Sanford Health
Supply Chain Management
Vendor Management Program

I. Purpose

The purpose of the Sanford Health Vendor Management Program is to provide a set of requirements for business activities between Sanford Health and its business partners. Above all else, patient care and safety is paramount to Sanford Health’s mission and values. As a result, the Supply Chain Management Department of Sanford Health is providing a set of guidelines to create safer standards of care within our facilities.

II. Goals

There are two main goals that Sanford Health hopes to achieve through our Vendor Management Program.

A. Clinical Goals

To ensure the safe, effective, and patient oriented care that is essential to Sanford’s Mission and Values. To uphold the standard that patient value will guide our decisions. To continue the optimal use of our resources in delivering the highest possible level of service to our customers.

B. Business Goals

To ensure that the relationships with our business partners is honest and efficient. To keep the lines of communication open, as our suppliers are a vital part of providing the best care available to our patients.

III. Definitions

A. Sanford Health

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. Vendor Representative
An individual who represents a company that has a business relationship with Sanford Health is considered a Vendor Representative. All Vendors Representatives must sign in & out via Reptrax when doing business with Sanford Health.

1. Clinical Vendors
   Representatives who meet with administrative or clinic staff in clinical areas. Specifically, those vendors who routinely have access to patient care areas or provide technical assistance to patient care staff.

2. Non-Clinical Vendors
   Representatives who meet with administrative staff in common areas (non-clinical settings).

3. Sales Representatives
   Those individuals who market and/or provide in-service for medical supplies, equipment, devices, and instruments. Pharmaceutical suppliers are also included.

4. Technical Advisors
   Those individuals that provide support for certain products or equipment in procedural areas including the OR, Cath Lab, IR, etc. Advisors may only be present for the time period in which their expertise is necessary, and are not allowed to provide direct patient care.

IV. Vendor Certification

A. Immunization Policy

In order to ensure the safety of our patients, Clinical Vendors are required to be certified by Reptrax. Requirements will be consistent with Sanford Health Employee Health Policy.

B. Business Proprietary Information

Any proprietary business information that a vendor is exposed to during their business relationship with Sanford Health is to be kept confidential unless permitted to release to such information by law or Sanford Health.

V. Vendor Access and Conduct

A. Sign-in/Sign-out Process

After finishing the certification process, vendors will be allowed to enter Sanford Health facilities for business purposes. Vendors must have appointments. Furthermore, cold calls, loitering in common areas, or badgering associates is not allowed.

Before meeting with their Sanford contact, each vendor must sign-in to the Vendor Login System at the designated sign in/sign out locations provided. During the sign-in process, the
vendor will find and select their Sanford contact, pick the times they will be on-site, and print out a Vendor Pass. This pass must be visible at all times. Upon departure the vendor is required to sign-out Vendors attempting to conduct business with Sanford employees without a pass will be asked to return to the sign-in station or leave the premises.

If a vendor plans on being on-site for 7 or more consecutive days, then an Extended Use Pass may be issued from Supply Chain Management. To qualify for an Extended Use Pass, a vendor must be certified and provide a non-sales related service. Passes will be issued out on a case-by-case basis.

B. Conduct While at Sanford Facilities

Sanford Health expects all vendors to review and adhere to Sanford Health Principles of Conduct. In addition, all conflicts of interest must be reported to the Supply Chain Management Department. Specific departments may also have additional guidelines for vendors to abide by as well.

The following is prohibited:

1. Entering patient cares including procedural areas, ER, OR, care units, outpatient clinics, waiting rooms, pharmacy dispensing areas without proper authorization (See Vendor Credentials section above)
2. Displaying company advertisements at Sanford Health facilities or leaving promotional materials unless requested by staff
3. Making unauthorized visits or loitering in patient care environments
4. Introducing new products without approval from the appropriate Value Analysis Team
5. Discussing patient or business proprietary information outside of Sanford Health
6. Entering inventory supply rooms without proper escort
7. Accessing lounges or locker rooms without department managers approval
8. Attending meetings with patient specific information, quality assurance activities, or risk management issues
9. Providing direct patient care or attempt to assist in medical decision making
10. Operating equipment on a patient without explicit written consent from clinic staff.
11. Accessing secure information without expressed permission and oversight from department manager
12. Personal gifts, cash, or incentive programs to Sanford Health employees
13. Wearing of Sanford scrubs off campus.

C. Compliance

Failure to comply with Sanford Vendor Management Policy may result in disciplinary action including a vendor losing the privilege of continuing business activities with Sanford Health.

Any reported violations will be investigated by the Vendor Management Coordinator and the Site Director of Supply Chain Management. If a vendor is found to be in violation of Vendor Management Policy, the following steps will be taken:

1. For 1st offense—Verbal warning and loss of extended use pass
2. For 2nd offense—Letter sent to vendor’s direct supervisor and 30 day suspension from conducting business activities with Sanford Health
3. For 3rd offense—Loss of business privileges with Sanford Health for a longer period determined by the Supply Chain Management Department, which the possibility of permanent suspension.

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

The Supply Chain Management Department of Sanford Health reserves the right to deny certification to any vendor and restrict access to Sanford facilities at any time.