

 <b>POLICY &amp; PROCEDURE</b>	
<b>TITLE:</b> Supplier / Vendor Relations	<b>NUMBER:</b> OH.POL.SC-5100.003
<b>ISSUE DATE:</b> 9/1/2001	<b>EFFECTIVE DATE:</b> 7/1/2022
<b>DEVELOPED / REVISED BY:</b> Supply Chain Services	
<b>REVIEWED BY:</b> Supply Chain Services OhioHealth Office of General Counsel OhioHealth System Policy & Procedure Management Committee	<b>DATE REVIEWED:</b> 4/2022 9/10/2021 10/6/2021
<b>APPROVED BY:</b> Supply Chain Services Administration	

### **SCOPE:**

This policy is in effect for all OhioHealth business units (includes all care sites and non-clinical business units).

This policy directly applies to vendors, suppliers, and supplier representatives who provide or desire to provide medical/surgical supplies, services, and equipment for patient care and non-patient care purposes.

### **STATEMENT OF PURPOSE:**

Supply Chain Services has been designated as the point of contact between OhioHealth and its suppliers. Individual departments may have their own policy & procedure regarding suppliers in their area.

The purpose of this policy is to effectively manage the volume of supplier representative visitations to help ensure staff can effectively manage the amount of time devoted to such visitations such that patient care is not adversely affected. Suppliers, in turn, should support the mission of OhioHealth, and work to minimize intrusions.

### **DEFINITIONS:**

- **Potential Supplier:** A company not currently engaged by OhioHealth to supply goods, drugs, equipment, or services that may have an interest in pursuing business opportunities. These companies are not set-up in the OhioHealth system to transact with and are not being paid by OhioHealth.
- **Supplier:** A company that supplies goods, drugs, equipment, or services to OhioHealth and receives payment from OhioHealth for these exchanges. OhioHealth may use these goods, drugs, equipment, or services to provide care for patients or may consume for business operations. To be compliant with various federal and oversight organizations, the suppliers OhioHealth transacts with must adhere to specific guidelines. May also be referred to as a Vendor or a Supplier Representative.

### **POLICY:**

- I. It is the policy of Supply Chain Services to support visitations from Supplier Representatives to designated departments and/or physicians to provide essential services and distribute necessary information.
- II. It is also the policy to control the activities of Supplier Representatives in order to:
  - A. Ensure the safe and appropriate use of products, equipment, and services
  - B. Maintain patient confidentiality
  - C. Avoid the inappropriate distribution of samples
  - D. Efficiently utilize the time of the staff who interact with Supplier Representatives.

## **PROCEDURE**

### **I. Suppliers:**

Each facility or department may have specific guidelines or instructions. Suppliers should comply with the following general instructions when visiting any OhioHealth facility:

- A. Suppliers and their representatives are essential resources and guests of OhioHealth; however, Supplier Representatives should provide his/her services in accordance with accepted rules of conduct and in a manner that provides the greatest benefit to OhioHealth.
- B. To access clinical areas, all Supplier Representatives should have a scheduled appointment during normal business hours. Exceptions to the schedule should be approved by the department manager.
- C. Under no conditions may a Supplier Representative use scheduled appointment time to visit or solicit products or services to any areas other than the scheduled area. Representatives are not permitted to visit any department/facility designated for physicians, nurses or other associates.
- D. The paging system may not be used to contact physicians, pharmacists, nurses, or other employees except when Supplier Representative has been requested to make such contact.
- E. Supplier registration and on-site access
  1. All OhioHealth Supplier Representatives are required to register with the OhioHealth supplier registration program at the company level with Vendormate on-site or online at [login.ghx.com](http://login.ghx.com); selecting "Register Yourself and Your Company.. This includes all Suppliers, Supplier Representatives, and consultants for services, equipment, or supplies. There is a charge for the supplier registration that is directly between the supplier registration program and the supplier. This charge ranges with the supplier's risk level but is a nominal cost of doing business.
  2. All Supplier Representatives who visit an OhioHealth facility are required to register at a supplier registration ("Vendormate") kiosk before proceeding to their appointment. In the case the Supplier Representative's company has not registered previously, there may be a charge associated with registration. While in any OhioHealth facility for business purposes, all representatives are required to display proper company identification. Proper identification shall include an OhioHealth one-day badge plus a company identification badge.
  3. Upon registration, Supplier Representatives are required to acknowledge certain OhioHealth policies and document annual flu shot, COVID-19 vaccine, TB, MMR, chicken pox immunity, and HBV. In case of supplier registration kiosk downtime, manual online registration or other manual sign-in should occur.
  4. Supplier Representatives should comply with all credentialing requirements that are required within the areas they service and that may be amended from time to time.
  5. A registration badge is denied if there is a match on government sanction lists; these individuals may not have access to any OhioHealth facility.
  6. Upon initial registration, if all registration credentials (required policies, immunizations, and acknowledgements) are not present and current, the badge will be marked as "missing documents." The Supplier Representative will be allowed three visits with the "missing documents" designation and then will be denied access. A Supplier Representative denied access should not be permitted to interact at OhioHealth until they correct the deficiencies within the registration tool.

7. Once the Supplier Representative is finished with his/her appointment, they are required to check-out. The check-out process can take place at a designated Supplier Registration kiosk or by a connected app.
- F. An OhioHealth badge that allows access to certain locked OhioHealth facility areas may only be provided to a Supplier Representative after proof of current and active rep supplier registration. Badge access eligibility should be verified by the requesting department prior to OhioHealth Protective Services release of a badge.
- G. Patient Privacy
  1. A Supplier Representative may not have any contact with a patient without prior approval of attending or consulting physician, and the OhioHealth physician or OhioHealth clinician should be present at all times.
  2. Supplier Representatives should be trained on HIPAA guidelines and requirements by their company and should adhere to all guidelines and requirements.
- H. Patient care area access
  1. Supplier Representatives may be asked to leave at any time at the discretion of the management team, staff, and/or the physician providing patient care.
  2. The use of cell phones in any surgical suite or patient care areas is strictly prohibited. All non-essential items are to remain outside of the facility.
  3. If a supplier representative is granted access to a patient care area where scrubs are required, a red scrub hat as provided by the hospital should be worn at all times that scrubs are worn.
  4. Supplier Representatives are prohibited from making any notations in a patient's medical chart.
- I. Evaluation of equipment or products
  1. Equipment or products should not be purchased without first undergoing an evaluation. Product/equipment and technology is evaluated through OhioHealth's Value Analysis Program.
  2. All new equipment or products should be introduced to the organization through the Value Analysis process in MedApproved. The physician or OhioHealth clinician should submit the request for the new product in MedApproved and the supplier will be invited to submit documentation necessary for processing the request. There is a nominal fee that the supplier will be required to pay that is directly between the supplier and MedApproved.
  3. All equipment and/or products to be evaluated for use in a patient care area should be approved by the designated review committee prior to the beginning of the evaluation period.
  4. Should any physician or staff member or family member practicing or working at OhioHealth have any financial or other interest in the equipment, product, and/or service being evaluated, the supplier should disclose the specific relationship to Strategic Sourcing and Value Analysis during the initial request for evaluation.
  5. A purchase order and any applicable payments should not be issued for any sample product or technology for use in an evaluation unless approved by Value Analysis or other designated review committee prior to evaluation.
  6. All products and equipment must be FDA-approved or have IRB, IND, or IDE numbers for clinical use.
  7. Products unauthorized for use but left by the supplier with a physician or Hospital staff member for patient use is prohibited and supplier will not be compensated.

8. Equipment: OhioHealth may not pay for equipment used during an evaluation. This includes, but is not limited to rental fees, leasing fees, and evaluation fees.
9. Products: As a general rule, OhioHealth may not pay for products used during an evaluation. At OhioHealth's sole discretion, a purchase order may be issued to pay for disposable items used during an evaluation.

## **II. Supply Chain Services:**

- A. Supply chain services is responsible for confirming that this policy and policies related to supplier activity are available in the supplier registration tool.
- B. Supply chain services should act promptly on complaints of supplier non-compliance.
- C. Supply chain should review supplier performance measures as outlined in a contract, if applicable.
- D. Supplier Diversity
  1. Philosophy: OhioHealth's vision and values celebrates the diversity of its people and community. In keeping with our values of integrity, compassion, excellence, inclusion, and stewardship, we are committed to identifying opportunities and increasing participation of certified diverse business enterprises (DBEs). Our goal is to establish business relationships with DBEs that positively impact patient care, community relations and social economics in the communities served by OhioHealth.
  2. Guiding Principles
    - a. Qualified Diverse Business Enterprises (DBEs) should be identified and included in contracting processes.
    - b. Preference may be given to DBEs in cases where they did not submit the low bid.
    - c. Smaller specialty contracts may be given preference over system-wide contracts in efforts to accommodate local DBEs.
    - d. Priority should be given to local DBEs, followed by Ohio-based DBEs, then Regional/National DBEs.
    - e. Supplier diversity accountabilities and measurement criteria should be used to increase and monitor DBE participation.

## **III. Department:**

- A. Departments should assist in the compliance of this policy by allowing supplier representatives visitation in accordance with this policy.
- B. No supplier representatives should be allowed access to storage areas or inventory areas unattended.
- C. Per Protective Services policy PS-2300.004, Department Supervisors may request badge access for Supplier Representative. Department is responsible for verifying in Vendormate that the Supplier Representative is current on immunizations and annual vaccines, and compliant with all acknowledgements.
- D. Departments should provide specific department instructions or requirements to Supplier Representatives, as necessary.
- E. Supplier registration kiosks and badge printers (dynamo label 450) can be obtained by making an online IT request in Service Now for a new device to be set up as a vendor registration "Vendormate" kiosk. The expense of the kiosk and badges is managed by the requesting department.

- F. OhioHealth associates may request access to the supplier registration system in order to view Supplier Representatives' contact information and history of site access. Please email Vendormate customer services at [support@ghx.com](mailto:support@ghx.com) to request log-in access.
- G. It is the responsibility of the department to hold all OhioHealth pricing and current supplier information confidential. Any questions pertaining to this should be directed to Supply Chain Services.
- H. It is the responsibility of all associates of the areas affected by this policy to assist in the enforcement and supplier compliance to the policy and procedures as outlined within this policy. A supplier check-in summary is provided in Exhibit 1.
- I. If any supplier fails to comply with this policy, it is the responsibility of the department manager to report the individual to the Director of Strategic Sourcing for further action. Violations of the policy should be addressed on a case-by-case basis.
- J. Supplier Representatives who are on-site and not wearing a hospital badge should be stopped and directed to the appropriate sign in location.
- K. A Department should contact Protective Services directly and immediately if supplier representative poses a threat to patient, staff, or OhioHealth security.

**RESCISSION:**

**Van Wert:** VW.POL.SUP-5000.028 Vendor Management Policy

**REFERENCES:**

- 1. OH.POL.SS-2040.049 Product Representatives in Surgery
- 2. OH.POL.SS-2040.012 Handling Special Instrument/Implant Requests
- 3. OH.POL.SC-5100.008 Acceptance/Solicitation of Gifts
- 4. OH.POL.SC-5100.007 Supplier Sponsored Travel
- 5. OH.POL.RX-910.029 Pharmaceutical Service Representative Regulations
- 6. OH.POL.PS-2300.004 Photo Identification Badges

**ATTACHMENTS:**

Exhibit 1– Supplier check-in summary

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## EXHIBIT 1 – CHECK IN SUMMARY

### Supplier Representative Check-In Summary

- ?? All supplier visitors require appointments.
- ?? Supplier registration must be complete and current before a supplier registration badge is issued.
- ?? Supplier representatives must read and acknowledge (by electronic signature) the supplier guidelines.
- ?? The OhioHealth supplier badge will be valid for the day of visit and valid only for the specific area they have been authorized to access.
- ?? The OhioHealth supplier badge must be visible at all times while conducting business at OhioHealth.
- ?? At the end of the appointments suppliers are expected to sign-out.

\*If a supplier is seen without a supplier badge, they will be asked to register or asked to leave the facility.