

Subject: Supplier Representative Access and Accountability Original Effective Date: 10-01-08 Effective Date: 12-01-09 Scope: Ministry Health Care Department: All departments within Ministry Health Care facilities	Policy Number: SC-0001 Replaces Policy: Local Policies Originating Area: Ministry Health Care Surgery Sourcing Council
---	---

DISTRIBUTION:

All Ministry Health Care Hospitals/Clinics

1. Purpose Statement: To establish consistent processes for Ministry Health Care staff and supplier representative to support successful working relationships, which are in the best interest of our patients.
2. Policy Statement One: All Ministry Health Care supplier representatives will register with REPtrax and complete the following competencies prior to gaining permission to visit any Ministry Health Care facility/department. Permission will be granted when a REPtrax badge is issued. For Ministry Health Care facilities without a REPtrax Kiosk/Printer, badges will be issued manually per the local procedure.
 - a. The following Ministry Health Care forms and competencies are to be completed by supplier representative and recorded in REPtrax.
 - i. Required REPtrax supplier representative contract information:
 1. Name
 2. Company
 3. Address
 4. Phone Number(s)
 5. E mail address
 - ii. Required REPtrax acknowledgement and acceptance of the following policies:
 1. Ministry Health Care Supplier Representative Access and Accountability Policy (this policy)
 2. Patient Privacy Policy/Signed Confidentiality Statement that covers HIPPA requirements
 3. Ministry Health Care Disaster Policies/Codes
 - iii. Required documents (Refer to REPtrax for applicability based on area of service) that are provided by supplier or third party and uploaded to REPtrax:
 1. Aseptic technique
 2. Blood-borne Pathogens

3. OSHA Competencies
 4. Healthcare Credentials as outlined in REPtrax
 5. American Association of Tissue Banks Certification (for Bone and Tissue Supplier Representative only)
 6. Evidence of Employer Product/Service Competency
 7. Criminal Background Check (Required for all categories of supplier representative)
- b. Supplier Representative Ministry Health Care Identification Badge: Once all competencies and required paperwork is completed and submitted to REPtrax a REPtrax ID badge will be awarded to the Supplier Representative. The badge is re-issued each visit For Ministry Health Care facilities without a REPtrax Kiosk/Printer, badges will be issued manually per the local procedure.
- i. This identification badge is recognized at all Ministry Health Care facilities and must be visible at all times.
 - ii. All badges will be the same color and design.
 - iii. These identification badges will include:
 1. Supplier Representative's name
 2. Date, time-stamp indicating duration of visit
 3. Sponsor of appointment
 4. Supplier Representatives company
- c. Supplier service expectations will include but are not limited to the following:
- i. Ongoing clinician/staff education
 - ii. Recall and Product Discontinuation notifications
 - iii. Consistent contact with appropriate buyer/clinical contact to ensure levels of service and product quality are maintained.
- d. Supplier Representative Courtesy Accountabilities:
- i. Supplier representative will visit only the departments to which they have been invited.
 - ii. Supplier representative will present and sell only the products they have been invited to display.
 - iii. Supplier representatives shall conduct themselves in accordance with professional standards at all times:
 1. Cost/price issues shall be discussed only with authorized Ministry Health Care staff. Because many physicians that practice at Ministry facilities are not in the employ of Ministry Health Care, many commercial discussions violate confidentiality agreements currently in place.
 2. Supplier representatives shall refrain from making statements relative to the commercial advantages that their company offers in open settings where non-Ministry employees may be present.
 3. Ministry expects Supplier representatives to sell their products and company based on their own merits. It

is not acceptable to portray competitor companies or products in a negative manner.

- e. Privilege Revocation:
 - i. Suppliers choosing to not accommodate the above shall forfeit their privilege to call on the hospital.
 - ii. In the event a supplier representative has their access to a facility revoked: the revocation will be valid in ALL Ministry Health Care facilities and so logged in REPtrax.
 - iii. Supply Chain Team Leader(s) will determine the revocation and duration of revocation.
 - iv. A revocation will be instituted for an unethical practice or failure to abide by the guidelines listed in this policy.
 - f. Privilege Reinstatement: For reinstatement to REPtrax for all MINISTRY HEALTH CARE facilities contact MINISTRY HEALTH CARE Supply Chain.
3. Policy Statement Two: Ministry's goal is to work collaboratively with Suppliers to ensure that MINISTRY HEALTH CARE is held harmless when products are brought in for evaluation or placed into inventory.
- a. Suppliers shall make all products, which have an expiration date, available on consignment.
 - i. If unwilling to do so, suppliers shall break down packaging to match exact usage as directed by Ministry Health Care staff and shall sell specified units to Ministry Health Care.
 - ii. If, after a trial, decision is made not to keep the product, it shall be sent back to the supplier for full credit on all unused product.
 - iii. If it is decided to keep the product after the trial, it is the responsibility of the supplier representative to exchange near expired product for products with longer expiration dates.
 - iv. If a new generation or upgrade replaces the current product, supplier shall provide upgrade at no cost or return the old product for full credit. New product shall be brought in under consignment or under the terms stated herein.
 - b. If supplier is unwilling to provide any of the above remedies, and a physician requires the product, the supplier representative shall be in attendance for each procedure in which the product is to be used and shall physically bring in the item or items which will be used, thereby eliminating the need for consignment, returned goods authorizations, credits or expired product. (Items will be inspected for integrity to ensure patient safety)
 - c. Supplier representative choosing not to accommodate the above shall forfeit their privilege to call on the hospital until such time as they decide to work jointly with the hospital to manage supplies and eliminate waste through expiration.
 - d. Product Delivery:

- i. Products and equipment brought to Ministry Health Care organizations for evaluation/trial must receive prior approval from Ministry Supply Chain Staff or Clinical Leaders.
 - ii. An equipment/product trial/evaluation from must be completed and approved on products requested for trial.
 - iii. All products and equipment are to be delivered to Ministry Health Care via purchase order ONLY. (even if at no charge)
 - 1. All no charge equipment presented to Ministry Health Care by a supplier representative as an incentive offer for the purchase of pre-determined amounts of its products must be approved by the appropriate personnel in Supply chain prior to acceptance to ensure that all purchasing, legal, and safety requirements are met.
 - 2. Supply Chain is to be notified promptly of any supplier representative proposal, whether written or verbal involving "no charge" or "incentive-type" offers relative to equipment acquisition.
 - 3. Supplier Representative bringing supplies/equipment or services into Ministry Health Care organizations without authorization from Supply Chain will not be paid for such supplies/equipment/or services and should consider all such items as a contribution/donation to Ministry Health Care.
 - iv. All electrical devices must be evaluated for electrical safety by Bio-medical engineering before being placed into service.
 - v. It is the supplier representative's responsibility to provide products that are FDA approved.
- e. Operating Room/Cath Lab/Procedural Area Observance
- i. It is the practice of Ministry Health Care to restrict admission to procedures to those parties necessary for the benefit of the patient or physician.
 - ii. Any physician who desires to have a supplier representative present during a surgical procedure shall be responsible for obtaining proper release and consent from the patient prior to requesting admission of representatives to any patient procedure.
 - iii. Supplier representatives presence in the procedure shall be pre-approved by the Director of involved department or designee.
 - iv. Supplier representatives approved for presence in a procedure must check in with the department materials coordinator/manager.
 - v. Supplier representatives may act as a resource regarding the representative's product only and may not scrub or participate in direct patient care.

SUBMITTED BY:

Judy A. Riedel

Judy A. Riedel, RN, BSN, MPA
SJH Director of Clinical Cost Initiatives

12-30-09

Date

APPROVED BY:

Mike Kangas

Mike Kangas
Director of Category Management, Clinical Materials and Services,
Ministry Health Care

1/12/10

Date