



# VENDOR MANAGEMENT PROGRAM HANDBOOK

Prowers Medical Center

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## About Prowers Medical Center

At Prowers Medical Center, we are proud to be your leader in complete, compassionate care. We continue to enhance our facilities and grow our services to meet your healthcare needs. We are dedicated to always putting you at the center of all we do. Upholding privacy standards and providing nondiscriminatory care is highly valued at Prowers Medical Center. Please view our notice of privacy practices.

### **Prowers Medical Center at a Glance**

- 200 Total Team Members
- 14 Providers
- 16 Specialty Clinic Providers
- 71 Nurses, CNAs, MAs
- 115 Support Staff
- 25+ Auxiliary Members

Thanks to Charles Maxwell, a former resident, Lamar opened its first hospital in 1920, called Charles Maxwell Hospital. In 1946, the Dominican Sisters of the Immaculate Conception purchased the hospital and renamed it Sacred Heart Hospital. In 1967, the sisters announced that they planned to close the hospital due to lack of funding, prompting the formation of the Prowers County Hospital District. The special district assumed responsibility and renamed the hospital Prowers Medical Center and still operates the hospital today.

Today's campus includes 25 private patient rooms, 4 family birthing rooms, an outpatient sleep study laboratory, a special care unit, a chapel, a healing garden, a visitors' welcome center, a gift shop, state-of-the-art operating rooms, advanced emergency services, a large rehabilitation gym, and an advanced radiology department with digital mammography, CT scan, MRI and a digital X-ray suite.

Prowers Medical Center has professional and support staff of over 200 serving 20,000 residents in Southeast Colorado. For over 50 years, we have been committed to providing preventative and healing medical care, health education and improving the quality of life in the communities served. Your selection of Prowers Medical Center as your health care provider opens the door to compassionate, specialized and devoted providers. Prowers Medical Center is supported by physicians, physician assistants, and nurse practitioners who provide excellent routine, acute and advanced care.

Prowers Medical Center is a certified CMS Critical Access Hospital and was named a Top 100 Critical Access Hospital in 2020. Prowers Medical Center is DNV accredited, an accomplishment that signifies we have met strict national standards of care for quality and patient safety.

## Our Mission, Vision, and Values

- **Mission-** Prowers Medical Center is an organization of dedicated professionals committed to providing healing and preventative services to those we serve.
- **Vision-** Prowers Medical Center will be the leading healthcare resource for the diverse populations of the region.
- **Values-** Honesty, Commitment, Compassion, Enthusiasm

## Vendor Management Handbook

Purpose: To establish expectations and guidelines for vendors with respect to access and conduct on Prowers Medical Center ("Hospital") premises.

To ensure patient safety and privacy, protect patient rights, and promote adherence to Hospital's mission, ethical standards, policies, and applicable laws.

### **DEFINITION OF A VENDOR:**

A Vendor is defined as a person or representative of a company (including independent contractors and sub-contractors for a company) that has either a contractual agreement with Prowers Medical Center or is seeking to provide support, services, and/or maintenance for a company's product(s) or services at Prowers Medical Center.

Additionally, Prowers Medical Center may require other persons such as surgical assistants, construction workers, or others to follow the vendor management program guidelines listed below.

- All vendors and their representatives currently serving Prowers Medical Center are to complete a check-in and check-out process whenever they are onsite at the Hospital. For specific details please see the following table "Documentation Requirements for Vendor Representative."
- Where required, Prowers Medical Center uses an online registration and credentialing process, managed by Sec<sup>3</sup>ure/Intellicentrics, Inc. Vendors must be credentialed in this system to continue their business relationship with Prowers Medical Center.
- Sec<sup>3</sup>ure/Intellicentrics® requires an annual per person fee to cover expenses such as background checks, communication, and database maintenance.
- Vendors must check-in upon arrival and obtain a vendor badge by checking into the vendor kiosk in the main lobby or obtaining their badge from the Facilities Management or Materials Management Department. Vendors must complete a check-out process upon the completion of each visit.

Vendors may obtain more information about Prowers Medical Center's Vendor Management Program by accessing [www.prowersmedical.com/vendor](http://www.prowersmedical.com/vendor). For Sec<sup>3</sup>ure/Intellicentrics® Online Registration or Technical Support: <https://www.Sec3ure.com/login>.

### **I. PHASE I: Vendor Registration in Sec<sup>3</sup>ure Process Overview**

To access the registration website directly, visit the following website: <https://www.Sec3ure.com/login>.

The registration process consists of two phases:

1. Registration of the vendor as a company.
2. Registration of each Vendor's representatives, other staff members, and/or subcontractors who visit Prowers Medical Center for business purposes. The company and each representative will be required to provide contact information and upload documentation as specifically required to become a registered "Vendor Company" or registered "Vendor representative."

Note: The registration process requires entry of the Vendor Company's Federal Tax Identification Number.

A. **Vendor Company Registration Process**

The Vendor Company registration process includes the following steps:

1. Business Identification:
  - Legal business
  - Type of business
  - Federal Tax Identification Number (FEIN)
2. Basic Business Information:
  - Business address and telephone
  - Estimated value of business/sales conducted with Prowers Medical Center in the past 12 months.
  - Representative's information
3. Acknowledgment of Prowers Medical Center policies documented in Sec<sup>3</sup>ure/Intellicentrics®.
4. Payment:

Payment of annual registration fee to Sec<sup>3</sup>ure/Intellicentrics®, using a credit card. Note: This fee is paid **only** during the first registration a vendor completes and covers all health systems that use Sec<sup>3</sup>ure/Intellicentrics.
5. Confirmation:

Vendors will receive an email and a web link to click to confirm email address and login information.

**II. PHASE II: Vendor Representative Registration, Credentialing, and Badging**

Based on the scope of products and services marketed to Prowers Medical Center, a Vendor will be assigned to one of the following categories: Patient Care, Non-Patient Care Onsite, Contractors / Construction / Service Technicians, Couriers, Pickup/Delivery, or None. This determination is made by Prowers Medical Center.

Depending on the assigned category, the vendor representative may have to submit certain

documentation to complete the registration and credentialing process. If the vendor representative does not complete any portion of the required registration and credentialing process, they will not be allowed to conduct business at Prowers Medical Center.

**Documentation Checklist for Vendor Representative**

The following table represents a summary of documentation and competencies that are required to be on file through Sec<sup>3</sup>ure/Intellicentrics® for assigned category of Vendor representative.

<b>Badge Printout</b>	<b>Profile Criteria</b>	<b>Example Vendors in this Category</b>	<b>Requirements</b>
<b>None</b>	<p>If they answer NO to all these questions:</p> <ul style="list-style-type: none"> <li>• Do you interact with procedural patient care areas including but not limited to the Operating Room, Endoscopy, and Radiology?</li> <li>• Do you have direct patient contact?</li> <li>• Do you visit or intend to visit Prowers Medical Center?</li> </ul> <p><u>OR:</u></p> <p>If they answer YES to this question:</p> <ul style="list-style-type: none"> <li>• Are you part of a healthcare team providing care during medical transport situations?</li> </ul>	<ul style="list-style-type: none"> <li>• Remote support only</li> <li>• Ambulance (AMR, Flight for Life, etc.)</li> </ul>	No additional requirements.

<p><b>Patient Care</b></p>	<p>If they answer YES to any of these questions:</p> <ul style="list-style-type: none"> <li>• Do you interact with procedural patient care areas including but not limited to the Operating Room, Endoscopy, and Radiology?</li> <li>• Do you have direct patient contact?</li> </ul> <p><u>THEN:</u></p> <ul style="list-style-type: none"> <li>• Does your position require a state license?</li> <li>• Does your position require a certification? (BLS, ACLS, PALS, NRP, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Surg Techs (Vantage),</li> <li>• First Assists (InReach),</li> <li>• PET Techs,</li> <li>• Donor Alliance, Eye Bank, Behavioral Health Crisis Clinicians, Sleep Study Techs (Does not include providers who are credentialed by Prowers Medical Center's Medical Staff Office)</li> </ul>	<ul style="list-style-type: none"> <li>• In Sec<sup>3</sup>ure/Intellicentrics: <ul style="list-style-type: none"> <li>• Hepatitis B</li> <li>• Tuberculosis (TB) Test</li> <li>• Varicella (Chickenpox)</li> <li>• MMR (Measles Mumps and Rubella)</li> <li>• Seasonal Flu Shot</li> <li>• Proof of Drug Screen (10 Panel)</li> <li>• Criminal Background Check Attestation</li> <li>• Review of Policies</li> <li>• Badge Photo</li> <li>• State of Colorado License</li> <li>• Certifications</li> <li>• Facility Orientation</li> <li>• Confidentiality Agreement</li> <li>• Job Description/Responsibilities</li> </ul> </li> <li>• Guests may be able to obtain a temporary visitor badge no more than two visits, at which point Prowers Medical Center will require guest to register in Sec<sup>3</sup>ure/Intellicentrics.</li> </ul>
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<p><b>Non-Patient Care On-site</b></p>	<p>If they answer NO to this question:</p> <ul style="list-style-type: none"> <li>Do you have direct patient contact?</li> </ul> <p><b>AND</b></p> <p>If they answer YES to any of these questions:</p> <ul style="list-style-type: none"> <li>Do you visit or intend to visit Prowers Medical Center?</li> <li>Do you interact with procedural patient care areas including but not limited to the Operating Room, Endoscopy, and Radiology?</li> </ul>	<ul style="list-style-type: none"> <li>Sales reps (pharmacy, implants, surgical instruments, account reps)</li> </ul>	<ul style="list-style-type: none"> <li>In Sec<sup>3</sup>ure/ Intellicentrics: <ul style="list-style-type: none"> <li>Review of Policies, including vendor representatives in the Surgical Services Department</li> <li>Facility Orientation</li> <li>Confidentiality Agreement</li> <li>Badge Photo</li> <li>Job Description/ Responsibilities</li> </ul> </li> <li>Guests may be able to obtain a temporary visitor badge no more than two visits, at which point Prowers Medical Center will require guest to register in Sec<sup>3</sup>ure/ Intellicentrics.</li> </ul>
<p><b>Contractors/ Construction / Service Technicians</b></p>	<p>If they answer NO to this question:</p> <ul style="list-style-type: none"> <li>Do you have direct patient contact?</li> </ul> <p><b>AND</b></p> <p>If they answer YES to both questions:</p> <ul style="list-style-type: none"> <li>Do you visit or intend to visit Prowers Medical Center?</li> <li>Does your role in our facility require you to be onsite for work beyond the pickup/delivery of goods?</li> </ul>	<ul style="list-style-type: none"> <li>Construction crews, Warman's, Palle</li> <li>Service Technicians, Steris, Canon, HSS, Cintas, etc.</li> </ul>	<ul style="list-style-type: none"> <li>In the Facilities Management Department: <ul style="list-style-type: none"> <li>Sign in for each visit.</li> <li>Facility Orientation or team member escort</li> <li>ICRA Orientation, as applicable</li> <li>Confidentiality Agreement</li> <li>Contractor/Vendor Badge from Facilities Management</li> </ul> </li> </ul>



<p><b>Couriers, Pickup/Delivery</b></p>	<p>If they answer NO to this question:</p> <ul style="list-style-type: none"> <li>Do you have direct patient contact?</li> </ul> <p><b>AND</b></p> <p>If they answer YES to both questions:</p> <ul style="list-style-type: none"> <li>Do you visit or intend to visit Prowers Medical Center?</li> <li>Are you responsible for pickup/delivery of goods only?</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacy drop-off</li> <li>LabCorp courier</li> <li>water drop-off</li> <li>Sysco</li> <li>UPS/FedEx/USPS</li> <li>Funeral home</li> <li>etc.</li> </ul>	<ul style="list-style-type: none"> <li>No additional requirements.</li> </ul>
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Regardless of classification, all vendor representatives must acknowledge and abide by Prowers Medical Center’s Code of Conduct to do business with Prowers Medical Center.

### III. General Facility Access and Standards

Vendor representatives may enter Prowers Medical Center for the purpose of conducting business only when the following conditions are met:

**A. Smoke-Free Campus**

Prowers Medical Center is a **smoke-free** campus. No tobacco product use (including vapes) of any kind will be permitted indoors or outdoors on the Prowers Medical Center Campus.

**B. Vendor Representative Badge Sign-in and Sign-out Process**

Prowers Medical Center’s Main Entrance is open from 7am-5pm Monday through Friday and serves as the primary entrance for vendor representatives and other visitors. Outside of these hours, vendor representatives should enter the facility through the Emergency Room entrance. The Vendor representative is to complete the check-in and vendor badging process in the Main Entrance Lobby. At the end of each visit, the vendor representative is to check-out at the vendor kiosk in the Main Entrance Lobby. Vendor badges are temporary and valid for only one day. Vendor badges will provide the necessary identification including access level.

**C. Accompanying Guests**

The vendor representative agrees to escort any guests accompanying the vendor representative who are not registered with the vendor program. The guest(s) shall obtain a temporary visitor badge from Materials Management or Facilities Management.

**D. Access to Patient Care Areas**

Vendor representatives are NOT allowed to enter high-level patient care areas of Hospital without specific permission from a director or manager of that department. Vendor representative should report to the designated Prowers Medical Center representative of that department and must follow any internal policies of the respective department.

**E. Access to Common Areas of Prowers Medical Center**

Excluding appointments, a vendor representative may visit the Hospital's cafeteria, lobby, corridors, and parking lots. However, the vendor representative is **prohibited** from soliciting any Prowers Medical Center team members and physicians. Vendors may be asked to leave Prowers Medical Center premises if deemed necessary.

**F. Parking**

When visiting Prowers Medical Center, vendor representatives should park in main lot "A" in team member parking spaces. This provides the easiest access to the Main Entrance Lobby to check in and check out. In certain circumstances vendor representatives may park in other designated parking areas if they are abiding by the requirements of this handbook.

**G. Use of Cell Phones and Equipment** – Cellular phones should not be used for pictures or videos without explicit permission of Prowers Medical Center. Unauthorized pictures or videos may lead to HIPAA violations. Equipment being brought in for patient care use must be checked in under the Hospital equipment check-in process. Vendors should be familiar with and oriented to any Hospital-owned equipment they will be using.

**IV. Materials Management / Purchasing**

The Materials Management Department is open from 7:00 AM to 5:00 PM, Monday through Friday, and can be reached at (719) 336-6745.

- A. **Use of Purchase Order** - All purchasing-related transactions require an approved purchase order (including those for which there is not an exchange of funds) for the Finance Department to process payment.
- B. **Group Purchasing Membership** – Prowers Medical Center may share confidential information related to vendor relationships with its Group Purchasing Organization, currently HealthTrust. For more information contact the Purchasing Department.
- C. **Standard Payment Terms** - Standard payment terms are Net 30 and shipments are FOB Destination.

- D. **Patient Care Products or Substitutes** - It is the policy of Prowers Medical Center that all new patient care products or substitute products will be evaluated for cost and quality by the Value Analysis Committee. This Committee will conduct a patient safety and product efficacy evaluation to ensure that there is a standardized review process before patient care products are recommended and purchased.
- E. **New Product/Equipment Introductions** - Vendor representatives are responsible for scheduling an appointment with Materials Management to introduce new products or equipment before these products can be discussed with physicians/providers or Hospital clinical team members. Prowers Medical Center assumes no responsibility for supplies or equipment left by vendors in the organization for the purpose of evaluation. It is the responsibility of the vendor to deliver, install, and remove the equipment or supplies upon completion of the evaluation.
- F. **Removal of Product** - The vendor representative may not remove any supply, product, or equipment without verbal or written authorization by Materials Management.
- G. **Product Recalls** – Vendors / Vendor representatives should notify the Materials Management Department regarding product recalls. Such notification is to include identification of the product (including affected lot numbers and quantities), the reason for the recall, and a copy of the recall or FDA information.

## V. Vendor Representative in Procedural Care Areas

### A. General Standards

Prowers Medical Center recognizes the need for education and introduction of modern technology, procedures, and techniques to health care professionals in the peri-operative setting. At the same time, a patient's right to privacy and safety must be protected—particularly, when a vendor representative is present during a surgical procedure. All vendor representatives present in procedural areas must abide by the following general standards:

1. A Vendor representative may observe a procedure **only** at the approval of the Surgical Services Department Manager and the physician or the anesthesia provider.
2. If a new medical product is being used, the product **must** be approved by Prowers Medical Center's Materials Management Department **before** the product can be introduced to the physician and/or another clinical team member and before the product can be used with a patient.

### B. A vendor representative that is present in the **Operating Room (OR)**,

**or other procedural patient care areas** during a procedure are REQUIRED to maintain documentation of certain competencies, health status, and background checks on file with Sec<sup>3</sup>ure/Intellicentrics®.

- C. Vendor representatives are **not** permitted to:
  - 1. Scrub in;
  - 2. Assist with procedures (other than technical assistance in the form of verbal consultation);
  - 3. Open sterile products (except for the CCL);
  - 4. Have patient contact.
- D. Vendor representatives or Technical Support Reps with specialized training may perform remote calibration of their company's products – e.g., pacemakers and pain management devices – to the physician's specifications.
- E. A Vendor representative's presence during a procedure is to be documented in the patient's medical record.
- F. Sales calls with physicians are to be conducted in non-patient care areas only.

## **VI. Operating Room (OR) Standards**

**Purpose:** To protect the rights and confidentiality of our surgical patients and to eliminate unauthorized solicitation by vendor representatives accessing the Operating Room.

For this document, vendor representatives are included in the group referred to as "non-medical advisors."

- 1. Non-medical advisors may be present in the OR **only** with the advance approval/request of the Department Director or designee, the physician, and the anesthesiologist. **No walk-ins will be accepted.**
- 2. Before entering the OR suite, non-medical advisors must check-in with the Materials Management Department or at the self-service kiosk.
- 3. When entering the OR non-medical vendor advisors will:
  - a. Have their Sec<sup>3</sup>ure/Intellicentrics®-issued badge always displayed prominently.
  - b. Be suitably attired, according to Prowers Medical Center's Operating Room policies.
  - c. Leave personal belongings in a designated secure area.
  - d. Adhere to Prowers Medical Center's standards of confidentiality and Infection Control.
  - e. Not be allowed to take part in the actual procedure or make any adjustments to equipment used during the cases.
  - f. Not be allowed to open sterile supplies and implants.
  - g. Enter the OR through the scrub area.
  - h. Enter the OR only after induction of anesthesia or unless invited by the Surgeon

prior to induction of anesthesia.

- i. Function under the direction of the Circulating Nurse and the Surgical Services Manager. Noncompliance with directions from either of the nurses could result in removal from the OR.

## **VII. Position Statements from The Association of periOperative Registered Nurses (AORN) and Society of Cardiac Angiography and Intervention (SCAI)**

### ***AORN Position Statement - The Role of the Health Care Industry Representative in the Perioperative/Invasive Procedure Setting:***

AORN recognizes the need for a structured process for education, training, and introduction of procedures, techniques, technology, and equipment to health care professionals practicing within the peri-operative/invasive procedure setting. By virtue of their training, knowledge, and expertise, health care industry representatives can provide technical support to the surgical team to expedite the procedure and facilitate desired patient outcomes. Health care industry representatives may function in any of several positions (e.g., clinical consultants, sales representatives, technicians, or repair/maintenance personnel). The primary responsibility of the peri-operative registered nurse is to ensure the safety of patients undergoing operative or other invasive procedures. Core nursing activities that, by licensure, may not be performed by non-nurses are assessment, diagnosis, outcome identification, planning, and evaluation.

The surgical setting is one of the most potentially hazardous of all clinical environments and is subject to strict regulations, clinical practice guidelines and standards of care to preserve patient safety. It is important that the health care industry representative understands how to safely work in the operating room to assist the peri-operative team in maintaining the patient's safety, right to privacy, and confidentiality when a health care industry representative is present during a surgical procedure.

## **VIII. Pharmaceutical Manufacturer Sales Representatives**

Vendor representative detailing pharmaceuticals, intravenous solutions, tubing, or any item marked "Federal law prohibits dispensing without a prescription" shall deal directly with Prowers Medical Center's Pharmacy Department.

- A. Pharmaceutical Vendor representatives shall schedule appointments by contacting the Pharmacy Department at (719) 336-6740.
- B. Pharmaceutical Vendor representatives **MAY NOT** enter patient care areas, e.g.: Emergency room, Operating Room, Nursing Stations, and Anesthesia without authorization from the Pharmacy Department.
- C. No samples, legend, or over-the-counter products may be left in this facility without prior permission from the Pharmacy Department. Any educational or promotional programs for prescribing medications must be registered in the Pharmacy Department prior to discussion

with Prowers Medical Center team members.

- D. Only Formulary approved medications may be “Detailed” on Prowers Medical Center Medical property (this includes clinics). The Formulary status of a medication may be determined by contacting the Pharmacy Department.
- E. Displays are not permitted in public areas. Funding for educational programs is encouraged. Speaker programs must be arranged through the Pharmacy or Medical Education Departments.
- F. Prowers Medical Center has a “closed” formulary system. Non-Formulary medications are not available for use on patients in this facility. Requests for addition of items to the Formulary must be initiated by a physician with privileges at this institution and reviewed by the Pharmacy and Therapeutics Committee. The requesting physician must contact the Pharmacy directly and provide appropriate documentation for Pharmaceutical and Therapeutics Committee consideration.
- G. Violation of these policies by the Pharmaceutical Vendor representative will result in suspension of visiting privileges.

## **IX. Hard Badge Issuance Criteria**

Other than team members, physicians, auxiliary, and board members, the Human Resources Department may issue hard badges to certain vendors that meet the following criteria:

- Contracted management services performing on-site services  $\geq 90$  consecutive days.
- Students and interns completing approved internships or rotations.
- Independent contractors and consultants performing on-site services  $\geq 90$  consecutive days.
- Employment agency assignments  $\geq 90$  consecutive days
- Clinical staffing assignments  $\geq 90$  consecutive days

All other exceptions require appropriate administrative approval prior to hard badge issuance.

## **X. Disciplinary Action**

Vendors and/or their representatives who do not adhere to the guidelines set forth in this document will be subject to remedial actions ranging from suspension to permanent dismissal of rights to conduct business with Prowers Medical Center on behalf of their companies. Because Prowers Medical Center does not want to hinder the delivery of patient care, the vendor representative’s company may assign another vendor representative to service Prowers Medical Center during the suspension or permanent dismissal of the vendor representative violating Prowers Medical Center’s policies.