

VENDOR SALES GUIDE



SUPPLY CHAIN MANAGEMENT

Mission Statement

We extend the healing ministry of Christ by caring for those who are ill and by nurturing the health of the people in our communities.

Core Values

- **Integrity:** Honesty, directness and respect for commitments made.
- **Stewardship:** Respectful use of all natural, human and financial resources.
- **Spirituality:** Acknowledgement of its central role in facilitating mental, physical and emotional health.
- **Imagination:** Creativity and innovation in all we do.
- **Respect:** Respect for all persons and for our Christian identity, heritage and missions of our sponsoring organizations.
- **Excellence:** Striving to exceed the clinical quality, customer service and cost performance expectations of our customers.
- **Compassion:** Sensitivity and responsiveness to persons in need.

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RECOGNITION

Centura Health appreciates the contributions of all Vendor Representatives in our efforts to provide quality health care in an economical manner. We understand and appreciate the demands made upon your time and the service provided to our organization. As an organization we have implemented a Vendor Management program which utilizes a website and has been designed to help you and our staff ensure the safety of patients, staff and visitors. Your support of the program is welcomed. We appreciate your adherence to these guidelines and thank you in advance for your cooperation.

POLICY STATEMENT

The policies and practices of Centura Health Supply Chain Management are based on sound business principles. It is our objective to consider first the interests of Centura Health facilities, patients, physicians and associates in all transactions. Second, we will buy without bias, striving to acquire the best supplies, equipment and services that will maximize value by decreasing costs, optimizing utilization and improving outcomes.

Supply Chain Management personnel must comply with current Policies and Procedures of Centura Health and will conduct themselves in a professional, ethical and businesslike manner. It is likewise expected that all Vendor Representatives will conduct themselves in the same manner in transactions with Centura Health staff and physicians.

PURCHASING POLICY

Centura Health is an integrated health delivery system sponsored by Adventist Health System and Catholic Health Initiatives. Centura Health is a member of Health Trust Purchasing Group (HPG), a national Group Purchasing Organization. **Centura Health will be compliant with these HPG contracts.** Product categories **not** covered by HPG contract listings **may** be considered for local and/or regional contracting. Please contact Centura Health Supply Chain Management for possible consideration at 303-673-7312.

PURCHASING AUTHORITY

Centura Health Supply Chain Management is the purchasing authority responsible for the purchase, procurement and distribution of equipment, supplies, and services rendered by outside agencies, excluding construction / building. Any other associates of Centura Health must have specific authorization by Centura Health Supply Chain Management to financially encumber Centura Health or to act as an agent of the corporation.

PURCHASE ORDERS

- All products ordered for Centura Health facilities are assigned a purchase order number by Supply Chain Management. All incoming products must be delivered to the designated facility and/or the specific hospital Receiving Department, as requested, with the purchase order number clearly printed on the shipping label. A delay in payment will result if the item is delivered directly to a department without the consent of Supply Chain Management.
- Product that is brought in by a vendor and used without new product approval or without a purchase order number **and utilized at a hospital will be reimbursed at \$0.02.** Additionally, the vendor sales rep will be given a negative rep score in the Centura Health Vendor Management system.

PURCHASE ORDERS – BILL ONLY

- Non Tissue and Tissue Implants may not have a purchase order pre issued in time for the case. If so, they will require a bill only purchase order after the case is complete.
- **As applicable the vendor will be required to complete a Request for Purchase Order Template form. Please inquire with local Supply Chain representative when this is necessary.**
- All bill only supply items must adhere to Centura New Product Policy and Procedure.

BONE AND TISSUE

Joint Commission Standard for Tissue: TS.03.01, TS.03.02, and TS.03.03.01 defined: This applies to human and non-human cellular-based transplantable and implantable products whether classified by the U.S. Food and Drug Administration (FDA) as a tissue or medical device. Collagen and tissue products derived from plastics and polymers are not considered cellular-based products and are not evaluated under these standards.

- All bone and tissue products must be shipped with a packing slip attached **directly** from the manufacturer or approved distributor for proper shipping, tracking and chain of custody documentation.
- No manufacturer or Distributor representative may deliver or distribute bone and tissue product themselves.
- In emergent situations a licensed carrier can transport the bone or tissue from the **original** shipping destination to the hospital.

- All bone and tissue product must be checked in by Receiving to ensure that the proper due diligence related to temperature and handling are observed. The hospital verifies at the time of receipt that package integrity is met and transport temperature range was controlled and acceptable for tissues requiring a controlled environment.

LOANED OR LEASED EQUIPMENT

- Vendor representatives whom bring loaned and/or leased equipment into sterile patient care areas for use in performing their services must follow proper protocol before any of this equipment is permitted within such areas. Equipment must be thoroughly cleaned in the designated cleaning area within the facility being allowed into the sterile corridor.
- Electrical equipment must be tested by Clinical Engineering personnel prior to being allowed into the sterile corridor. All equipment will be cleaned and inspected at the facility before it can be used at the facility.

PURCHASE ORDERS – EQUIPMENT REPAIR AND RETURN GOODS

All requests for equipment repair must be accompanied by a purchase order number assigned by Supply Chain Management. After-hours repairs may be performed; however, a purchase order must be obtained from Supply Chain Management on the next normal business day.

Equipment that is covered by a maintenance agreement is issued a purchase order at the time the contract is signed. Warranty repairs must also be accompanied by a purchase order number assigned by Supply Chain Management.

All products being returned to a vendor from a Centura Health facility must be accompanied by a Return Goods Authorization Form (RGA) and/or a document formally approved by Centura Health Supply Chain Management. Return documents must be submitted to a representative of Supply Chain Management before a product is removed from a facility.

BIDS / NEGOTIATIONS

All negotiations for supplies, equipment and services, must be conducted between the Vendor Representative and a representative of Centura Health Supply Chain Management. Centura Health reserves the right to determine vendors that will be selected for bids/quotations and will keep all pricing confidential. Bids must be negotiated and submitted through Centura Health Supply Chain Management or they will not be accepted.

NEW PRODUCT INTRODUCTION

Vendors may **NOT** introduce products to any Centura Health facility prior to meeting with the Hospital Site or Corporate Supply Chain Management Department and obtaining approval.

- - Vendors may only be on site to discuss products currently on formulary and only by confirmed appointment with a Centura Health employee. No new products may be discussed.
 - All evaluations of new drug products must be vetted through the Centura Drug Information service before any appointments may be made with entity personnel.
 - Vendors may only visit the person with whom they have an appointment while on site.
- The hospital staff must follow hospital policy for acquiring new product. New Product requests must have a hospital sponsor. A product approved as Centura Health does NOT indicate approval for use at a specific facility.
- **Any new products, new technology or non-formulary items introduced after the effective date of any existing contractual agreements without prior approval will not be reimbursed.**
- Sample products may not be left in a department or trialed prior to the new product approval process.
- Review of New Product requests will take a minimum of 2-4 weeks, in some cases the review and approval process may take longer.
- Products requested by a physician will require that the physician address the request directly to the department leadership at the hospital.
- Products which directly compete with contracted products are not to be promoted on hospital property.
- In order for department leadership to submit a complete New Product request form, please provide the following information to the requesting sponsor::
 - FDA Approval (510K, PMN, registration, etc)
 - AATB Accreditation (if applicable for human bone and tissue)
 - Research "White" papers
 - Non Company Sponsored Peer Reviews
 - Product Literature
 - Formal Quote

Current Pricing – verify list or discounted
HPG Contract Number
All appropriate reimbursement coding information
All pertinent MSDS and Hazmat documentation

TRIAL EVALUATION

All equipment and supplies used for evaluation must be assigned a purchase order number by Supply Chain Management.

All electrical equipment on loan or evaluation must go through the capital process and be approved by the Clinical Engineering Department. Companies will assume all liability of the electrical equipment on loan or evaluation for proper operation.

FACILITY AND/OR DEPARTMENT VISITS

Centura Health departments and associates are not obligated or required to meet with vendors.

All vendors must sign into the Centura Health Vendor Management system before they can enter the hospital. All vendors must obtain their own vendor management id badge before they can enter the hospital. All vendors must be met in supply chain by the person with whom they have an appointment and must be escorted at all times while in the building.

All Vendors are required to be members of our current Vendor Management program and comply with the requirements determined by Centura Supply Chain Management. **Vendors are seen by appointment only.** Appointments pertaining to drug products must be made at the Centura Corporate Pharmacy office and will only be allowed at the facility or department level with approval from a Centura Corporate sponsor.

Any out of town Vendor Representatives not registered in the Centura Vendor Management program may be granted a visitor's pass but must accompany a Vendor Representative already registered. The visiting Vendor Representative will be expected to comply with all regulations in place and it will be the responsibility of the registered Vendor Representative to ensure compliance standards are met.

If a Vendor Representative is found visiting departments within the facility without first checking in at the facility's designated Supply Chain Management location and Vendor Management program to obtain a badge, this will be reported to on-site Supply Chain Management and may lead to a Security escort from the premises and further Restricted or Revoked privileges.

Failure to comply with this policy will result in a request to the respective company by Centura Health Supply Chain Management for the vendor representative to no longer represent product/equipment/services at any Centura Health facility.

In the event that Centura Health's Vendor Management program system is unavailable due to any unforeseen circumstances, all Vendor Representatives will be required to check in at the facility SCM office to obtain a badge.

Displays are not allowed in any facility without the expressed consent of the Corporate Vice President of Supply Chain Management or the Site Director of Supply Chain Management.

REPROCESSING EXPECTATIONS

All vendors must not speak negatively to any surgeon, nurse or other Centura Health employees about Single Use Device (SUD) reprocessing while on hospital property.

All vendors must not distribute any materials undermining the SUD reprocessing program to any surgeon, nurse or other Centura Health employees. This includes verbal, written, email or any other type of communication.

CENTURA HEALTH SUPPLY CHAIN POLICIES

Please read all policies posted in the Vendor Management system.

POLICY ADHERENCE

NON-ADHERENCE TO THESE POLICIES WILL RESULT IN A LOSS OF SALES PRIVILEGES AND ELIMINATE THE VENDOR REPRESENTATIVE FROM FURTHER TRANSACTIONS WITH CENTURA HEALTH.

Centura Drug Information Service:

Pharmacy Clinical Team
2425 S. Colorado Blvd.
Denver, CO 80222
Main ph: 303-765-6753

Member Facilities of Centura Health

Denver Metro:

Porter Adventist Hospital
2525 S. Downing St.
Denver, CO 80210
Main ph: 303-778-2574

Avista Adventist Hospital
100 Health Park Dr.
Louisville, CO 80027
Main ph: 303-673-1060

Littleton Adventist Hospital
7700 S. Broadway
Littleton, CO 80122
Main ph: 303-730-5806

Parker Adventist Hospital
9395 Crown Crest Blvd
Parker, CO 80138
Main ph: 303-269-4000

Castle Rock Adventist Health Campus
2350 Meadows Boulevard
Castle Rock, CO
Main ph: 720-455-5000

St. Anthony Hospital
11600 W. 2nd Place
Lakewood, CO 8028
Main ph: 720-321-0000

Ortho Colorado Hospital
St. Anthony Hospital Campus
11650 W. 2nd Place
Lakewood, CO 80228
Main ph: 720-321-5000

St. Anthony North Health Campus
14300 Orchard Parkway
Westminster, CO 80023
Main ph: 720-627-0000

St. Anthony Medical Pavilion
400 W. 144th Ave
Westminster, CO 80023
Main ph: 866-847-5590

Longmont

Longmont United Hospital
1950 Mountain View Ave.
Longmont, CO 80501
Main ph: 303-651-5111

Colorado Springs:

Penrose Hospital
2215 N. Cascade Ave.
Colorado Springs, CO 80907
Main ph: 719-776-4250

St. Francis Health Center
825 E. Pikes Peak Ave.
Colorado Springs, CO 80903
Main ph: 719-776-4250

St. Francis Medical Center
6001 E. Woodmen Rd.
Colorado Springs, CO 80923
Main ph.: 719-776-5000

Frisco

St. Anthony Summit Medical Center
340 Peak One Drive
Frisco, CO 80443
Main ph: 970-668-3300

Leadville

St. Vincent Hospital
822 W. 4th St.
Leadville, CO 80461
Main ph: 719-486-0230

Pueblo:

St. Mary-Corwin
1008 Minnequa Ave.
Pueblo, CO 81004
Main ph: 719-560-5355

Durango

Mercy Regional Medical Center
1010 Three Springs Blvd
Durango, CO 81310
Main ph: 970-764-1211

Kansas

St. Catherine Hospital
401 E. Spruce St.
Garden City, KS 67846
Main ph: 620-272-2222

Bob Wilson Memorial Grant County Hospital
415 N. Main St.
Ulysses, KS 67880
Main ph: 620-356-1266