

Vendor Representatives Policy

X Applicable to all Entities Below (Systemwide):

- Delivery System
- Hospital Group
- Other
- Priority Health
- Continuing Care (Specify) _____
- Corporate
- Foundation
- Medical Group
(includes SHMG and WMH)

Original Effective Date:

Last Reviewed / Revised Date:

Policy Number:

Functional Area Policy Committee: Finance

Functional Area Policy Sub Committee: Supply Chain Management

1. Purpose

To outline the process for standards and to provide direction for vendors doing business with Spectrum Health. The term "Vendor(s)" shall mean any third party supplier of materials, goods, or services to Spectrum Health or on Spectrum Health's premises who is not otherwise credentialed and provided access to Spectrum Health's premises pursuant to and consistent with Medical Staff Bylaws or Allied Health Credentialing policies and/or protocols.

2. Responsibilities

This policy is to establish expectations of our business partners that are consistent with our Code of Excellence. All vendor representatives will adhere to Spectrum Health policies and will abide by the laws and regulations of the State of Michigan, Federal Government, The Joint commission, HIPAA (Health Insurance Portability and Accountability Act), Privacy Rules, and all other regulatory standards of practice.

It is the responsibility of all individuals who deal with vendor representatives to comply with this policy, including all Spectrum Health employees and medical staff, board members and volunteers.

3. Compliance

3.1.1. In exchange for access to Spectrum Health, representatives are required to abide by this Policy. Violations are subject to disciplinary action for the individual and/or vendor and include, but are not limited to, the following: harassment of patients, staff members, or

associates, aggressive marketing behaviors, failure to register/sign-in prior to entry, or any behavior deemed inappropriate.

3.1.2. The length, type and severity of disciplinary action for any violation of this policy are at Spectrum Health's sole discretion. Unless alternative or more severe action is deemed warranted by Spectrum Health, violations of this policy will result in the following actions:

First Offense

- A letter indicating the infraction will be sent to the representative and the entity they represent.
- The representative and their up line manager will meet with the department where the infraction occurred, along with a member from the Supply Chain Management department.

Second Offense

- A letter indicating the subsequent infraction will be sent to the representative and the entity they represent.
- All access to Spectrum Health facilities, for the individual(s) may be suspended.

3.1.3. Any violations of this policy may affect future vendor relations with Spectrum Health, at its sole discretion.

4. Policy

4.1. Requirements Applicable to All Vendors and Vendor Representatives

4.1.1. Prior to any/all electrical equipment being brought on site for trial or purchase, the equipment must be inspected and approved for use by Clinical Engineering or Maintenance. Vendor should contact the Supply Chain Management representative they are working with to determine the department and designee to conduct the inspection.

4.1.2. Meetings with vendors are to be conducted by Spectrum Health staff in their respective office or designated areas. Vendors are prohibited from conducting business, inclusive of the selling or marketing of products or services, in nursing units, patient care areas, nurse lounges, physician lounges, or any public areas such as cafeterias, lobbies or mailrooms. Vendors may not enter a nursing unit or patient care area except as permitted in the subsection below. Any business conducted near a patient care area must be confined to an office or conference room.

4.1.3. Vendor representatives may arrive only between the hours of 7:30 a.m. and 4:00 p.m. Monday through Friday, with no access on holidays. All exceptions are to be approved by the department's designee.

4.1.4. All vendor representatives must sign in using the Spectrum Health vendor access system (refer to section 5 below).

4.1.5. Loading and unloading arrangements must be made with the appropriate department (Security or Maintenance). Vendor should contact the Supply Chain Management representative they are working with to determine the department and designee to conduct the inspection. Vendors must otherwise abide by Spectrum Health's parking policies and procedures at all times.

4.1.6. Vendors must schedule appointments with physicians staffing any Spectrum Health facility through the Medical Staff Office or the physician office.

4.1.7. Vendors must contact attending medical staff in their private office and not the hospital.

4.1.8. In-service education may be scheduled through the pharmacy, patient care department, or operational department with the approval of the department designee (and the pharmacy for medication-related in-services). An in-service is defined as a pre-planned, pre-arranged group presentation that may include physicians, pharmacists, nursing staff or other health

care providers the training is applicable. If a meal is provided, please see the Gifts and Business Courtesies policy for additional expectations of all staff. [Gifts and Business Courtesies](#)

- 4.1.9. Vendors must present and process any new product utilized in direct patient care, along with physician recommendation through the appropriate analysis process for consideration of an evaluation. Medications must be reviewed by the pharmaceutical and therapeutic committee. Prior to committee approval, the representative must work with Supply Chain Management to establish:
 1. Need
 2. Price
 3. Usage
 4. Trade outs
 5. Maintenance
 6. Shipping
 7. Warranty
 8. Price protection
 9. Length of trial (if applicable)
 10. Education
 11. Returns, refunds and credits
- 4.1.10. Prior to initiating the analysis process for any new product, the representative must communicate to Spectrum Health in writing if the sponsoring physician has any affiliation with the company e.g. owner, investor, speaker, proctor, inventor, involved in research, and/or consultant
- 4.1.11. Vendors must provide a product information packet to the Supply Chain Management department prior to final departmental determination concerning any supply, purchased service, or new technology product or equipment. The packet should include product information, list and contract pricing, as well as pertinent clinical/technical data about the product.
- 4.1.12. Equipment, samples or supplies requested by hospital personnel to be used for evaluation purposes must follow the appropriate purchasing procedure. Spectrum Health will not pay for any product brought in without the knowledge of department management.

4.2. Requirements applicable to all Vendors and Vendor Representatives Involved with direct Patient Care or Accessing Areas of Direct Patient Care

- 4.2.1. It is acknowledged that a limited number of vendor representatives may be specifically requested by Spectrum Health staff or physicians, pursuant to a Spectrum Health policy or procedure, to be involved with Spectrum Health staff's or physician's provision of hands-on patient care via (i) conducting staff or physician training, (ii) consulting with staff or physicians concerning a specific patient, or (iii) calibrating a device (collectively, "Patient Care-Related Services"). Patient Care-Related Services may only be provided upon compliance with the below criteria.
- 4.2.2. Patient Care-Related Services must, at all times, be conducted under the supervision, direction and responsibility of a licensed Spectrum Health healthcare professional or physician.
- 4.2.3. Only vendor representatives providing Patient Care-Related Services may enter nursing units or patient care areas within Spectrum Health for business purposes and then, only by appointment or with authorization by the department management. Vendors shall complete the authorized business task and immediately leave the area and return to registration. Vendors are not authorized to enter staff or physician lounges or proceed into other offices or areas without prior authorization.
- 4.2.4. Prior to entering into a nursing unit, areas of direct patient care, or providing Patient Care-Related Services, a vendor representative must sign in as instructed per section 5 below. Minimum requirements for access to patient care areas are:

1. Proof of relevant training
2. Chicken pox vaccination documentation
3. Hepatitis B vaccination documentation
4. MMR vaccination documentation
5. TB vaccination documentation
6. Proof of liability insurance covering vendor services, with Spectrum Health named as an additional insured
7. Proof of drug screen
8. Criminal background check
9. Acceptance of Spectrum Health policies-Code of Excellence, Gifts and Business Courtesies, Prevention and Detection of Fraud, Waste, and Abuse, and the Vendor Policy

Failure to have these documents updated in the vendor access system will prohibit the representative from having direct patient or staff access and performing Patient Care-Related Services.

- 4.2.5. Vendors are not allowed to operate any equipment for a procedure. Vendors are permitted to calibrate programmable devices under the direction of the attending physician. These devices include, but are not limited to: pacemakers, internal cardiac defibrillators, nerve stimulators and lasers.
- 4.2.6. Patient consent should be obtained and documented in the patient's medical record regarding the presence and role of the vendor, if that person will be present during treatment, care, or a clinical procedure.
- 4.2.7. Vendors will be solely responsible for personal and professional belongings brought into Spectrum Health.

5. Procedure

- 5.1.1. Spectrum Health Hospital Group, including surgical sites, uses vendor access system Reprax. All vendor representatives must sign in and print a vendor ID badge from the vendor access system. This badge must be worn in plain sight. All vendor representatives are also required to wear their company identification badge. The sign-in process will print a badge with the date, amount of time in the facility, individual to be visited, representative's name and company. Appointments must be arranged in advance with each department visited. Vendors will also be required to comply with any specific departmental registration processes that may exist in addition to the Reprax vendor access system.
- 5.1.2. Non-hospital sites (i.e. physician groups, designated pavilions, and health plan sites) requires all vendor representatives to wear their company badge when entering any facility for appointments. The representative is required to check in at the front desk area for the appointment. Vendor appointments must be scheduled in advance with each department visited.

6. Revisions

Spectrum Health reserves the right to alter, amend, modify or eliminate this policy at any time without prior written notice.

7. Keywords

Representatives, Harassment, Purchasing, Supplies, Vendors, In-Service, Products, New Technology, Department Designee, Clinical, Code of Conduct, Code of Excellence, Policy, Equipment, Pharma, Pharmacy, Devise, Gifts, Conflict of Interest

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