

# Supply Chain Supplier Standards

**Premier Health Center**  
**System Support**  
110 N. Main St. Suite 260  
Dayton, Ohio 45402

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110 N. Main St. Suite 260  
Dayton, Ohio 45402

**Miami Valley Hospital**  
One Wyoming Street  
Dayton, Ohio 45409

**Atrium Medical Center**  
One Medical Center Drive  
Franklin, Ohio 45005

**Miami Valley Hospital South**  
2400 Miami Valley Drive  
Centerville, Ohio 45459

**Upper Valley Medical Center**  
3130 North Dixie Drive  
Troy, Ohio 45373

**Miami Valley Hospital North**  
9000 N. Main Street  
Dayton, Ohio 45415

*Thank You!*

The staff of our facilities acknowledge with appreciation the courtesies and services extended to them by supplier representatives and their companies.

## WELCOME TO PREMIER HEALTH

Premier Health is a not-for-profit health network. Members include Atrium Medical Center, Miami Valley Hospital, Miami Valley Hospital North, Miami Valley Hospital South, and Upper Valley Medical Center. Supply Chain (Strategic Sourcing, Purchasing, Capital Acquisition, Supply Chain Support and Clinical Quality Value Analysis) are dedicated to the prudent buyer concept and encourages creative, innovative and cost effective suggestions on the part of suppliers. We are anxious to maintain an open, competitive and congenial atmosphere to create a mutually beneficial cooperative and successful working relationship with all suppliers. Premier Health is a member of Vizient, Inc., a nationally recognized Group Purchasing Organization.

### PREMIER HEALTH SUPPLY CHAIN

Premier Health Supply Chain is located at 110 N. Main Street, Suite 260, Dayton; OH 45402. Premier Health requires a single representative for all entities. Appointments are required with Supply Chain staff as well as hospital based employees.

Upon arrival at each facility (AMC, MVH, MVHN, MVHS, UVMC and Premier Health Center, a Reprax Kiosk is provided for signing in. Upon signing in, a badge will be printed. This badge must be worn at all times while you are in the facility. If access is denied in Reprax, you are not permitted in the facility per regulatory standards. You must return to the Reprax Kiosk and sign out or sign out via the app on your smart phone. Unsolicited sales calls are prohibited and will be monitored and enforced. Supplier representatives are forbidden to use Premier Health computers or software for any reason, unless an access form has been submitted & approved.

A current list of the contact information for members of Supply Chain and contact information can be found at: <https://www.premierhealth.com/Vendors/Contacts-for-Vendors/>

Some limited purchasing is performed directly by other hospital departments such as Pharmacy (pharmaceuticals only), Nutrition Services (food only), and the Gift Shop (merchandise only). When appropriate, we will refer suppliers directly to these departments.

If the supplier is visiting an area where there is direct contact with patients, the following documentation is necessary in Reprax prior to gaining access to Premier Health facilities:

1. Proof of company training or certification on the equipment or supplies that will be offered by the supplier and used by the physician or staff.
2. Proof of company training in asepsis/infection control practices.
3. Proof of \$1 million dollars of product liability insurance (Acceptable form of insurance verification is either a copy of a valid Certificate of Insurance or statement on supplier letterhead that company is self-insured stating product liability limits and signed by authorized company officer or general counsel. Letter must meet parameters determined by Premier Health Risk Management before accepted.). If proof of product liability is not provided then a legal release/hold harmless from the representative company, must be on file with Premier Health Supply Chain.
4. Proof of TB test (date and results of the test). A questionnaire may be used at Premier Health discretion, based on medical order.
5. Proof of annual influenza vaccination (TIV) by September 30 of each calendar year.
6. The representative will sign a confidentiality agreement for supplier representatives.

The supplier representative will maintain confidentiality at all times. Patient contact is restricted.

The supplier is not permitted to offer or attend any continuing education or other teaching programs within the Premier Health operated facilities unless expressly approved by the Department Director and/or contractually agreed upon.

### VIOLATIONS OF THE STANDARDS

Corrective Action for Supplier Representatives will be progressive among all Premier Health hospitals.

1. First Offense – Communication with individual at minimum by phone if not in person regarding the issues/concerns followed by written notification via email and a letter of warning to the individual and their direct supervisor of failure to follow hospital policy.

2. Second Offense – Communication with the individual via a live meeting followed by written notification via Reprax and letter of warning to the individual and their supervisor including the appropriate Premier Health and/or Medical Staff leadership.

3. Third Offense - Communication with the individual and their supervisor via a live meeting followed by written notification via Reprax regarding suspension and/or termination. Individual can be placed on suspension for a specified time up to termination, determined by executive administration.

*Premier Health reserves the right to terminate a Supplier Representative from all Premier Health facilities at any time if their behavior is unethical or if they should jeopardize the safety of our patients or staff. If a Supplier Representative is suspended or terminated for any reason, the consequence follows the individual regardless of the company being represented.*

### **SUPPLIER CONFLICT OF INTEREST**

The goal of a conflict of interest policy is to distinguish types of conflicts, assess each potential conflict, and to avoid the appearance of impropriety. If a conflict does exist, it requires isolation of that individual from the conflict.

In our ongoing effort to identify and address actual or potential conflicts of interest or the appearance of a conflict of interest, it is the policy of Premier Health that immediate family members of any physician member (and/or any credentialed professional) of any Premier Health hospital medical staff will not be permitted to be a supplier representative to the physician/family member or the physician/family member's medical staff department or section of that particular hospital. The representative may call on the physician/family member's hospital but not in the capacity described above.

This action is to ensure that both our suppliers and our Premier Health entities provide and purchase items without any appearance of impropriety.

Immediate family member includes the individual's spouse or siblings and their spouses, parents, grandparents, children (and their spouses), grandchildren (and their spouses).

Violation of the Supplier Conflict of Interest will result in immediate termination of the Supplier Representative in that location where the physician family member is on the medical staff.

### **SUPPLY CHAIN POLICIES**

We believe that an open, competitive atmosphere is most beneficial to both buyer and seller, and it is our policy to foster this environment. We buy based on definitive specifications, quality of product and service, advantageous price, and delivery.

#### **1. TERMS AND CONDITIONS**

It is the supplier's responsibility to ensure that the supply, quality, and fitness for purpose of the goods or services will not be impaired. The information preprinted, written and/or typed on the front and back of our purchase order is especially important to us. We will assume that you have agreed to the specified terms and that you will fulfill your obligations per our purchase order. Therefore, we will debit your account and pay your invoice per our purchase order whenever any discrepancy occurs. All payment terms will be 2/15 Net 45 days unless specified differently on the purchase order or contract. Supplier must comply with state & federal laws.

#### **2. GIFTS AND ENTERTAINMENT**

It is contrary to hospital policy for suppliers to offer meals, gratuities, premiums or other incentives to any hospital employee under any circumstances. We prefer that incentives be expressed in terms of quality, service and price to the hospital in your quotations.

#### **3. PURCHASE ORDERS**

No merchandise may be shipped nor any service performed without an authorized purchase order. Purchase order numbers must appear on all shipments, packing slips, and invoices. Orders are understood to be shipped FOB destination unless otherwise specified on the purchase order. Any difference of price from the original purchase order amount must be authorized by the purchasing buyer in advance of shipments. A debit memo will automatically be issued if incidents occur. We will use Vizient contracts when advantageous to Premier Health. Any suggestions for items to be included in these buying groups would be appreciated.

#### **4. NEW PRODUCTS, VALUE ANALYSIS AND/OR EVALUATIONS**

The supplier is not permitted to introduce and/or use a product or equipment within Premier Health unless there is approval from Premier Health Supply Chain. Patient safety is critical and proper education for Premier Health staff and physicians is of the highest importance.

Any suggestions to reduce our procurement costs will be expected and appreciated. Demonstrations of new equipment or displays of new products must be arranged through Supply Chain. Please contact a Sourcing Manager before proceeding. All equipment for evaluation must be covered by a purchase order specifying terms and conditions of the evaluation including length of the evaluation.

There will be no cost or charge to Premier Health, including freight, for a product or equipment being evaluated. The supplier will hold Premier Health harmless from all claims for compensation or damages of any kind involving the product or equipment. The supplier must also arrange for return of product or equipment within one week after completion of evaluation. All products or equipment for evaluation must be F.D.A. approved, inspected by BMEL, and if electrical in nature, UL/CSA approved. All Premier Health terms and conditions as stated on the back of the purchase order or contract must also be met.

#### **5. CONSIGNMENT**

A valid consignment agreement between Premier Health and the supplier must be signed and on file within the Supply Chain Division. Consignment Inventory is established per Premier Health guidelines and procedures. Consignment inventory items have a specific contract designating the items as consigned with agreed upon stocking levels and replenishment quantities. Consignment levels cannot be changed by supplier representatives without going through the Sourcing Manager to formally amend the consignment agreement on file. Ownership of the inventory is that of the supplier. Responsibility for the inventory storage and use is that of Premier Health. Payment for the consigned inventory is Premier Health's responsibility at the time of use. Expectation is that supplier representatives will comply with stated policies at all times.

#### **6. SUPPLIER DIVERSITY**

Premier Health is committed to the principles and values of diversity and inclusion in all our endeavors. Our vision and values celebrate the diversity of our people and community, and we view the differences among us as strengths and assets. Our belief in diversity is so strong that we have chosen to apply it in our purchasing activity by encouraging participation and development of diverse and local (9 county zip code region) suppliers who are capable of meeting and/ or exceeding performance standards as well as, price competitiveness. This further supports the hospital's mission and our commitment to build a healthier community.

The purpose of this policy is to engage and promote opportunities with Certified Minority and Women Owned and local businesses. This policy is also designed to assist the growth of diverse and local prospects through Premier Health's coaching, mentoring and building of diverse partnerships. Premier Health requires non-diverse suppliers to report their Tier 1 diversity spend to Premier Health and diverse suppliers to give Premier Health a copy of their diversity certification.

#### **7. DELIVERIES**

Deliveries of all supplies and equipment should be through each hospital's Receiving Department unless otherwise specified on the purchase order. No orders or deliveries will be accepted if not referencing a valid Premier Health purchase order number. The purchase order number should appear on the packing slip, carton, and address label and be visible on the outside of the shipping container. Any shipment not containing the purchase order number will be returned to the supplier at the supplier's expense. It is important that items be promptly delivered according to the agreed upon delivery date at the time the order was placed. Deliveries can be made to our receiving dock Monday through Friday from 8:00 a.m. until 3:30 p.m. except holidays. Deliveries at other times must be refused unless emergency delivery has been requested. When the receiving dock is closed, emergency deliveries can be made by contacting Security. Non-compliance will result in delay of payment.

#### **8. INVOICES**

Bill Invoices as listed below:

Atrium Medical Center  
110 N. Main St., Suite 450  
Dayton, OH 45402

Miami Valley Hospital  
110 N. Main St., Suite 450  
Dayton, OH 45402

Miami Valley Hospital North  
110 N. Main St., Suite 450  
Dayton, OH 45402

Miami Valley Hospital South  
110 N. Main St., Suite 450  
Dayton, OH 45402

Upper Valley Medical Center  
110 N. Main St., Suite 450  
Dayton, OH 45402

Invoices are to be sent within 10 business days after receipt of goods or services. No statement can be made without a supporting invoice which must show purchase order number. Discounts are taken from date of receipt of invoice or date of actual receipt of material, whichever is later. All purchase orders must match 100% (line for line) to supplier invoice. All invoices or payments will be reduced to the purchase order price if not resolved prior to shipping. Line item sequence must match the purchase order line item sequence.

**9. RETURN OF MERCHANDISE/ PRODUCTS**

Premier Health reserves the right to return merchandise which does not meet specifications. It is understood that such goods are to be returned at supplier expense. All product returns must be approved by the respective buyer before the completion of the repair. Failure to comply with this policy assumes the supplier will be responsible for all costs (materials and labor) and agrees to hold Premier Health harmless from all costs and damages, including property and personal injury.

**10. MSDS SHEETS**

Please ensure that all appropriate MSDS sheets are included with all chemicals (solid or liquid) and all hazardous materials shipped/delivered to Premier Health.

**11. SMDA**

Premier Health complies with all aspects of the Safe Medical Devices Act and therefore completes Medical Device Tracking forms for all trackable devices under SMDA. Such information will be provided to the manufacturer in a timely manner. In order to ensure compliance, the lot/serial number and item/catalog number should be printed on the packing slip of all trackable devices. Premier Health shall control disposition of faulty devices and consult with Premier Health's Risk Management Department before release of device.

**12. EXPIRATION DATED INVENTORY**

Inventory with an expiration date will not be accepted with less than a 6-month expiration date unless approved by Supply Chain. Suppliers are required to rotate their stock and ensure Premier Health does not receive expired or near expired inventory.

**13. PRODUCT RECALLS**

The Senior Buyer serves as the liaison for all departments in regards to all product recalls. Any information regarding recalls of products should be sent to Supply Chain, attention Senior Buyer.

**14. SUPPLIER PERFORMANCE AND SAVINGS**

As a matter of good purchasing practice, we periodically evaluate all suppliers on a basis of actual delivery performance compared to promised delivery date, ability to meet our rush requirements, unauthorized split shipment, number of rejects due to poor quality, and adherence to purchase order price. Subsequent buying decisions are strongly influenced by this evaluation.

We also have an active cost reduction and savings program. Thus, your ability to give and maintain low prices consistent with quality and service is of great importance to our supplier selection.

## 15. PACKING SLIPS

All packing slips must contain the following information: Purchase order number, Supplier product catalog number, packing slip number, quantity, unit of measure, and freight carrier (if applicable). Line item sequence must match the purchase order line item sequence.

## 16. FACILITY INFORMATION

Supplier representatives are requested to use the visitor's parking facilities and not to park in restricted areas. Patient/family waiting areas are not to be used as waiting rooms for supplier representatives.

## 17. FREIGHT TERMS

All orders placed by Premier Health will be shipped best way and be FOB Destination unless specified differently on the purchase order.

Premier Health is contracted with OptiFreight Logistics to administer our freight management program. The following are the changes being requested pertaining to our freight management guidelines. These changes apply only to goods sold and shipped to us on a prepay-and-add basis (prepay-and-add goods). Prepay-and-add means that you are invoicing us for a shipping charge as a separate line item. This program does not apply to goods where the cost of transportation is included in the negotiated price of the product, or the product is sold on a delivered basis (freight-included goods). A mixed shipment (consisting of prepay-and-add goods, as well as freight-included goods) is not permitted on this program. If you have both classifications of goods, the prepay-and-add goods should be shipped separately.

The following are the new shipping guidelines requested by Premier Health Partners. It is our request that your organization will make a best faith effort to comply with these instructions:

- Ship all prepay-and-add shipments via FedEx. This is the providers' carrier of choice. You are asked to use FedEx (Express or Ground) in all instances.
- Place the provider's PO in the reference field. This field electronically transmits through the FedEx invoicing system and allows the customer to, among other things, allocate freight charges to the proper departments.

For shipments over 150 lbs. that normally ship with an LTL or truckload carrier, please do not use the customer's FedEx third party account number. That number applies to FedEx Ground® and Express® shipments only. In order to most effectively route OptiFreight Logistics customer shipments:

- Contact the OptiFreight Logistics LTL Support Team toll-free at 888-457-5851, or via email at [OptiFreightLTL@CardinalHealth.com](mailto:OptiFreightLTL@CardinalHealth.com). OptiFreight's team of logistics specialists will help you route your shipment with the preferred carrier. We can also assist by providing you with a completed bill of lading and by scheduling a pickup with the selected carrier.
- If you are unable to contact OptiFreight Logistics, please ship with one of the participating carriers and include our third party billing address on the bill of lading:

Bill third party to:  
OptiFreight® Logistics  
7000 Cardinal Place  
Dublin, OH 43017

## 18. TAX EXEMPT

Premier Health is a not-for-profit organization and is tax exempt. To receive a copy of our tax exemption certificate, please mail or fax your request to the Administrative Assistant, Supply Chain (fax 937-499-8416).

## 19. EDI & BAR CODE REQUIREMENTS

At this time, Premier Health has the ability to send orders via EDI only through Global Healthcare Exchange (GHX). Requests for this service should be directed to the Purchasing Manager who will coordinate efforts with Accounts Payable. All inventory items must have a unique readable bar code on the unit of issue. Suppliers should support Premier Health's efforts to conduct transaction electronically.

## 20. NON-COMPLIANCE

Non-Compliance with any of the policies may result in, but not limited to the following:

- Meeting with the supplier representative.
- Meeting with the supplier representative and/or supervisor.
- Immediate removal of supplies or equipment from Premier Health.
- Suspension of hospital privileges for the representative and/or company for a specified period.

### **SUPPLIER REPRESENTATIVES IN PROCEDURAL AREAS WITHIN PREMIER HEALTH**

Procedural areas include but are not limited to the following departments: Surgical Services/Operating Room, Cardiac Cath Lab, Interventional Radiology, Labor & Delivery, and Endoscopy.

#### **1. HAIR COVERAGE**

- Supplier Representatives must cover head and facial hair, including sideburns when in restricted and semi-restricted areas of the procedural suite. Must wear red bouffant caps signifying Supplier Representatives. Cloth hats are not permitted to be worn.

#### **2. ITEMS FROM OUTSIDE**

- Items from the outside (bags, backpacks, containers, etc.) will not be allowed in restricted areas (sterile core areas, procedure rooms, sterile processing department, sterile suites including case cart and instrument assembly area, etc.).

#### **3. ATTIRE OUTSIDE**

- Supplier Representatives are required to wear scrubs provided by Premier Health facilities (no scrubs worn outside of the hospital). Ceil blue (light blue) scrubs will not be worn in or out of the hospital by the Supplier Representative as this is the Premier Health color.
- If wearing personal clothing under scrubs, all personal clothing must be covered (including anything above the neckline or below the cuffs).
- Supplier Representatives must wear warm up jacket in the OR rooms. Jacket must be buttoned up front.
- Shoes must be closed toe with backs, low heel, non-skid. Shoe covers must be worn.
- Hats, masks and shoe covers are to be removed prior to leaving the department.
- Lanyards are not allowed to be worn under any circumstance in a patient care or procedural area.

#### **4. TRAFFIC FLOW**

- To reduce infections, enter procedure rooms through the center core instead of outside door and minimize use of cell phones in the procedure rooms.
- Supplier Representatives are to cover only one case at a time.
- Supplier representatives should leave the procedural area before the patient arrives in the room and not re-enter until the patient has been draped to protect the patient's privacy. Once the patient is in the room, Supplier Representatives must stay in the sterile area throughout the procedure. In addition, once the procedure is finished, the supplier representative should leave the room while the patient is coming out of anesthesia.

#### **5. NUMBER OF PEOPLE IN PROCEDURE ROOM**

- Supplier Representatives may be asked to leave the procedure room if it becomes too crowded and/or the representative is not needed for the case.
- If a Supplier Representative is training a new person, approval must be obtained by management for an additional person in the procedure room.

#### **6. MASK USAGE**

- Masks must cover nose and mouth and be secured tightly to prevent tenting.
- A clean mask is to be worn for every procedure.
- Masks are not to be worn hanging around the neck.

#### **7. STERILE FIELD INTEGRITY**

- Supplier Representatives are to remain at least 12" away from the sterile field when moving around the procedure room.
- Supplier Representatives are NOT allowed to assist with opening items in the procedural areas.
- Supplier Representatives are not to reach over the sterile field.
- Supplier representatives are not permitted to scrub into procedures with the exception of supplier representatives of the TAVR valves who have presented the appropriate paperwork and received approval from the Director of Surgical Services.

## 8. PRODUCT SHIPMENTS

- Do not ship product (tissue products especially) without a PO of some type and/or communication with the manager, resource or service line leader.

## 9. BILL ONLY ITEMS:

- **AMC, MVH, MVHN & UVMC ONLY:** Please submit all sales orders/requisitions for **bill only** items (implants, sets & trays, specialty ordered blades, screws, etc.) to the facility (Except MVHS) within 48 hrs. to prevent a delay in processing. Please reference the Medical Record Number (MRN), date of procedure, and physician name on all sales orders/requisitions. Sales orders received in this manner will be processed within our system for payment.
- **MVHS ONLY:** Please submit all Miami Valley Hospital South sales orders/requisitions for **bill only** items (implants, sets & trays, specialty ordered blades, screws, etc.) via email to [mvhssurgeryadministration@PremierHealth.com](mailto:mvhssurgeryadministration@PremierHealth.com) or fax (937) 341-8201. Please reference the Medical Record Number (MRN), date of procedure, and physician name on all sales orders/requisitions. Sales orders received in this manner will be processed within our system for payment.

## 10. SUPPLIER IMPLANTS AND ACCESSORIES SHIPMENTS

- Regulatory governing agencies (CMS, TJC) expectation is no expired products in Premier Health facilities.
- Premier Health's expectation is the suppliers who use our facilities to store implants/accessories at our sites will be in compliance with this regulation.
- Premier Health's expectation is you, as the supplier, will review your inventory at a minimum on a monthly basis to ensure there are no expired products.
- Failure to follow this process may result in your privileges being suspended or revoked.