Sanford Health
Vendor Relations
and
Certification Program
I. Sanford’s Certification Program

A. Policy on Sanford’s Vendor Certification Program

These policy statements apply to all corporations, divisions and facilities of Sanford Health, including but not limited to, its hospitals, clinics, urgent care centers, long-term care facilities, emergency care centers and outpatient surgery centers.

B. Purpose of the Vendor Relations and Certification Program

The purpose of this policy is to create safer standards of care within Sanford. The certification program is the tool to inform vendors of this policy. This policy and its procedures support Sanford’s clinical excellence values: care that is safe, effective, patient-centered, timely, efficient and equitable. Sanford’s relationship with business partners and vendor representatives who provide products or services are important. Sanford and each business partner/vendor representative pursue mutual interests to achieve the best possible patient outcomes. In addition, Sanford strives to achieve mutually beneficial business goals and compliance with regulatory requirements with business partners/vendor representatives.

1. Policy Statement Regarding Business Partners

a) Business Partners are the companies or distributors that provide goods or services to Sanford. Business Partners herein will be referred to as “BP.”

b) All BP conducting business with any Sanford site will be reviewed to ascertain that they are credible and dependable sources of goods and services, and are responsible members of the business community.

c) Major subdivisions of large BP may be considered BP independently of their parent company.

2. Policy Statement on Vendor Representatives

a) The Vendor Representative is the employee or agent of the BP who provides products or services to Sanford. The Vendor Representative herein will be referred to as “VR.”

b) If the VR visits any Sanford site, then the VR must complete the certification process to understand Sanford system policies and procedures, to submit needed regulatory documentation (including health status and immunization) and to meet other Sanford requirements. In the event that a VR supplies non-clinical products or services, Sanford may, at its discretion, waive portions of the certification.

c) VR must wear a Sanford extended access badge or temporary badge at all time when visiting a Sanford site. VR are also encouraged to wear their companies ID badge in addition to issued Sanford badge.

d) VR must sign in/sign out at the Supply Chain Management Office or other SCM designated locations during every visit within Sanford facilities. VR must identify who they
are seeing and the purpose of the visit.

3. Policy Statement on Product Payment

New Products must be reviewed by Sanford prior to their introduction and use in patient care sites. If new products are used at any Sanford site without first receiving an authorized Sanford review, then Sanford may in its sole discretion deny payment for these non-reviewed products and their associated costs. New product review processes are addressed in Section III. a (3).

C. Vision, Mission and Values of Sanford

1. Sanford’s Mission:

   “Dedicated to the work of healing”

2. Sanford’s Vision:

   “Improving the Human Condition through patient care, research and education”

3. Sanford’s Values:

   Extraordinary teamwork, compassionate relationships, and professional excellence for the good of those in our care.

D. Certification Program Goals

1. Clinical Goals – The following clinical goals define Sanford’s approach to excellence. Each VR is expected

   Safe – We work to avoid injury from the care that is intended to help the patient.

   Effective – Care is based on the use of systematically acquired evidence to determine whether an intervention, such as a preventive service, diagnostic test or therapy, produces better outcomes than alternatives – including the alternative of doing nothing.

   Patient-centered – Caregivers are respectful and responsive to individual patient preferences, needs and values and ensuring that patient values guide all clinical decisions.

   Timely – We work to avoid waits and harmful delays for both those who receive and those who give care.

   Efficient – We optimize our use of equipment, supplies, ideas and energy to provide the best care possible.

   Equitable – Care does not vary in quality because of the patient’s individual characteristics such as gender, age, race or ethnicity, sexual orientation, spiritual beliefs,
primary language, geographic location, physical capability or socioeconomic status.

2. Business Goals for Sanford Vendor Certification Program – Sanford and each BP/VR is expected to understand and comply with the following goals:

**Honest** – Maintain forthright and honorable conversations and actions as relationships are developed between Sanford and BP/VR.

**Efficient** – Be the best possible steward of Sanford’s and the patient’s health care resources. Achieve efficiencies in SCM work flow, product pricing and contract maintenance/containment with knowledge and support of BP/VR.

**Open Communication** – BP/VR know what is expected of them as they sell products or services to Sanford. Sanford must be aware of new products or equipment being used for patient care. (Payments may be withheld until the product evaluation occurs.)

**Compliance** – Sanford seeks to meet or exceed regulatory standards for vendor access to Sanford sites.

**Financial Stewardship** – Payments can be expected on-time. Sanford will review new products before purchase.

II. Business Partner (BP) Components

A. Sanford’s Expectations of BP (BP Rules of Engagement)

1. Certification Requirements

a) BP currently are not required to be certified.

b) BP are expected to comply with Sanford’s processes.

c) Sanford’s Supply Chain Management, Accounts Payable or Compliance departments conduct audits to confirm that Sanford is not doing business with companies that have been placed on the Office of Inspector General’s Cumulative Sanctions List or the Excluded Parties List System (EPLS) from Federal Procurement and Non-procurement. The EPLS is the electronic version of the list that identifies those parties excluded throughout the US (unless otherwise noted) from receiving federal contracts or certain subcontracts and from certain types of federal financial and non-financial assistance and benefits. No goods or services will be purchased from vendors on these lists.

d) Each BP must ensure that each of their VR completes the appropriate VR certification process within Sanford. Each BP will provide documentation proving that all of its VR have been trained on the products they are representing.
2. Confidentiality

Each BP will ensure the confidentiality of medical and personal information (such as protected health information - PHI), to which it is exposed in its relationship with Sanford. Additionally, each BP will ensure the confidentiality of any proprietary business information to which it is exposed during its relationship with Sanford. Each BP agrees to maintain confidentiality obligations indefinitely unless permitted to release such information by law or by Sanford.

3. The False Claims Act

The False Claims Act (FCA) states that any false record or statement for payment, false records or statements or any attempts to defraud the government violates the FCA and should be reported. This act allows any person to come forward without fear of retaliation and to be eligible for 10-30% of the amount of money recovered. Contractors and agents of SH have a responsibility to promptly report any knowledge of activities that may violate the law or SH policies to the Compliance Officer or the Compliance HELPLINE. The HELPLINE may be reported anonymously if uncomfortable with reporting to anyone else. The toll free number is 800-325-9402

4. Concerns/Complaints

Bring any questions or concerns to the attention of the Site Director of Supply Chain Management.

III. Vendor Representative Components

A. Sanford’s Expectations of Vendor Representative (VR) in the Certification Process

1. Certification Requirements

   a) VR certification is completed to assure that the safest environment of care is provided to patients. Vendors are expected to comply with Sanford’s process.

   b) VR will begin the certification process at www.Reptrax.com
      The VR certification process is different from the BP validation process.

   c) Visiting privileges will be provided only for those VR who complete and meet the requirements in the certification process or have a waiver from Supply Chain Management (SCM).

   d) VR may not provide patient care. Specific exceptions to this may be approved by SCM office (e.g. Sanford Home Medical Equipment, O&P, etc).

   e) VR must be certified by Reptrax annually. Sanford does not provide free vaccinations or testing to VR.
f) The VR must also provide documentation that they have been trained in all products and/or services with which they represent or are in contact with.

g) VR supporting procedures with BP owned; leased, or loaned instrument sets must complete a Central Processing Orientation and instrument sterilization policy confirmation.

h) The VR Certification Program must be completed annually for each VR having contact with any Sanford hospital site.

i) Failure to complete the annual certification process may cause the VR to lose the ability to visit and/or sell to Sanford.

j) All contracts must be signed by authorized Sanford personnel in order to be valid. User departments and site-based SCM do not have signing authority within Sanford for supply, service, & equipment contracts. For every contract, the VR must contact a System SCM contracting staff member at 605-333-6490 to initiate a conversation on this topic.

k) Annual cost for VR certification is set by Reptrax, Sanford’s Vendor Certification Partner. Credit card payment will be accepted. None of the Reptrax fees are paid to Sanford.

2. Entering and leaving a Sanford Facility

a) Parking is available for free at Sanford sites. Vendors will use non-designated parking spaces only (examples of designated parking is valet, physician, patient, etc).

b) VR must sign in/sign out at the Supply Chain Management Office or other SCM designated locations during every visit within Sanford facilities. VR must identify who they are seeing and the purpose of the visit.

c) VR must wear a Sanford extended access badge or temporary badge at all time when visiting a Sanford site. VR are also encouraged to wear their companies ID badge.

d) VR must have appointments with approved site-based Sanford employees (physician, department director, manager, educator, etc) and must demonstrate appropriate conduct, meaning:

   1) Showing products or services before the product has been reviewed and approved by SCM is prohibited.

   2) Showing products that are not stated in the primary visit purpose is prohibited.

   3) Paging employees or physicians for any appointment is not allowed.
4) Physician lounges are not approved for use by VR.

5) Conducting cold calls or soliciting business while on site to conduct other sanctioned business is prohibited or without signing in with SCM.

6) Providing food, beverages other than part of an approved educational in-service. When an approved educational in-service occurs, VR must use the facilities catering services to ensure food is presented in a safe manner and meets food quality standards. Gifts or other products are subject to Sanford’s Compliance policy, it is the vendor’s responsibility to request written clarification prior to extending and tangible item to a Sanford employee.

7) VR will not mill around patient care areas (including OR & Cath Lab) before or after appointments and scheduled procedures. VR are expected to complete their intended business and immediately depart patient care areas.

8) Badgering staff about products is not allowed.

e) VR entering restricted areas (e.g. OR, Cath Lab, IR, etc):

1) The VR must have the OR charge or team coordinator approval in order to be present on site. VR must sign in at the Site-based SCM department, and/or designated location.

2) Additional VR are not permitted in the OR without prior approval, appointment, and completed certification. VR cannot sponsor or sign in guests.

3) VR will not access any procedure, patient, scheduling information not required to assist with the scheduled business. VR may be asked to leave if space/confidentiality issues arise.

4) Vendors approved for an extended access badge will only utilize privileges as defined. Use of the extended access badge to enter Sanford facilities and conduct sales calls is prohibited.

5) VR is to conduct scheduled business and immediately depart the restricted areas.

6) VR may offer verbal technical advice if called on. However, VR may not participate in any hands-on aspect of patient care. Exceptions to this are addressed in paragraph III.a.1.(d). VR may not transfer an item into the sterile field.

7) All instrument loaner trays are expected to be delivered and available to meet Sanford’s instrument sterilization timelines. Vendors providing instrumentation must acknowledge Sanford’s instrumentation policy and complete a Central Processing orientation (found in Reptrax.com)
8) Scrub attire In Restricted Areas

a) Understands concept of proper surgical attire.

1. Wear clean, freshly laundered Sanford scrubs; change when soiled or wet.
2. Outside scrubs are changed before entering the O.R.
3. All head and facial hair, including sideburns and neckline hair will be covered.
4. Masks worn when entering restricted area.
5. Masks changed when necessary and not left hanging around neck.
6. Shoe covers will be worn and will be changed and discarded when soiled and when leaving the department.
7. Jewelry will removed or confined to one watch, one ring, and one necklace.
8. Earrings will be removed or covered.
9. Use of scented lotions, perfumes and cologne is prohibited.
10. Protective eyewear and gloves are available to reduce risk of exposure to potentially infected materials.
11. Radiation aprons should be worn to reduce risk of exposure.
12. Long sleeve cover coats will be worn in the Operating Rooms.
13. No Sanford scrubs to be worn outside the facility.

f) Sanford will not guarantee the safe return of instruments that vendors bring to the site for a surgery procedure unless Sanford policies are adhered to. The VR must remain in the room until the case is completed and ensure that all vendor instruments are returned to the appropriate vendor pan. Sanford will not reimburse vendors for lost or misplaced instruments not reported as such immediately following the case (per Surgical Services Vendor Policy).

3. Products and Services

a) Each VR will comply with the requirements of the certification program.

b) New products are defined as products that are newly FDA-approved or not currently in use at Sanford facilities. If new products are used at any Sanford site without first receiving an authorized Sanford review, Sanford may, in its sole discretion, deny
payment for these non-evaluated new products and their associated costs. Sanford will not charge patients for any product provided at no cost.

c) New products must be reviewed by Sanford prior to their introduction and use in patient care areas through one of several methods within Sanford:

   1) Value Analysis Committee (VAC) reviews new products.

   2) Sanford may use other methods to review new products, as approved by SCM.

d) To begin the review process for new products, SCM will accept new product nominations from physicians, clinicians, and staff only. Additional information can be found by calling 605-333-6490.

e) If approved during review, trial of a new product will begin only after the appropriate Value Analysis Team has discussed relevant criteria.

   1) Which Sanford site(s) and department(s) will participate in the trial?

   2) How long will the trial last?

   3) Do people need to be trained?

   4) What are the costs of the trial?

f) Sanford will not purchase products or services from unauthorized non-certified channels such as 3rd party imposter products.

g) The VR agrees to leave no samples in departments, with individuals, with patients or with physicians without prior approval from a SCM representative. VR must contact SCM staff before discussing new products with any Sanford employees. All gifts are subject to the Sanford Compliance Policy on Gifts, Gratuities and Entertainment. If you have questions regarding Sanford’s Compliance policy, please contact us at VendorRelations@Sanfordhealth.org.

h) The BP agrees to implement no price increases until Sanford receives written notification thirty (30) days prior to the proposed increase date. The BP will email electronic files of proposed increases with supporting manufacture price increase documentation to System Supply Chain Management contracting offices, unless Sanford has agreed to otherwise in writing.

i) Sanford is a member of VHA, VHA Upper Midwest, and VHA Upper Midwest Consolidated Service Center (CSC), group purchasing organizations. Sanford will give priority to VHA and CSC for purchases.

4. Upper Midwest Consolidated Service Center (UMCSC)

   a) Sanford is a committed member of the UMCSC. All vendors are encouraged to
review a wide range of UMCSC information available on the group’s website, https://www.vha.com/AboutVHA/Offices/UpperMidwest/Pages/CSC.aspx

b) It is important to lift up several critical highpoints of working with Sanford and the UMCSC.

- UMCSC holds an annual supplier forum to review annual bid calendars and processes.
- Sanford will take the UMCSC on all contract negotiations for products being negotiated on behalf of the UMCSC.
- Sanford works closely with Mayo to report any unsolicited vendor proposals or behavior that is intended to counter detail UMCSC activities.
- Suppliers are expected to honor the UMCSC quiet period.

**UMCSC CONTRACTING QUIET PERIOD GUIDELINES**

**WHEN DOES THE QUIET PERIOD START AND END?**

Starts immediately after the Request for Proposal/Price (RFP) has been distributed to suppliers.

Ends after the Final Offer from Selected Supplier (FOSS) process has been completed.

**WHO DOES THE QUIET PERIOD APPLY TO?**

Applies to all members regardless of class of membership or spend.

Applies to all suppliers that sell products covered by the alliance contracting initiative, whether or not the supplier is participating in the alliance contracting initiative.

**Supplier Responsibilities**

- Communicate only with the contract management staff assigned to the contracting initiative.
- Cease sales phone calls and sales visits to member facilities regarding products involved in the contracting initiative, unless there is a clear, operational issue that needs to be addressed.
- Do not ask members for competitive information or status updates.
- Do not attempt to complete an individual agreement with any member facility.

**5. Code of Conduct**

a) VR must report conflicts of interest to SCM Contracting.
b) Restrict use of appointments to the stated purpose only.

c) VR certification is required prior to the VR entering any Sanford hospital site.

d) Sanford will initiate a VR performance review if this action is deemed necessary. A SCM review team will manage this review and the VR supervisor will be notified when appropriate. The resulting actions from this review may include:

1) A verbal warning. Loss of extended access badge privileges.

2) A letter to the VR supervisor.

3) Suspension from doing business within Sanford for a pre-determined amount of time, or permanent suspension. Suspension length determined by SCM.

4) Sanford reserves the right to immediately ban VR for grievous infractions.

e) Certification Denial/Revocation

1) VR who fail to meet all certification requirements or violate hospital policies will be denied certification.

2) Sanford, in its sole discretion, reserves the right to deny certification to any VR or revoke a previously issued VR certification.

6. Vendor Requirements in Patient Care Areas

a) VR who visit patient care areas must be certified by Reptrax and agree to the Sanford’s Supply Chain policies.

b) Prior to visiting any clinical site, the VR guarantee that they have been trained in the concepts of standard and transmission-based precautions, practices and principles including, but not limited to, blood-borne pathogens, protective equipment, surgical asepsis as applicable and hand hygiene prior to initial assignment. Sanford Health protocols will be followed with assistance from staff as needed.

c) The VR will not visit any site when ill with any of the following signs or symptoms: cold or cough, sore throat, fever, rash or any abnormal itching on the body and/or scalp, skin sores, conjunctivitis (e.g. pink eye), strep throat, herpes simplex/cold sores, or diarrhea until symptoms are resolved.

d) Health Status Documentation requirements: Persons known to have viral or infectious diseases/conditions may warrant work restrictions. Adherence to the Sanford Health employee health policies (including but not limited to diseases in the CDC Personnel Health Guideline) is expected.
e) Patient Confidentiality - VR certify that they will ensure the confidentiality of medical and personal information (such as protected health information), to which they are exposed in their relationships with Sanford. Additionally, VR will ensure the confidentiality of any proprietary business information, which they are exposed to during their relationships with Sanford. Each VR agrees to maintain the confidentiality obligations of this section indefinitely, unless permitted to release such information by law or by Sanford. Any questions, concerns or complaints should be brought to the attention of the Supply Chain Management Department 605-333-6490.

B. Due Diligence for VR Certification - The following list outlines topics that are reviewed during the due diligence process of VR certification. Other factors may be considered.

1. VR Certification Process
   a) VR is required to complete the VR Certification Program as developed by Sanford’s SCM. Certification provides VR with needed information to conduct business safely and properly within Sanford, while also developing an understanding of Sanford’s BP/VR Expectations.
   
   b) VR will begin certification process at www.Reptrax.com

2. Training
   a) VR must supply documentation on training in the products or services they offer.
   
   c) VR entering the Cath Lab, IR, ER, inpatient units, and OR must receive annual training on operating room protocols, procedure room protocols and exposure to blood borne pathogens.
   
   d) All training will be completed and/or documented at www.Reptrax.com

3. Immunization/Health Status Requirements
   a) VR must be certified by Reptrax prior to any visitation to a Sanford site.

4. Liability Insurance Coverage - Professional/General Liability insurance certificate with at Least $1,000,000 per occurrence, $3,000,000 aggregate. This certificate must be for the current calendar year.

5. Conflict of Interest Documentation - TBD

IV. Sanford’s Commitment

A. Certification Requirements

   1. Sanford will answer questions about this certification program in a timely manner – usually within five business days.
2. Sanford will manage the certification process in a timely manner.

   a) The BP should receive notification on the outcome of the certification process (when used) in two weeks if the certification submission is complete.

   b) The VR can expect notification of certification results in two weeks if all certification information is complete.

3. Sanford may hold product payment until the certification program is completed.

B. Sanford SCM Site Contact Sheet – Sanford will update the site based contact and it will be available to the BP and VR through the website.

Sanford Health Vendor Relations and Certification Program

Acknowledgement

I have read and acknowledge that I am aware of the procedures outlined in the Sanford Health Vendor Relations and Certification Program document and will complete vendor certification annually.

I agree not to introduce any new products or services without VAT approval and that doing so would jeopardizes patient safety. Sanford Health nor will the patient be responsible for payment for any new products used at Sanford Health without VAT and/or Supply Chain Management approval. Any unapproved product use will be considered a donation and will also be subject to disciplinary action per the Sanford Vendor Relations and Certification Program.