

**POLICY NAME**: Supplier Relations

**POLICY NUMBER**: A05-08 **ISSUE DATE**: July 1, 2007

**REVISED DATE**: January 8, 2018

### **Purpose**

The purpose of the is policy is to provide both current and prospective suppliers, as well as Medical Center employees, with the basic rules for maintaining a professional business relationship while visiting the University of Chicago Medical Center (UCMC).

## **Policy**

## 1. Registration and Certification

The critical nature of UCMC patient services and activities requires a thorough understanding of who receives access to our business and facilities. Consequently each company wanting to do business <u>and</u> company representative must first be approved by Supply Chain and, unless otherwise determined by Supply Chain, registered in the vendor credentialing System.

Please note: it is the responsibility of each company and representative to monitor and maintain registration compliance. Appointments (visitation) will not be granted without current, compliant, vendor credentialing system registration and for pharmaceutical suppliers - Pharmacy Department registration.

## 2. Appointments

Only supplier and Pharmaceutical representatives with a prior scheduled UCMC Outlook calendar appointment are only permitted to enter UCMC hospital areas, ambulatory clinics, or departments, including:

- Clinical staff areas
- Medical residents, fellows, and students staff areas
- Nursing staff areas
- Perioperative Services staff areas
- Pharmacy
- Purchasing staff areas

Supplier and Pharmaceutical representatives may <u>not</u> go to the department area to make an appointment. The appropriate staff member should be contacted for appointments by mail, email, or telephone. Also, an appointment with one staff member does not grant permission



to meet with other staff members in the same or other departments. Company representatives must leave the department area immediately upon completion of a scheduled appointment - waiting in UCMC corridors, cafeterias, or lobbies in an attempt to convene an impromptu meeting or conduct business with a staff member is also prohibited.

UCMC staff members can hold scheduled appointments at a hospital or clinic business location of their choice; no meetings are allowed in public areas including waiting areas, food and beverage establishments, and lobbies. If in a patient care area, the visitor must comply with all requirements necessary to assure patient confidentiality and privacy. Supplier representatives may also be required to adhere to hospital policies governing employees, faculty, and students regarding dress, as well as immunizations and other health requirements, e.g. rubella immunization, and TB skin test.

#### 3. Business Hours

- a) Normal Hospital business hours for Supplier appointments is Monday through Friday, 8:00 am to 5:00 pm however staff members can accept appointments for any time convenient to their schedule or hospital need.
- b) Pharmaceutical representatives will be permitted to demonstrate formulary products to members of the medical and nursing staffs Tuesdays and Thursdays between 8AM and 5PM. The Department of Pharmaceutical Services must approve deviations from these approved days. It is the responsibility of the pharmaceutical representative to contact the Department of Pharmaceutical Services (773-702-6242) to schedule an appointment.
  - c) Pharmaceutical representatives will be permitted to demonstrate products, including non-formulary items, to pharmacy leadership one Friday every month, by appointment. Deviations from this are to be approved by Pharmacy Leadership on a case by case basis. Pharmaceutical representatives are prohibited from meeting with pharmacy staff members. Violations to this policy are subject to section 8 below.

Pharmacy Purchasing or designee will see Pharmaceutical representatives on Tuesdays and Thursdays by appointment. Other pharmacy staff may also be seen by appointment. Pharmaceutical representatives are not allowed in other areas of pharmacy without a supervisor being present.

## 4. Parking

. Suppliers can use the hospital pay parking lots, free parking lots serviced by the Campus shuttle buses, or city metered parking spot. When practical, please ride-share or use public transportation.



#### 5. Check-in and Check-out

For the safety of our patients, staff, and visitors it's important to have clear visibility and record of who is in the facility. So <u>on arrival</u> suppliers are required to electronically check-in and print a single-use identification badge that is to be worn throughout the visit (Reminder: only supplier representatives holding a prior scheduled appointment and current, compliant vendor credentialing registration will be issued a badge and permitted entry to UCMC clinical and staff areas). And, <u>on leaving</u> the premises suppliers are required to electronically check-out. For regular on-site rep presence a permanent UCMC contractor badge can be acquired. Contact Purchasing office to request.

**Additionally**, **pharmaceutical representatives** must wear, at all times, their company provided identification badge which includes the name of the representative and company.

#### 6. Patient Care Areas

- a) Access to patient care areas is strictly prohibited unless requested for educational or other specified purpose and pre-approved by the Clinical staff or Pharmacy Management for pharmaceutical representatives. These areas include: All Nursing Units, Emergency Departments, Outpatient Sites, Operating Rooms, Procedural areas, and all other inpatient/outpatient areas Representatives must be accompanied at all times in patient care and Pharmacy areas by their UCMC host.
- b) Supplier representatives are permitted in the Nursing Units, Emergency Departments, Outpatient Sites, Operating Rooms, Procedural areas, and all other inpatient/outpatient areas only **when invited** and **accompanied** by a Surgeon, Physician, Anesthesiologist, or Staff Management for sanctioned purpose such as:
  - In-service new product, device, equipment, or pharmaceuticals:
    - Educational in-services must be requested and shall not be promotional in nature. Pharmaceutic educational in-services are permitted for Pharmacy approved formulary. Non-formulary pharmaceutical in-services are permitted only when approved for use through PH 03-003 Non-formulary Medications.

#### Technical consultation:

- Complex procedures
- New procedures or applications
- Product and equipment trials
- Research and field test of unreleased products, devices ,equipment, or pharmaceuticals



- Safety or Quality problem management
- Department needs assessment.
- c) Representatives are permitted to offer technical advice to the surgical/procedure team regarding their equipment or devices while in use on a patient. Representatives are NOT permitted to participate in direct patient care.
- d) Representatives are not permitted to touch patients at any time.
- e) Representatives are not permitted to scrub on any procedure
- f) Representatives are not permitted to monitor or record any patient information displayed on UCMC status boards or monitors.
- g) Educational or research programs may necessitate that representatives have access to confidential patient information. Under no circumstance are representatives to have access to confidential patient information unless a signed Business Associate Agreement (BAA) is on file in the Purchasing Department and/or Hospital Compliance Office. Representatives must also comply with hospital patient and/or medical staff consent policies.
- h) Attendance at Grand Rounds and departmental meetings is permitted by UCMC invitation only.
- i) Representatives are <u>not allowed</u> behind the reception desk of the clinics except by permission from the medical staff or charge nurse.
- 7. New, evaluation, or investigational products (includes pharmaceutical), devices, instruments
  - a) Supply Chain is the portal by which all new medical devices come into UCM and gain approval through Value Analysis Team (VAT) process. All new, evaluation, investigational medical devices must have VAT approval prior to clinical use by UCM.

#### b) Pharmaceutical:

- Must be pre-approved by Pharmacy and the Therapeutics Committee and then coordinated through by the Pharmacy Department.
- With exception of selected outpatient clinical trial medications, all drugs must be delivered directly to Pharmacy. Drug samples may only be used in outpatient settings when requested by Attending faculty members; however they must be registered with the Pharmacy prior to delivery to the requesting physician.



- Pertinent detailed information on all investigational drugs must be forwarded to the Pharmacy department for filing and reference purposes. This includes information on studies that are not being operated through the department
- c) **Equipment**: Require UCMC Clinical Engineering & UCMC Supply Chain pre-approval.

## d) All evaluation and investigational:

- Due to UCMC costs for in-use evaluations these products may be requested at no cost to UCMC.
- Require a purchase order from UCMC Supply Chain or Pharmacy, for pharmaceuticals, prior to use. Supplier Representatives may not accept any other order (verbal, phone, electronic, fax or written). Note: The Medical Center will not pay for any device that is not used or implanted during the specific procedure. No "extras" may be left in the department for "inventory" purposes. Leaving excess behind will constitute a gift to UCMC.
- Products that are to be evaluated in an actual clinical setting are to be delivered in properly sealed cartons, paying particular attention to packaging that assures the integrity of sterile products until the point of use.
- e) Instruments or supplies needing sterile processing must be received by hour <u>11:30AM</u> the day prior to surgery (for additional requirements reference the "UCM On-Site Supplier Workflows" document). Suppliers are required to provide Instructions for Use for sterilization.
- f) The Supplier Representative must provide nursing staff involved in the procedure with an in-service on new device or equipment prior to use in patient care. This must be coordinated with the Office of Nursing Education and Professional Development for all involved Nursing units and Perioperative Education departments

## 8. Violation of Policies

- a) These policies and regulations for company representatives are to be strictly followed. All UCMC staff members are responsible to monitor and assure compliance. If a UCMC staff member encounters a supplier representative in an UCMC work area without a UCMC approved visitor badge or behaving in a manner contrary to this policy, the staff member should immediately:
  - •Ask the person if they are aware of this Supplier Policy and If not, direct them to the Supply Chain offices, phone number 773-702-9400 and/or contact Public Safety at extension 2-6262
  - Ask the person for his/her name and company name, then request that they leave the



area immediately.

- •For non-pharmaceutical suppliers immediately notify and provide the information obtained to Supply Chain (773-702-9400), or the Director of Pharmaceutical Services (773-702-6242) for pharmaceutical representatives.
- b) **Gifts and Compensation**: Personal gifts from Suppliers <u>including Food/Meals</u> are prohibited and may not be accepted by any UCMC employee.

NOTE: IN THE EVENT THAT YOU OR ANY EMPLOYEE OF YOUR FIRM ARE REQUESTED OR ARE MADE AWARE OF ANY REQUESTS MADE BY UCMC EMPLOYEES OR CONTRACTOR AFFILIATES THAT YOU OR YOUR COMPANY FEEL ARE INAPPROPRIATE OR ILLEGAL, PLEASE CONTACT THE UCMC COMPLIANCE HOTLINE AT 1-877-440-5480. THESE REQUESTS MAY RELATE TO REQUESTS MADE DURING THE BIDDING PROCESS OR DURING YOUR PERFORMANCE OF SERVICES. WE URGE YOU TO KEEP A COPY OF THIS NUMBER AVAILABLE FOR YOUR CONVENIENCE.

- c) Violation of Patient Privacy (HIPAA): IMMEDIATE loss of visitation privileges.
- d) Failure to comply with all other sections:
  - **First infraction** Loss of visitation privileges for one month
  - **Second infraction** Letter of reprimand with a copy being sent to the company representative's immediate supervisor, and loss of visitation privileges for three months
  - **Third infraction** Letter of reprimand with a copy being sent to the company representative's immediate supervisor with a request to immediately change representation. Failure to do so will result in loss of certification for the Company and ability to do business with UCMC.

#### 9. Additional Pharmaceutical Representative Requirements

## a) Stocking New Products

New drug products will be stocked in the pharmacy in accordance with procedures established by the Subcommittee on Pharmacy and Therapeutics. The Department of Pharmaceutical Services is the sole source of supply for all medications used in the University of Chicago Medical Center.

#### b) Pharmacy Inventory



Representatives are not permitted to check stock levels of their company's products or to access records of purchases.

## **PROCEDURES**:

- 1. **Attachment A** –Onsite Supplier Representative and Loaner Tray Provider Special Instructions
- 2. **Attachment B** Handling Failed or Defective Device Complaints Special Instructions.
- 3. Attachment C Supplier Managed Inventory Standard Work

## INTERPRETATION, IMPLEMENTATION, AND REVISION:

- 1. The Vice President of Supply Chain is responsible for the interpretation and revision of this policy.
- 2. Persons responsible for review of this policy:
  - Vice President Supply Chain
  - Vice President Support Services
  - Vice President Ambulatory Services
  - Vice President Clinical Services
  - Vice President and Chief Pharmacy Officer
- 3. The Executive Vice President & Chief Operating Officer and agents designated in this policy or in the future are responsible for the implementation of this policy.

**REFERENCES**: (to outside sources, if applicable)

N/A

## **CROSS-REFERENCES**: (to other UCH policies, if applicable)

- 1. PH 03-003 Non-formulary Medications
- 2. Policy A00-12, UCMC Officer, Employee and Influential Medical Staff Member Supplier Relations Conflict of Interest Policy

Sharon O'Keefe	 	
President		



# On-Site Supplier Representative and Loaner Tray provider -- Special Instructions --

**ATTACHMENT A:** A05-08, Supplier Relations Policy

**ISSUE DATE**: September 18, 2014

**REVISED DATE**: November 20, 2014 (formatting changes; and Comer & DCAM instructions

added)

## 1. Building entrances

- **CCD**: Enter west lobby and proceed to vendor credentialing check-in, or go direct to destination if assigned an UCMC contractor badge.
- **Comer**: Check-in through vendor credentialing using CCD or Wyler entrances, or go direct to destination if assigned an UCMC contractor badge.
- **DCAM**: Check-in through vendor credentialing using CCD or Wyler entrances, or go direct to destination if assigned an UCMC contractor badge.

## 2. UCMC Contractor ID badges

UCMC issued contractor ID badges have direct swipe access to the following locations:

#### • **CCD**:

- o West staff elevators (99-100).
- West entrance (behind check in desk on 1).
- North double-doors on 7 to go to the locker room.
- Locker room/vendor gowning (7-303).
- OR elevators (97-98).
- o CCD-DCAM tunnel entrance (on the far west side).

#### Comer:

o Enter using Maryland entrance.



o <u>If business is in the OR</u> check-in at the OR front desk (K390), otherwise proceed to destination.

## • DCAM:

- o Enter using main entrance on 58<sup>th</sup> Street.
- o <u>If business is in the OR</u>, check-in at the OR front desk (2-642A), otherwise proceed to destination.

## 3. Vendor credentialing system appointment

#### • **CCD**:

- a. Check in at west lobby Vendor credentialing kiosk.
- b. Take the west elevators (103-104).
- c. OR 6th floor go to the patient check-in and be directed to the window to pick up disposable scrubs from a Patient Services Coordinator.
- d. Procedures (GI, IR, Radiology) 5th floor - go to public lobby and call meeting contact.

#### • Comer:

- a. Check-in through Vendor credentialing using CCD or Wyler entrances.
- b. <u>If business is in the OR</u>, check-in at the OR front desk (K390), otherwise call contact for escort.

#### • DCAM:

- a. Check-in through Vendor credentialing using CCD or Wyler entrances.
- b. <u>If business is in the OR</u> check-in at the OR front desk (2-642A), otherwise call contact for escort.

## 4. OR Misty Green Scrubs



Vendors holding an UCM contractor badge have one pair of misty green scrubs assigned to the badge. The badge is automatically reset when the scrubs are properly returned after the case to the appropriate scrub machine.

- CCD: use scrub station (7-710) by men's locker room (7-155).
- Comer: use scrub station (K343) on 3<sup>rd</sup> floor, adjacent to locker rooms.
- DCAM: with contractor badge use scrub station in locker rooms; otherwise use disposable scrubs from OR desk.

#### 5. Locker room

Vendor will need to bring a personal lock and use vendor designated lockers to secure belongings (note: locks need to be removed by the end of the day. Locks that stay on for over 24 hours will be cut and removed, along with the locker content by Public Safety):

- CCD: Locker/Vendor Gowning Room (7-303).
- Comer: Locker Rooms (K339 & K341); use hooks in locker rooms.
- DCAM: Locker Rooms (2-644 & 2-645); use closet.

## 6. Getting to proper location

#### • **CCD**:

- OR 6th floor must wear misty green or disposable scrubs (required in the actual operating room), or a bunny suit (inside the red line but outside actual operating room).
   See above (#3 & #4) for path of travel depending on badge or vendor credentialing.
- Central Sterile Processing (CSP):
  - vendor credentialing appointment call appointment contact for escorted access.
  - UCM contractor badge take west staff elevator to Lower Level.
  - All other, call UCM contact for escorted access.



#### Comer

- OR must wear misty green or disposable scrubs.
- See #3 & 4 above for path of travel.

#### DCAM

- OR must wear misty green or disposable scrubs.
- See #3 & 4 above for path of travel.

## 7. Bringing product (equipment, trays, supplies, etc...) to the Medical Center

- Prior to parking deliver items that can't be carried to the Cottage Grove dock 5835 S.
   Cottage Grove Ave. (Speak to Receiving Manager on process to leave at dock).
- Access for courier tray drop-offs (also see item Loaner Tray Policy, below).
- Deliver product to the Cottage Grove dock, park, and then return to the dock to transport trays to CCD CSP vendor check-in (LL 0-501) via the west tunnel. Pick up phone outside the room to request entry.
- When bringing equipment or supplies from the Cottage Grove Dock:
  - o CCD: use west tunnel through DCAM.
  - o Comer: Same as CCD.
  - o DCAM: Same as CCD.

## 8. Leaving the medical center

#### • CCD:

 No equipment - return to the 7th floor locker room to change and pick up belongings, deposit scrubs, then leave using the west staff elevators.



 With equipment – same as "No Equipment" directly above except when finished with case/service place equipment in the West staff elevator area, change, then exit retracing the route used on arrival. Coordinate with CSP for retrieval of equipment.

#### Comer

- No equipment return to the room to change and pick up belongings, deposit scrubs, exit retracing route used on arrival.
- With equipment when finished with the case place equipment on the soiled elevator for cleaning, change, exit retracing the route used on arrival. Coordinate with CSP for retrieval of equipment.

#### DCAM

- o <u>No equipment</u> return to the room to change and pick up belongings, deposit scrubs, exit retracing route used on arrival.
- With equipment when finished with the case place equipment on the soiled elevator for cleaning, change, exit retracing the route used on arrival. Coordinate with CSP for retrieval of equipment

#### 9. Loaner-tray Policy

- Deliver trays to the Cottage Grove dock, park, and then return to the dock to transport trays to CCD CSP vendor check-in (LL 0-501) via the west tunnel. Pick up phone outside the room to request entry.
- Loaner trays must be checked-in to CSP by hour 1130am the day before the case is scheduled (it can be brought earlier).
- Supplier or courier must fill out vendor tray check-in system information for each tray. If a tray is to be left for other, new, cases new tray check-in information must be entered in the system for each subsequent case. (). NOTE: for elective cases, UCM Scheduling Office will send a reminder email 48 hours in advance with the case information, please have this information with the trays.
- A no charge Purchase Order should be used for delivering trays via common carrier (e.g. FedEx) – Attn: name of UCM requestor.



- Supplier is responsible to complete count of loaner trays upon drop-off with UCMC staff approval.
- Supplier trays and implants will be available for pickup 24 hours after the case is finished, targeted for 1130am the following day. If the tray is going to be used for other cases that week, then another vendor tray system entry needs to be completed for the case. Trays left for more than 48 hours without approval may be shipped back to supplier at supplier expense. All trays must be logged out of the vendor tray system upon pickup. No sterile trays may be removed from UCM (remove wrap, filters from rigid containers).
- If a loaner tray is going to be left with UCM for an extended period of time, arrangements need to be made with CSP management to load it into the UCM instrument tracking system.
- Contact Central Sterile Processing (773-834-1377) to communicate any issues or delays.

Note: UCM prefers that all loaner trays come in rigid containers

## 10. Implant Bin "trunk stock" Policy

- Implant bins are to be delivered to DCAM Instrument Processing (room 0702 see attached document for directions to both CSP locations).
- If implants are dropped off in bins, it is the Supplier's responsibility to ensure the implants are in the procedure room for the scheduled procedure.
- All products left on-site at UCM must have an accurate line item detail inventory log with Supplier rep contact information
- If product is to be left at UCM for extended periods of time, they need to be converted to consignment and covered by a signed agreement
- If the Supplier rep cannot be on-site for the procedure requiring these implants, they must contact the UCM specialty manager for the service 24 hours prior to the procedure to let them know that the implants have been delivered and which case they are for.



# Handling Failed or Defective Device Complaints --Special Instructions—

**ATTACHMENT B:** A05-08, Supplier Relations Policy

**ISSUE DATE**: November 20, 2014

## 1. Device Returns

- Vendors must have written permission from Supply Chain to remove devices from UCMC.
- Vendor is responsible for packing and forwarding the device to the vendor's quality department for investigation.

## 2. Complaint Response

- Quality Complaint recipient will contact the UCM complainant immediately upon receipt of the
  complaint notice to discuss actions needed which may include on-site assistance to contain and remove
  defective product, and replace with certified good product.
- Unless a more urgent response is otherwise required the vendor should communicate findings of investigation within 30 days including:
  - > Root Cause of the problem.
  - > Countermeasures.

## 3. Replacement Devices

• A "no-charge PO" is required for all replacement devices.



## **Vendor Managed Inventory Standard Work**

**ATTACHMENT C:** A05-08, Supplier Relations Policy

ISSUE DATE: REVISED DATE

Purpose: To provide a standard process to manage supply vendor owned items stocked at UCM.





#### **Process:**

## **VENDORS - REPLENISHMENT PROCESS**

- 1. Daily inventory check using Inventory sheet
- 2. Restock any items below designated inventory level
- **3.** Rotate stock from right to left or back to front to prevent expiration
- 4. Initial on Inventory List after restock is complete for the respective day
- **5.** Update inventory sheet for any changes to par levels or items stocked on cart

## **VENDORS - EXPIRATION CHECK PROCESS**

- 1. Every cart needs to be inspected for expired items once a month
- 3. Remove and dispose appropriately of expired items if any
- **4.** Replenish any removed expired items using replenishment process above



## **Inventory List – example:**

Name of	f Cart: AB	Expiration Check Date: 09/15/2017						
Location	ocation: CCD 6 OR West Core Expiration Auditor: John			Smith				
Month: S	eptember							
*initial on date of	cart restock							
	1	9S	2	3	4	5	6	
	7	95	8	9	10	11	12	
	13	95	14	15	16	17	18	
	19	95	20	21	22	23	24	
	25	95	26	27	28	29	30	
	31				16	V		
LOCATION	ITEM #	DESCRIPTION				MANF#	QTY	
	100162	Ambu PEEP valve			2K8080	1		
	100840	Mask Oxygen (non-rebreather) adult			1210	1		
	203361	Airway Kit A Green			SPKMV0798A	1		
	203362	Airway Kit B Yellow			SP1MV0798A	1		
	203363	Airway Kit C Grey			SP2MV0798A	1		
	203364	Airway Kit D Blue			SP3MV0798A	1		
	116596	BD Blood Transfer Device			364902B	2		
	100466	Tube Vacutainer Blue 36-3023			363083	2		
	100471	Tube Vacutainer Red B2953-34			367812	2		
	100653	Tube Vacutainer Yellow B2953-23			367983	2		
	115287	Tube Vacutainer MINT GREEN B2953-61			367961	2		
	100541	Tube Vacutainer Lavender B2953-12			367861	2		
	100468	Tube Vacutainer Grey B2953-51			367922	2		
	145379	Tube Vacutainer Pink 367899			367899	2		
	117185	Blue Caps			B2000B1	6		
	100782	Extension Set Tubing			7N8378	2		
	100382	Stopcock 4 way			D-500	4		



## **License plate for Supply Cart (Reference Exhibit A):**

## CART NAME

LOCATION: CCD 6 West Core

STOCKED BY: John Smith - ABC

CONTACT NUMBER: 000-000-0000

FREQUENCY OF EXPIRATION CHECK: ONCE PER MONTH

APPROVER: OR Department

## **VENDOR MANAGED SUPPLY LOCATION**



License plate is to be printed in green color to differentiate from other supply carts.

Vendor Managed Supply Cart documents are located on Supply Chain Intranet page.



## **Exhibit A: Standard Work for creating License plate**

STANDARD WORK SHEET		Creating License Plate for Supply Cart		Sheet No. 1 Of 1 Date: 10/28/17 Prepared by: Atanas Ilchev Revision Date: Revision Number: 1			
Ρ			cense plate for clinically managed supply	carts.			
	Work Elements / Important Steps  Each vendor managed supply cart is to be labeled with the standard cart license plate template shown in Figure A.	Key Points/Reasons	Sketch/Dra	wing/Picture			
2	cart name.	If there are multiple carts within a cart type include the number of the cart in the name. For example: Circumcision Cart 1, Circumcision Cart 2, and so on.	CART NAME  LOCATION: STOCKED BY: CONTACT NUMBER: FREQUENCY OF EXPIRATION CHECK: ONCE PER MONTH APPROVER:				
3	Note the location of the cart with the unit name, hospital, and room number (if applicable).						
4	Populate the person/position/title responsible for stocking Supply Cart.		VENDOR MANAGED SUPPLY LOCA	THE UNIVERSITY OF CHICAGO MEDICINE			
5	The supply cart is to be audited for expired product once per month.						
6	Populate the "approver" field with the unit responsible for approving cart in area.						
8	Laminate and attach a license plate to each cart with durable double sided tape.						