

CINCINNATI CHILDREN'S



SUPPLIER HANDBOOK

Updated: April 5, 2019

TABLE OF CONTENTS

Vision and Mission Statement	- 1 -
Vision	- 1 -
Mission	- 1 -
Supplier Code of Conduct	- 1 -
Logo Usage	- 2 -
Supplier Onboarding	- 2 -
Supplier Credentialing	- 3 -
Compliance Requirements	- 3 -
Non-Compliance	- 4 -
Supplier Diversity	- 4 -
Commitment	- 4 -
Improve Access	- 5 -
Value Analysis	- 5 -
Mission	- 5 -
Purpose	- 5 -
Terms & Conditions	- 6 -
Privacy & Data Protection	- 6 -
Product Recalls	- 6 -
Purchasing, Contracts & Value Analysis Department	- 6 -
Supplier Performance Expectations	- 6 -
GPO Affiliation	- 7 -
Product Displays & Shows	- 7 -
Receiving Department	- 7 -
Medical Equipment	- 7 -
Equipment Service	- 8 -
Freight	- 8 -
Gifts & Gratuities	- 8 -
Damaged Goods	- 8 -
Dock Appointments	- 8 -
Supplier Parking	- 9 -
Pharmacy Department	- 9 -
Perioperative Services Department	- 10 -

Welcome Suppliers,

As a supplier for Cincinnati Children's, your company and its representatives are subject to the policies and procedures contained in this handbook. After reviewing the handbook, please contact the Cincinnati Children's Purchasing, Contracts and Value Analysis Department at Purchasing@cchmc.org or 513-636-4368 if you have any questions or concerns.

VISION AND MISSION STATEMENT

VISION

To be the leader in improving child health.

MISSION

Cincinnati Children's will improve child health and transform delivery of care through fully integrated, globally recognized research, education and innovation.

For patients from our community, the nation and the world, the care we provide will achieve the best:

- medical and quality of life **outcomes**
- patient and family **experience** and **value**

today and in the future.

SUPPLIER CODE OF CONDUCT

All Cincinnati Children's suppliers are expected to comply with the following when conducting business with Cincinnati Children's:

- Direct all business correspondence regarding the sale of materials or services including informing Purchasing, Contracts and Value Analysis of financial, economic, supply changes, recalls or other material conditions that affect or might affect Cincinnati Children's patient safety, ongoing operations, or operating decisions to Cincinnati Children's through:

Cincinnati Children's
Purchasing, Contracts and Value Analysis
3333 Burnet Avenue
Cincinnati, OH 45229-3039
MLC 8004
Telephone: 513-636-4368
Fax: 513-636-3453
Purchasing@cchmc.org

- Conduct all negotiations with Purchasing, Contracts and Value Analysis and negotiate in an ethical manner and provide industry leading pricing.

- Agreements that are not signed by Purchasing, Contracts and Value Analysis may adversely impact your ability in receiving payment for goods and/or services rendered.
- Do not offer Cincinnati Children's staff money, loans, credits or prejudicial discounts, gifts, entertainment, favors, products or services for their personal use or benefit. Cincinnati Children's policy prohibits any employee from receiving gifts and/or gratuities from any supplier. Please express your gratitude in terms of quality, service and price.
- Food and beverages may not be provided by any supplier, supplier, or Supplier Representative to any employee (including physicians, nurses, pharmacists). Supplier Representatives may not make food arrangements, orders or deliveries, or directly pay for delivered food, or provide payment in any form.
- Make available through Purchasing, Contracts and Value Analysis, technical information, engineering support, systems, policies, procedures, processes, products, warranties and services that may improve Cincinnati Children's use of the supplier's products and services.
- Advise Purchasing, Contracts and Value Analysis of new products, pricing and services as such information becomes available.
- Treat all transactions and dealings with Cincinnati Children's as confidential and proprietary and do not communicate Cincinnati Children's relationships or business dealings to third parties without Cincinnati Children's written consent.
- Adhere to Cincinnati Children's policies and procedures as communicated.

LOGO USAGE

- Do not use Cincinnati Children's name or logos in publicity or advertising without Cincinnati Children's prior written consent. Make application through Purchasing, Contracts and Value Analysis.
- Use of the Cincinnati Children's logo for branding of hard, soft or any other materials is prohibited without prior written consent. Make application through Purchasing, Contracts and Value Analysis.
 - Purchasing, Contracts and Value Analysis and Supplier Diversity will coordinate with Marketing and Communications to arrange a meeting to discuss the Cincinnati Children's Brand Usage Agreement.

SUPPLIER ONBOARDING

- All requests to be added as a Cincinnati Children's supplier must include a completed "New Supplier Request Form" signed and submitted by a **Cincinnati Children's employee** and route through Purchasing, Contracts and Value Analysis for approval prior to enrollment.

- [New Supplier Request Form](#)
- If approved, Cincinnati Children's requires all suppliers to include the following documentation.
 - [W9](#) or W-8BEN
 - [ACH Form](#)
 - Cincinnati Children's payment terms acceptance required for all new suppliers
- Purchasing, Contracts and Value Analysis related questions:
 - Purchasing@cchmc.org
- Accounts Payable related questions:
 - AP@cchmc.org

SUPPLIER CREDENTIALING

A Supplier Representative is defined as any representative such as, sales person, manager, liaison, account executive, contact, administrator, company technician, clinical support, nurse clinician, home healthcare personnel, manager, medical/scientific liaison of a manufacturer or company who visits Cincinnati Children's in any capacity, including but not limited to, soliciting, marketing or distributing information regarding the use of supplier products or services.

Supplier Representatives must adhere to all Employee Health guidelines in order to obtain a Cincinnati Children's identification badge or visitor's badge. The badges are for identification purposes, safety and security.

Upon verification of all appropriate documentation, Supplier Representatives will be eligible for an identification badge or visitors badge upon sign-in at a Cincinnati Children's facility. Supplier Representatives without a valid badge will be denied access to any area, including the OR, under any circumstances.

COMPLIANCE REQUIREMENTS

All Supplier Representatives are required to:

- Complete annual health screen form and obtain flu vaccine.
- All sales and service calls to Cincinnati Children's are to be scheduled in advance. Upon arrival, all Supplier Representatives must contact and be escorted by their contact for the visit.
- All Supplier Representatives will display prominently, above the waist, photo facing front, an ID badge when visiting, in any capacity to any Cincinnati Children's facility. The ID Badge, in conjunction with a scheduled appointment, is the official indication of an authorized visit.
- Other identification tags as furnished by some companies may be worn, but in no case are they to be used in lieu of an ID badge issued by Cincinnati Children's.

- Supplier Representative shall adhere to any specific criteria outlined by the particular entity he/she has a previously scheduled appointment. Some departments have procedures or policies that conform to the nature of the work done in their areas. Please become familiar with them.
- Nursing floors, lobbies, dining rooms, and fellow reading rooms are inappropriate places for supplier visits.

NON-COMPLIANCE

Violations of these guidelines may be handled through progressive discipline and could result in complete loss of visiting rights to Cincinnati Children's. Any observed or reported violation of the policy may be handled in the following manner:

- Supplier Representatives who fail to comply with Cincinnati Children's policies will be subject to disciplinary action up to and including permanent loss of business privileges.
- Continuous infractions or repeated violations to this policy by Supplier Representatives may result in suspension, a request to replace company representatives, and possible loss of business privileges at Cincinnati Children's.
- Violations committed by any one Supplier Representative of a given company may result in disciplinary action against any or all representatives of that company.
- Disciplinary action may vary depending upon the nature of the infraction and the circumstances surrounding the offense. Purchasing, Contracts and Value Analysis reserves the right to determine the severity of the infraction and will use its discretion when assessing and determining the proper course of disciplinary action.
- Purchasing, Contracts and Value Analysis will notify supplier of the violation, the determined level of infraction, and the planned course of disciplinary action.
- Duration of restriction of all activity and service calls may be 3 months, 6 months, one year, or permanent depending on extent of the infraction. Certain situations may require deviation from the guidelines outlined in the policy. Supplier Representatives can be banned from Cincinnati Children's permanently regardless of Supplier Representative's employer.

SUPPLIER DIVERSITY

COMMITMENT

Cincinnati Children's Hospital Medical Center is committed to fostering the development and advancement of businesses owned, managed and controlled by ethnic minorities and women. We welcome the opportunity to build strong, rewarding relationships with high-quality diverse suppliers and service providers in our communities. Cincinnati Children's is working hard to make our supplier base reflect the community and the markets we serve. We actively seek diverse business partners and work with various entities to strengthen our outreach efforts. All potential suppliers are measured against the same set of high expectations and standards

regardless of size and/or classification. For additional information see [The Case for Supplier Diversity](#).

IMPROVE ACCESS

Embracing diversity means improving access, and this makes good business sense. Drawing on a broader pool of suppliers enables CCHMC to:

- Build relationships with historically underutilized business sectors
- Encourage effective competitive bidding
- Secure high quality commodities and services at competitive prices
- Support the local economy

For Supplier Diversity inquiries, please contact:

Email: supplierdiversity@cchmc.org

Telephone: 513-803-5384

VALUE ANALYSIS

MISSION

CCHMC's Mission stresses value and acknowledges our focus on cost effective care and the importance of managing expenses. As an example of this, it is the mission of the Value Analysis Program to: Ensure evidenced-based, clinically sound, financially responsible contracts and action plans are developed for the safe and effective use of supplies, devices and technology within the Medical Center.

Value Analysis ~ the process of evaluating products, equipment, services and processes to identify the requirements and specification(s) necessary for successful outcomes without compromising quality. The program is comprised of teams and involves management, staff employees and medical staff. Value Analysis program provides a reliable and methodical process for staff, physicians and suppliers to pursue product evaluations and trials, and to review supply related processes e.g. potential product standardization/utilization changes to support best patient safety and outcomes. Wherever possible Novation/CHA contracts and programs are given preferential consideration, along with other strategic relationships.

PURPOSE

To support patient/employee safety, patient/family experience, and patient outcomes in the most cost-effective manner, understanding that a reduction of non-labor expenses while providing quality products will position CCHMC for success in an increasingly cost-conscious competitive market. The Value Analysis Process seeks to allow usage flexibility while optimizing the buying power of the Medical Center, through the creation of a structure that supports efforts focused on better product selection, utilization, standardization and a reduction of variance in support of patient safety, and the management of new products and technology. Value Analysis provides a format and venue for multidisciplinary clinician experience to be combined with supply chain knowledge of procurement and supply management to ensure optimal outcomes at the best value, and to support the strategic goals of the organization.

TERMS & CONDITIONS

- Cincinnati Children's standard payment terms are N45
 - Payments will be made via ACH or credit card
- Cincinnati Children's requires electronic data processing
 - Purchase order transmission
 - Purchase Order Acknowledgement/Confirmation
 - Invoice transmission
 - Invoice payment remittance

PRIVACY & DATA PROTECTION

Suppliers are required to complete and comply with all facility and departmental PHI documents. Business Associate Agreements will be drawn up and executed where applicable.

PRODUCT RECALLS

- All product recall correspondence is to be directed to:

Cincinnati Children's
Purchasing, Contracts and Value Analysis
3333 Burnet Avenue
Cincinnati, OH 45229-3039
MLC 8004
Telephone: 513-636-4368
Fax: 513-636-3453
Purchasing@cchmc.org

- Please include the date of purchase(s), purchase order number(s) and name of the person(s) that placed the order when sending product recall information.

PURCHASING, CONTRACTS & VALUE ANALYSIS DEPARTMENT

SUPPLIER PERFORMANCE EXPECTATIONS

- Make dock appointments and make deliveries efficiently and on time. Refer to "Dock Appointments" requirement.
- Cincinnati Children's PO # **required** to be clearly printed on:
 - Shipping labels
 - Packing slips
 - Invoices
 - Non-compliance to this requirement may adversely impact your ability in receiving payment for goods and/or services rendered.
 - Repeated non-compliance to this requirement by supplier may result in suspension and possible loss of business privileges at Cincinnati Children's.

GPO AFFILIATION

Cincinnati Children's has contracted with Vizient and is actively participating as a member of the group purchasing organization.

Upon request Cincinnati Children's should be connected to all applicable Vizient GPO contracts for which we are eligible but reserves the right to locally negotiate and contract for goods and services as necessary.

PRODUCT DISPLAYS & SHOWS

Product displays and shows are permitted within Cincinnati Children's for educational purposes only. Submit requests for approval to Purchasing, Contracts and Value Analysis.

CONTACTS & HOURS OF OPERATION

- MAILING ADDRESS

Cincinnati Children's
3333 Burnet Ave
Cincinnati, OH 45229-3039
MLC 8004
Hours of Operation: 5:30 a.m. until 4:30 p.m. (M-F)

- PHYSICAL ADDRESS

Cincinnati Children's
400 Oak Street
Cincinnati, OH 45229
Hours of Operation: 7:00 a.m. until 5:00 p.m. (M-F)

- EMAIL, PHONE & FAX

Purchasing@cchmc.org
Phone: 513-636-4368
Fax: 513-636-3453

RECEIVING DEPARTMENT

MEDICAL EQUIPMENT

The Clinical Engineering department at Cincinnati Children's has the overall responsibility for managing the inspection, testing, documentation and maintenance process for all medical equipment within Cincinnati Children's.

All newly acquired medical equipment must be inspected by Cincinnati Children's Clinical Engineering prior to use. Medical equipment not owned that is loaned, rented to, or borrowed must also be inspected by Clinical Engineering prior to use on a patient. All shipments of purchased and/or rented equipment must be in response to a valid Cincinnati Children's purchase order. Any equipment provided at no-charge should also be pursuant to a valid no-charge purchase order. Equipment personally delivered by supplier representatives should be

delivered to the Clinical Engineering department. This requirement is **mandatory** regardless of any departmental or individual request for direct delivery. Suppliers should never deliver loaned or rented equipment directly to a specific department or individual without first ensuring Clinical Engineering inspection.

EQUIPMENT SERVICE

As a condition of assignment to CCHMC, all contractors must comply with Cincinnati Children's Hospital Medical Center Policy referenced in Attachment A - EOC 402 Equipment Service.pdf. This policy will establish guidelines for service on medical center equipment, ensure that the presence of service representatives does not interfere with normal operating procedures, ensure that only authorized individuals are maintaining and servicing equipment, and ensure that all equipment maintenance and service is of high quality and is properly documented.

FREIGHT

Cincinnati Children's is a Supply Chain Solutions customer and prefers shipments to be shipped utilizing our SCS account #. Please contact Purchasing@cchmc.org for details.

GIFTS & GRATUITIES

Gifts and gratuities are not to be accepted by Cincinnati Children's employees therefore should not be sent to through our receiving docks.

DAMAGED GOODS

Cincinnati Children's will not accept any visible damaged goods at the time of delivery. If damages are concealed with no visible damage to the outer packaging Cincinnati Children's requires the supplier to credit the cost of the goods, freight and any return freight as a result.

DOCK APPOINTMENTS

All non-standing deliveries **require** an appointment. Please call to schedule:

3333 Burnet Ave:	513-636-8771
240 Albert Sabin Way:	513-636-8771
3430 Burnet Ave:	513-636-8771
7777 Yankee Rd:	513-803-9501

CONTACTS & HOURS OF OPERATION

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- MAINDOCK - MAIN RECEIVING DOCK - DOCK #5
3333 Burnet Ave
Cincinnati, OH 45229-3039
Phone: 513-636-5970
Hours of Operation: 5:30 a.m. until 4:30 p.m. (M-F)

-
- SDOCK - DOCK #1 (SERVICING THE S AND T BUILDINGS)

240 Albert Sabin Way
Phone: 513-803-0679
Hours of Operation: 6:30 a.m. until 4:00 p.m. (M-F)

- **NBREC - NBDOCK (SERVICING THE MEDICAL OFFICE BUILDING)**
3430 Burnet Avenue
Cincinnati, OH 45229-3039
Phone: 513-803-3402
Hours of Operation: 8:00 a.m. until 12:00 p.m. (M-F)
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- **LIBERTY - LIBERTY DOCK**
7777 Yankee Road
Liberty Township, OH 45044
Phone: 803-9501
Hours of Operation: 7:00 a.m. until 4:00 p.m. (M-F)

SUPPLIER PARKING

Suppliers are strictly forbidden from parking on the Receiving Docks and are required to park in the visitors parking garages, paying parking fees where applicable.

PHARMACY DEPARTMENT

In addition to the requirements in this handbook, suppliers doing business with the Pharmacy Department may have additional requirements they are required to abide by. Please contact the department for additional details.

CONTACTS & HOURS OF OPERATION

- **MAIN CAMPUS**
Cincinnati Children's
3333 Burnet Ave
Cincinnati, OH 45229-3039
MLC 1009
Hours of Operation: 7:30 a.m. until 5:00 p.m.
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- **LIBERTY CAMPUS**
Cincinnati Children's
7777 Yankee Road
Liberty Township, OH 45044
MLC 1011
Hours of Operation: 7:30 a.m. until 5:00 p.m.
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- **EMAIL & PHONE**
Stacy.Strong@cchmc.org
Phone: 513-636-2107

PERIOPERATIVE SERVICES DEPARTMENT

In addition to the requirements in this handbook, suppliers doing business with the Perioperative Services Department may have additional requirements they are required to abide by. Please contact the department for additional details.

CONTACTS & HOURS OF OPERATION

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- **MAIN CAMPUS - OR**
Cincinnati Children's
3333 Burnet Ave
Cincinnati, OH 45229-3039
MLC 1008
Hours of Operation: 7:30 a.m. until 3:30 p.m.
-
- **LIBERTY CAMPUS - OR**
Cincinnati Children's
7777 Yankee Road
Liberty Township, OH 45044
Hours of Operation: 7:30 a.m. until 5:00 p.m.
-
- **EMAIL**
Purchasing@cchmc.org