

# Ascension Vendor Access Policy

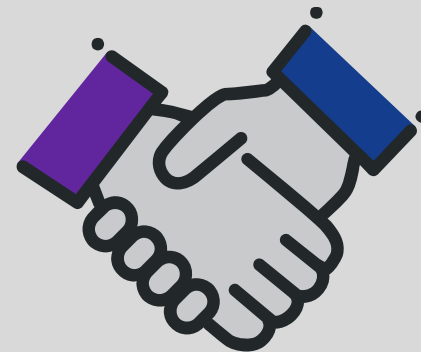


# Introduction

Listen. Innovate. Implement.®

# Thank you for your support

The Resource Group and Ascension are grateful for our vendors' invaluable support to caregivers through assistance with procedures and delivery of training.



Our goal is to support safe, effective care at the lowest cost, so we can serve our communities, giving special attention to the poor and vulnerable.

We trust that our vendors have a similar goal of providing care to patients and want to support our goal as well.



# National Vendor Access Policy Goals

Establish a National Vendor Access Policy that delivers the following:

1

Promote the continuity of quality care

2

Increase access to training and resources

3

Optimize safety and security for patients and facilities

# Policy Detail

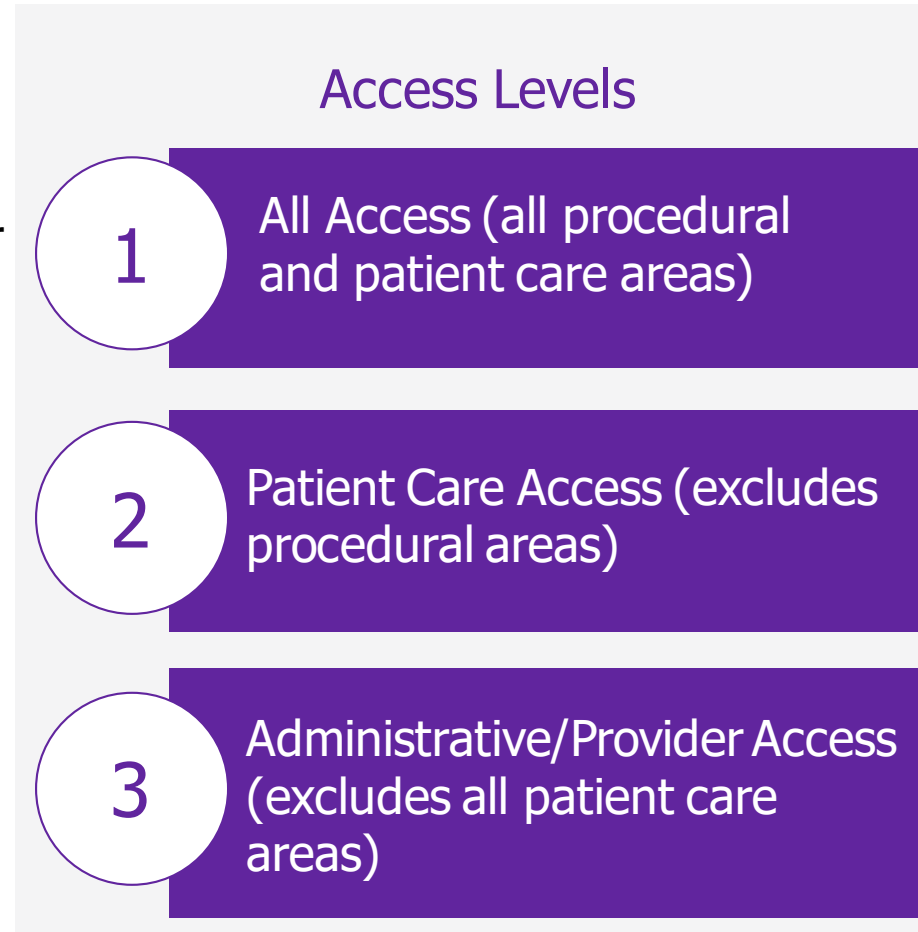
Listen. Innovate. Implement.®

# Entering an Ascension Facility

## Vendor Visit Parameters

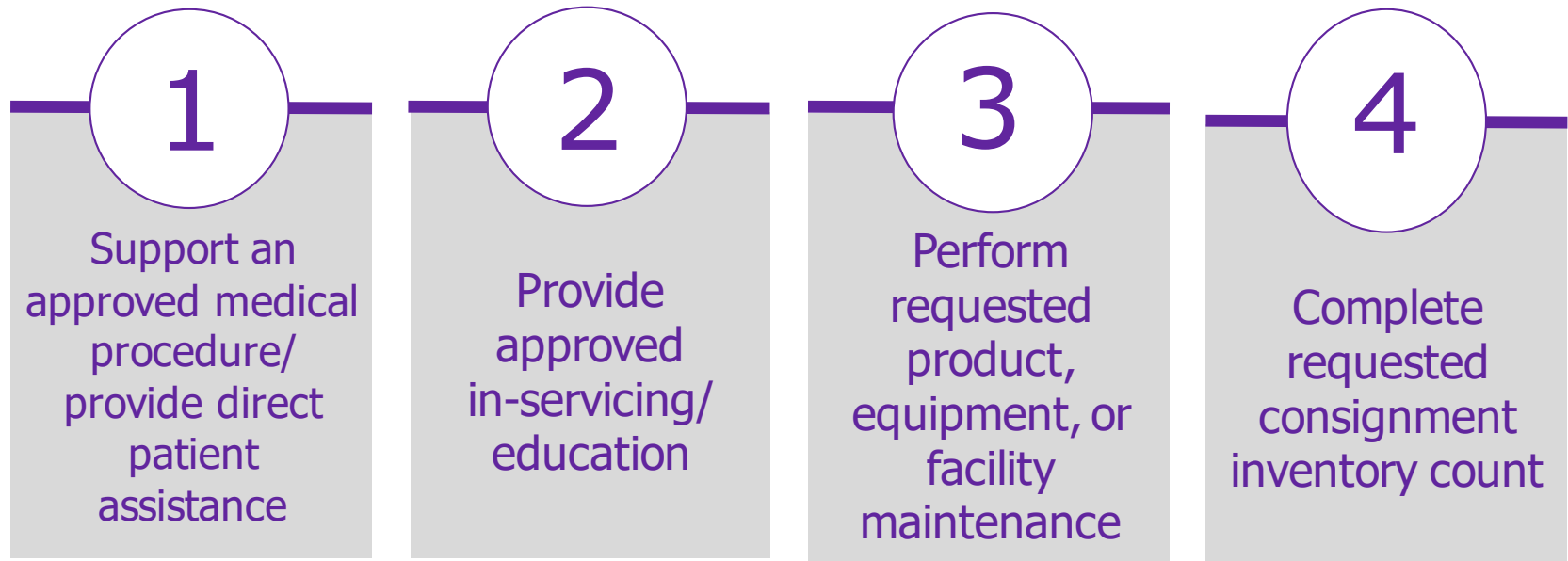
- The policy requires all vendor representatives to obtain credentialing through symplr, our contracted vendor credentialing system
- All vendor representatives must sign in, sign out, and display badge<sup>1</sup>
  - Badge will denote level of access
  - Symplr issued hard badges are not a substitute for sticker badge printed at sign-in
- Vendor representatives entering procedural areas must wear identifying bouffant cap
  - This cap will be provided by the facility

<sup>1</sup> In ambulatory settings where kiosks are unavailable, representatives will utilize symplr mobile app to sign-in, display badge, and sign-out



# Criteria to Enter

Vendor representatives will be permitted to enter Ascension facilities for the following reasons:



When signing in through symplr, vendor representatives will be required to select a reason for entering the facility.

# Approved Medical Procedures

Vendor Representatives who are invited to support approved medical procedures are permitted to enter facility operating rooms and surgical suites

1

Assist in an approved medical procedure/  
provide direct patient assistance

The Ascension Vendor Access Policy refers to a list of approved procedures that vendor representatives may support if requested by physicians. The policy also includes a list of approved products for which a vendor representative may enter to provide direct patient assistance, also at the facility's request. These lists are linked in the policy for reference

**Please Note:** Exceptions may be made for emergent circumstances that will affect patient care as determined by the physician.



# Requesting Training

Through the placement of national training coordinators, The Resource Group will organize and schedule trainings to increase access

All training and education must be requested through The Resource Group, who will coordinate with Clinical Professional Development to schedule.

2

Provide  
in-servicing/  
education

- To request a training or in-servicing for clinicians:
  - Visit [TheResourceGroup.com/Current-Suppliers](http://TheResourceGroup.com/Current-Suppliers) and submit the [Training Request Form](#)
- The national training coordination team will work with local Clinical Professional Development to schedule your event if approved

**Please Note:** Education/training refers to providing clinical instruction on how to appropriately and properly use the product, medication, or service.

# Product and Equipment Maintenance

At the facility's request, vendor representatives may enter to perform product and equipment maintenance.

3

Perform product  
or equipment,  
maintenance

- Routine maintenance must be scheduled 30 days in advance
- Emergent and unexpected repairs may be approved by The Resource Group Lead, or his or her designee, on a shorter timeline

**Please Note:** For the purposes of this policy, general and skilled laborers are excluded from the definition of Vendor Representative.

# Consignment Inventory Count

Per The Resource Group's contracts, consignment inventory vendors must come in twice per year to count inventory.

4

Complete  
consignment  
inventory count

- Vendor Representatives are permitted to enter facilities to count consignment inventory only upon request by The Resource Group
- More details on the consignment inventory guidelines are loaded in symplr

# Vendor Access to Areas, Patients, and Patient Information

## Areas

- Credentialing level will dictate facility access
- Vendor representatives will not have access to patient areas unless clinically necessary
- Vendors are not permitted in physician lounges unless invited and may be asked to leave at any time

## Patients

- Vendor Representatives will not have direct access to patients unless clinically necessary
- If patient is conscious, vendor representative must introduce self and explain role in patient's care

## HIPAA

- Vendor representatives may only access the minimum amount of patient information necessary to provide care, as permitted by HIPAA guidelines

# Prohibited Activities



Direct selling activities

---



Providing food to caregivers and staff

---



Providing gifts to caregivers and staff

---



Providing promotional items to caregivers and staff

---



Counter detailing activities

---

# Prohibited Activities



## Samples, Vouchers, and Coupons

- Ascension permits distribution of **free pharmaceuticals, pediatric and adult nutritional/supplements and infant formula samples, vouchers, and coupons**
- With regard to other product samples, distribution is **not permitted**

\*\*\* This is a change to the original policy posted on June 17, 2019. Please refer to The Resource Group's website to view the new version. \*\*\*

# Consequences and Enforcement

Listen. Innovate. Implement.®

# Consequences

## 1

### First Violation by Vendor

- Individual vendor representative permanently banned from all Ascension facilities
  - The Resource Group will no longer offer suspension periods

## 2

### Second Violation by Vendor\* (same product or service category\*\*)

Consequences may include any of the following:

- Application of bid transformation, up to and including +2% or greater, at the vendor's next competitive bid (RFP, e-Auction, etc.)
- Permanently ban all vendor representatives from Ascension facilities
- Terminate vendor agreement upon contract review and evaluation
- Shift purchase volume with the vendor to alternative vendors upon contract review and evaluation
- Eliminate or limit future contracting opportunities

\*Specialty distributor reps will be considered an extension of the manufacturer

\*\*The Resource Group will determine how products/services are categorized





# Monitoring Compliance

All Ascension associates have been informed of and trained on this policy

Associates will notify The Resource Group if they observe representatives:

- Without a valid symplr badge
- In a restricted area (based on access level)
- Promoting off-contract products or equipment
- Engaged in selling activities
- Engaged in unethical or inappropriate activities
- Distributing food, gifts, or unapproved samples



## Symplr Data Monitoring

- The Resource Group will analyze symplr data on an ongoing basis to verify vendor representative activities are aligned with those permitted in policy
- The Resource Group may reach out to vendors to verify past activities if needed
- **If you would like your entire organization red-lighted in symplr to minimize the risk of non-compliance, please let us know**

# Violation Process

## First Violation

- Facility Chief Resource Officer will permanently ban vendor representative in symplr system and deliver formal letter to violating representative and national account representative
  - Chief Resource Officer will coordinate with vendor to identify replacement representative if required

## Second Violation

- Facility Chief Resource Officer will permanently ban vendor representative in symplr system and deliver formal letter to violating representative and national account representative
  - Chief Resource Officer will coordinate with vendor to identify replacement representative if required
- A Review Board committee will evaluate situation to determine which additional actions will be pursued
  - The Resource Group will coordinate with vendor to communicate decisions and next steps

# Vendor Benefits

Listen. Innovate. Implement.®

# Vendor Benefits

Implementation of the Ascension Vendor Access Policy will deliver additional benefits to the vendor community



## Reduced sales, general, & administrative (SG&A) expenses

By limiting on-site vendor activities to those that provide value, this policy ensures that vendors will not need to compete at the facility level in dual- or multi-award situations. Vendors will also see reduced expenses as The Resource Group takes on training coordination activities.




## Enhanced product and service usage

The Resource Group is aware that vendors provide opportunities for training, but we have found that trainings can be difficult and tedious to schedule. Though great effort is being expended, the full value for our end-users is rarely realized. Knowing the potential value that exists, we are taking steps to streamline the process for vendors and end-users so that training opportunities are maximized for all.

# Requested Action

Listen. Innovate. Implement.®



We appreciate your continued support as we work to promote a safe and secure environment for our caregivers to deliver effective care.

Delivery of the highest quality care to our patients, at the lowest cost, is our main priority and we are grateful for your cooperation.