Code of Excellence

A guide to ethical and professional conduct for vendors
Our promise is to:
**Inspire health.**
**Serve with compassion.**
**Be the difference.**

Prisma Health views vendors as partners in support of our mission to provide the best products and services for our patients. Our team recognizes vendors as a key resource in supporting quality, cost effective solutions and technologies to provide the highest level of care to the communities we serve.

**Prisma Health supply chain strategy**

Our goal is to create a supply chain structure that provides team members of all levels with the highest quality products and services at the lowest total cost. Our aim is to facilitate product selection, acquisition, and use through accessible information and processes.

Our vision is to create a supply chain support organization that has accountability for all supply chain resources, activities and costs.

Our supply chain strategy seeks to reduce variation – as clinically appropriate and reasonable – in products, utilization, suppliers, and processes. This strict set of vendor rules has been developed to assist suppliers wishing to conduct business with Prisma Health. In order to provide a safe environment and maintain compliance with organizational procedures and guidelines, all vendors are expected to follow the rules outlined in this document as well as adhere to all federal and state laws, statutes, and regulations governing the industry.
Vendor behavior

Expected vendor behavior is outlined in the vendor credentialing system. Vendors are required to immediately report any suspected wrongdoing, including safety concerns, to the department leader. While on site, company personnel shall adhere to the organization’s Behavior Essentials.

Vendor relationships

Prisma Health expects all vendors to provide top quality products along with a high level of service. All vendors will demonstrate that they are proactive, innovative, and able to think strategically. Prisma Health will not conduct business with any vendor excluded, debarred, or ineligible to participate in federal or state health care programs such as Medicare and Medicaid, or whose officers, directors or employees are excluded from participating in federal or state health care programs.

All vendors and their representatives are required to fully register with Prisma Health’s third party credentialing system. New representatives, from either existing vendors or new vendors, are prohibited from visiting any Prisma Health facility until Supply Chain has granted clearance. To gain clearance, new vendors must make an initial appointment with Supply Chain, during which the new representative will be oriented to these rules. Likewise, new representatives with existing vendors must meet with Supply Chain to be granted access, regardless if the clearance was granted under a previous vendor. Vendors and representatives that have been cleared by Supply Chain, have fully registered with the third party credentialing program, and have existing business with Prisma Health, are authorized to conduct business with Prisma Health.

Visiting our facilities

Visitation, through the course of supply chain management’s approved activities, must be accomplished in a manner that does not impede patient care and is under the direction of the visiting department’s leader. All visits to Prisma Health must be approved in advance by email and involve the department leader.

All sales representatives will be required to electronically sign in and wear a badge issued for that appointment. Badges must be worn at all times while on Prisma Health’s premises and displayed in a visible place for the duration of the visit.

Leaders, team members, and caregivers will neither meet with, nor allow within their areas, sales or service representatives lacking a valid visitor’s badge or an approved downtime alternative. Violations will be reported to Supply Chain Management and/or Security after normal business hours.

Failure to do any of the above may result in immediate disciplinary action and access being revoked.

Access to patient areas

Vendors are restricted from all patient care areas without the approval of the appropriate leader, physician, or supply chain personnel. Patient care areas include any area where patients may reside, such as patient rooms, procedure areas, nursing units, outpatient clinics, and emergency departments. Vendor access to an operating room (OR) requires documented approval from OR leadership and the surgeon. Vendors are restricted to the surgical suite where the procedure is being performed and must exit the facility upon completion of the procedure. Loitering in hallways, lounges, cafeterias and other areas of the hospital is forbidden.

Vendor product/services review

Appropriate Prisma Health leaders will meet with vendors to review product/service/technology offerings.

If there is an interest in a product being offered, the vendor will be instructed to submit the product into Medapproved for review and vetting.

During visits, no free goods/sample products of any kind will be left with the department. If a vendor offers a new service of interest to Prisma Health, the vendor will be instructed to contact the Purchased Services Contracts Manager.

Prisma Health reserves the right to refuse payment for “non-approved” services and/or products delivered to the organization that have not followed the vendor product/service review as outlined in this document.
**Contract negotiation**

Contract negotiations for supplies, equipment, and services will be conducted by appropriate Prisma Health Supply Chain team member, in collaboration with departmental leaders and vendors. Contracts are considered null and void unless signed by an authorized agent of Prisma Health. Department team members and leaders are not authorized to sign contracts on behalf of Prisma Health.

When requested, vendors will conduct business reviews with Supply Chain Management. Business reviews must include, but not be limited to, utilization, volumes, GPO tier level access, industry best practice, potential savings opportunities, and a review of other pertinent information such as product quality, backorders, and substitutions.

**Patient privacy**

Vendors are prohibited from requesting or attempting to gain access to confidential information concerning patients or product/technology use without a Business Associate Agreement (BAA), as defined by the Health Insurance Portability and Accountability Act (HIPAA). Protected health information may include, but is not limited to, any patient information, pictures, and discussions with caregivers.

**Purchase orders**

All products, equipment and services require a purchase order number to be issued by Corporate Purchasing prior to the order and use of a product, equipment, or service. Hospital team members cannot verbally order any product or service from a vendor. Night and weekend emergency orders will be handled through Supply and Distribution departments and the Administrator on Duty. If a vendor fails to register with Prisma Health’s third party vendor credentialing system, invoices will be subjected to delays.

**Deliveries**

Supply and equipment deliveries must be sent to the appropriate facility, loading dock, or the Materials Distribution Center. No shipments will be received without a valid purchase order number. The purchase order number must be noted on the packing slip and carton label. Shipment without identifying purchase order numbers will be returned at the vendor’s expense.

**Gifts and entertainment**

Vendors cannot offer, and team members cannot accept, any material gifts, gratuities, and/or excessive entertainment in case or in kind (including personal acceptance of free goods or vendor services) from any present or potential vendor. Some examples of excessive entertainment are: personal expenses paid by a vendor, personal use of vendor’s lodging facilities, automobiles, or watercraft. Abnormally frequent and/or lavish dinners/drinks and other forms of entertainment are not considered prudent.

**Publicity**

Vendors are not permitted to distribute, advertise, news release, or broadcast any other general public announcement regarding its products, equipment, or services to Prisma Health facilities unless prior written authorization is obtained from the Director of Supply Chain Administration.

**Supplier diversity**

Diverse vendors must have an acceptable third-party certification. Prisma Health supports programs that foster diversity in our organization and in our communities. Where applicable, Prisma Health expects its vendors to mirror our commitment through subcontract opportunities with diverse and small businesses.

**Non-compliance**

Failure to comply with Prisma Health’s Vendor Code of Excellence will result in disciplinary action. Depending on the severity of the violation, Supply Chain Management reserves the right to enact disciplinary action up to permanent ban of the representative and possible discontinuation of any product/service used from the vendor.