospital.

Patient Care Area Requirements: No vendor will be permitted in patient care areas without an appointment and accompaniment by a Clinton Regional Hospital staff member. Vendor must meet the following requirements.

Immunizations: Vendor representatives who may have access to patient care areas will be required to provide documentation of proper immunizations unless waived by Clinton Regional Hospital.

Suitable Attire: Vendor representatives must present suitable attire according to the procedure area dress code, if required, for the specific area or unit of the Clinton Regional Hospital.

No Active Participation in Patient Care: Vendor representatives are prohibited from providing services as an active participant in patient care. When previously approved by the medical staff member(s), vendor representatives may provide consultative services for the use, care, demonstration handling (i.e. calibrating, programming, opening), and maintenance of their products or services as certified by their employer.

Other Requirements: Certain types of vendor representatives may also be required to provide validation of (1) prior instruction and a working knowledge of sterile/aseptic techniques; (2) prior instruction and a working knowledge of proper protocols for conduct during certain procedures; and (3) validation that the vendor representative has specialized competencies, credentials or certificates, as appropriate.

Standards of Conduct: Vendor representatives must adhere to the Clinton Regional Hospital code of conduct and Standards for confidentiality, patient rights, infection control, safety, and immunizations as applicable.

Behavior: Vendor representatives are expected to behave in a professional manner and are prohibited from exhibiting any obscene or otherwise objectionable or offensive behavior, language, body action, etc. Fighting and/or horseplay are not condoned while on Clinton Regional Hospital property. These are "no tolerance" offenses. Vendor representatives should always be respectful of their environment and others, especially in patient care areas. Hallway conversations, phone and radio communications in patient care areas should be kept to a minimum and low in volume to avoid disturbing patients and visitors.

Alcohol, Drugs and Tobacco: Any vendor representative found to be using alcoholic beverages, illegal drugs, or any other substance deemed harmful by Clinton Regional Hospital management will be turned over to the proper law enforcement authorities and banned from Clinton Regional Hospital. This is a "no tolerance" offense. In addition, the use of tobacco products, including smoking and chewing, is not allowed.

Unsolicited Materials: Vendor representatives are required to pick up after meetings, in-services for displays. Leaving unsolicited materials, empty boxes or information in any hospital location is prohibited.

Loitering Prohibited: Loitering in Clinton Regional Hospital corridors, cafeteria, and other areas in an attempt to facilitate a non-scheduled meeting with Clinton Regional Hospital staff is prohibited.

PURCHASING PROCEDURES

Centralized Purchasing: Clinton Regional Hospital has established a formal process for the purchase of equipment, supplies and commodities. Vendors must coordinate all sales of equipment and supplies through Materials Management.

New Products: All products coming into the Clinton Regional Hospital must be approved through Materials Management prior to use. Introduction of new products must be approved by Materials Management, which may start with Department Managers. A new product is defined as any product that is not currently being used at Clinton Regional Hospital. New products brought in by a representative that has not followed the process will be considered a gift and will not be reimbursed. Vendors will be asked to present any new product to the CQVA (Clinical Quality Value Analysis) Team for analysis and consideration. Any product trial must be approved by the CQVA Team. CQVA Team will allow reasonable opportunities to provide and trial products for a temporary period.