



POLICY TITLE: Supplier Relations

Responsible Department: Supply Chain Services

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SUMMARY & PURPOSE:

This policy is designed to ensure proper sales support, minimize disruptions to operations and maintain safety and confidentiality guidelines.

POLICY:

The intent of this policy is to provide an overview of the conduct expected of visiting supplier representatives who visit any Baptist Health South Florida property. Suppliers are expected to comply with Baptist Health South Florida policies and procedures. All suppliers will be asked to attest reading this policy via our supplier portal, on the Baptist Health website. Although individual departments may have additional guidelines, this policy sets the minimum and uniform requirements of all business relations with Baptist Health South Florida or its affiliates. Suppliers must check in with any departments they visit.

Purchasing Philosophy:

Baptist Health South Florida endeavors at all times to purchase goods and services required to fulfill its charitable mission prudently, fairly and cost-effectively. Accordingly, it is the policy of Baptist Health South Florida that no person may participate in any purchase decision who has a real or perceived conflict of interest. Additionally, goods and services may not be purchased from a member of the governing Board (or a family member of the Governing Board member) that has an employment of financial interest. Equally rigid purchasing conflict of interest policies apply to all members of Baptist Health South Florida management and its physicians.

In discharging its responsibilities to purchase goods and services prudently, fairly and cost-effectively, Baptist Health South Florida will seek to purchase goods and services that provide the greatest value to the organization and its patients, all things being equal. We have a preference to purchase goods and services from local, state or national organizations that have a strong local presence. We insist on doing business with organizations that seek to comply with all federal, state and local laws. Finally, we have a bias to do business with organizations that operate in a socially responsible manner including providing reasonable health insurance options for their employees.

Baptist Health South Florida has very high expectations of its suppliers and business partners. We expect the highest level of ethical behavior. While the goal is to bring value to BHSF, it must be done with a superior level of integrity, professionalism, and honesty.

All references to Policies must go to the BHSF Master Copy on the BHSF Intranet; do not rely on other versions / copies of the Policy.

Vendormate has been selected as the company to credential supplier representatives who visit Baptist Health South Florida. The partnership with Vendormate allows for background checks, vaccination records, and training competencies on supplier representatives. In addition, Vendormate provides Baptist Health South Florida with relevant business information, such as bankruptcies, liens, sanction notices, judgments, credit score, balance sheet data and public trading status, for your company.

Each supplier representative visiting Baptist Health South Florida will be required to register with Vendormate and create a vendor profile on the web-based system. Supplier companies and their employees will need to sign in and out upon each visit, as well as provide a destination and purpose for their visit. Kiosks will be available at all facilities to enable the registration and checking-in process. Below is further information on kiosk locations.

Personnel Involved in the Process:

All employees, physicians, board members and suppliers

Renewal/Review:

This policy will be reviewed every two years or whenever a significant procedure changes.

SCOPE/APPLICABILITY:

This policy applies to all departments within Baptist Health South Florida and staff who may have dealings with outside suppliers

PROCEDURES TO ENSURE COMPLIANCE:

1. Arriving: All suppliers wishing to visit hospital departments and personnel must first register with the vendor management system and continue using the vendor management kiosks to sign in on subsequent visits. If the vendor management kiosk systems are not functional, suppliers must sign in at the respective Supply Chain Services locations.

- A. Baptist Hospital of Miami – Vendor Management Kiosk, located at main entrance, west entrance, MCVI lobby, Emergency Department lobby, Medical Specialties building, and Corporate Supply Chain Services, Support Services Building, 2nd floor
- B. South Miami Hospital – Vendor Management Kiosk, located at the main entrance, the east tower entrance, and at Supply Chain Services
 - a. Supply Chain Services is located on the 2nd floor
- C. Doctors Hospital –Vendor Management kiosk, located near the main lobby, and by elevator B outside Supply Chain Services
 - a. Supply Chain Services is located on the 1st floor near elevator B
- D. Homestead Hospital –Vendor Management kiosk, located in the main lobby, and in Supply Chain Services
 - a. Supply Chain Services is located on the 1st floor by the loading dock
- E. Mariners Hospital – Vendor Management kiosk, located in the Main lobby, 1st Floor
- F. West Kendall Baptist Hospital – Vendor Management sign-in station, located at the Concierge Desk in the Main Lobby, 1st Floor and in Supply Chain Services
 - a. Supply Chain Services is located on the 1st floor by the loading dock
- G. Baptist Hospital Medical Arts Surgery Center – Vendor Management kiosk, located in the Surgery Center lobby, 2nd Floor of the East Tower
- H. South Miami Medical Arts Surgery Center – Vendor Management kiosk, located in the Surgery Center lobby, 2nd Floor of Medical Arts Building
- I. All Baptist Health South Florida Outpatient Facilities – sign in with the office Manager at that site

2. Appointments must be made prior to visiting any departments or personnel.

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Departments initiating appointments with sales representatives should schedule appointments during their hours via the vendor management system portal. Drop in appointments are not permitted. For visits that are required before or after hours, sales representatives must secure prior approval of the department being visited and must report to the vendor management kiosk to print their pass.

3. **Requirements:** Upon arrival at any Baptist Health South Florida location, supplier representatives must (1) Register/sign-in and print a vendor badge at the vendor management kiosk. This badge must be visibly worn at all times when on Baptist Health South Florida property. (2) We respectfully ask that all representatives conduct themselves in a professional and ethical manner, dress code is enforced at all times and no shorts, denim or t-shirts with offensive logos are permitted. (3) Supplier representatives should confine their activities to non-patient areas at all times with the exception of in-services or other educational activities that have been authorized and coordinated through Supply Chain Services and clinical staff. Physicians requiring vendor presence as a technical advisor during surgical cases or any invasive procedure may have such presence only after the supplier representatives attested to reading our the "Pledge to Protect Patient Confidentiality" or have signed it, and have met any other requirements of the department such as specialty credentials and competencies from their respective companies, including but not limited to, proof of negative PPD or CRX and completion of our safety/HIPAA/infection control paperwork. Supplier representatives may not participate as technical advisors during surgical cases or invasive procedures when the patient is a family member of that supplier representative. Failure to disclose the relationship prior to the case will be seen as a direct violation of Baptist Health South Florida policy, and disciplinary actions will be enforced. (4) Abide by instructions given to them by Baptist Health South Florida staff in case of an emergency, code or any type of disaster. (5) As requested by Supply Chain Services or departments being visited, present documentation of training records and or technical training certification specific to the supplier's products, equipment or devices presented. This documentation must be uploaded into the vendor management system prior to subsequent visits.

4. **Introducing products:** Suppliers wishing to introduce products or services who are not an established supplier currently doing business with Baptist Health South Florida need to complete the Baptist Health South Florida vendor registration forms available by calling (786)-596-6251 or visiting the Baptist Health website, under the suppliers link. Results of any such requests will be determined entirely on the needs and goals of Baptist Health South Florida. While on any of the Baptist Health South Florida campuses product samples are never to be left in departments unless approved through Supply Chain Services. All product trials are coordinated through Supply Chain Services and the various Baptist Health South Florida product review committees. No new products will be used without prior in-servicing and approval.

Baptist Health South Florida employees and their families will not give or receive gifts, other than of nominal value from any person doing business with, seeking to do business with, or competing to do business with Baptist Health South Florida. A non-cash gift, discount or entertainment of less than \$150.00 per occurrence, with annual total value not to exceed \$300.00 to or from the same source, will be considered nominal. No cash or cash equivalents (gift certificates, gift cheques) in any amount will be accepted by Baptist Health South Florida employees.

SUPPORTING/REFERENCE DOCUMENTATION:

N/A

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

BHSF Administrative Policy: 5075 Policy Prohibiting Harassment & Discrimination

BHSF Administrative Policy: 5100 Workplace Violence

BHSF Administrative Policy: 204.10 Entering into Agreements with Third Party Contractors

BHSF Administrative Policy: 204.30 Violations of Terms of a Business Associate Agreement by Third Party Contractors

BHSF Administrative Policy: 602.10 Training – Corporate Privacy Office

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BHSF Administrative Policy: 250 Patient Safety

BHSF Administrative Policy: 820 Appropriate Discipline for Compliance Program Violations

BHM Administrative Policy: 581.00 Infection Prevention/Control Practices

Pledge to Protect Patient Confidentiality

Conflict of Interest

Supplier Registration Form

Supplier Business References

Guide for Sales Representatives

Vendor Credentialing Program

ENFORCEMENT & SANCTIONS:

All management and supervisory staff in Supply Chain Services will enforce the supplier guidelines. If a Baptist Health South Florida staff member does not insist that a supplier follow this policy, it may be reported to the individuals Manager, Vice President or to the Corporate Compliance office.