Organization-wide Procedure

Target Group: Caregivers of Preoperative areas, Supply Chain, Clinical Engineering, Security Department and Contracted Vendors	**Original Date of Issue:** No Date Set	**Date of Last Review:** 11/04/2018	**Publication Date:** 11/04/2018
Approved by: Chief Operations Officer	**Date Last Approved:** 11/04/2018	**Prepared by:** Supply Chain	**Version Number:** 1

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Purpose

The Vendor Access to Procedural Areas Procedure ("this Procedure") outlines Cleveland Clinic Abu Dhabi (CCAD) process, process owners, and steps to coordinate visit schedules for, and obtain certain health screening and certification record from Vendors visiting CCAD to provide support, via direct participation in Patient Care or technical advice, pursuit to an executed Contract or approved Purchase Order.

Vendor visitation requests for any business other than as contractually obligated must be coordinated by Supply Chain (SC); irrespective of the medium of request communication: in person, via phone or any other medium. Please refer to the Vendor Visitation Procedure.

Vendor representatives will be granted access to procedural areas for clinical support only after meeting CCAD's credentialing criteria.

Non-compliance with this procedure will result in disciplinary action which may include dismissal of the Vendor from the specific procedural area and potential prohibition from CCAD facilities.

Procedure

1. Coordination of Registered Vendor Visiting for Clinical Support

    1.1. Where pursuit to a valid contractual agreement (PO or Contract), a registered Vendor is required to visit CCAD to provide clinical or technical support, the Clinical Caregiver emails details of the requested Vendor visit to the relevant Perioperative Lead with copying the Operating Room Supply Team (ORST), or Clinical Engineering (CE; for medical equipment and/or services).

    1.2. The Perioperative Lead, CE, or Department Supervisor (DS) sends an email to the Vendor requesting for clinical support and for the name of the incoming Vendor representative.

    1.3. The Perioperative lead coordinates with the Clinical Caregiver to determine if the incoming Vendor representative is new or re-current.

    1.4. If the incoming Vendor representative is new, the Perioperative lead sends an email containing request for the following documents to Vendor, with cc to the Category Manager:
        1.4.1. Proof of employment with the Contracted Company.
        1.4.2. Documentation of competency and training in product/service line.
        1.4.3. Record of Purified Protein Derivative (PPD) Tuberculosis (TB) test and annual Influenza (Flu) vaccination, if not already provided.
        1.4.4. Notification of Non-Disclosure Agreement.
        1.4.5. Documentation of competency and training including protecting patient confidentiality and Blood-borne pathogen training.

    1.5. The Perioperative lead, CE, or DS, coordinate the visitation schedule of the Vendor representative via email.

1.6. The ORIP team emails details of the incoming Vendor for Clinical Support to Security, for information and issuance of access/badge.

1.7. The Nurse documents the presence of the Vendor in the sign in log.

2. Central Storage and Preparing for Vendor Visiting for Clinical Support

2.1. Upon receiving the required documents (step 1.4. herein) the CM forwards the documents to the Supply Chain Data Analyst.

2.2. The Supply Chain Data Analyst will upload the documents to the vendor's record in Supplier Portal.

3. Evaluation of Vendor Credentials and Immunization

3.1. The SC Data Analyst manages the validity of the Vendor credentials and health records. Please refer to the Vendor Master Procedure.

4. Vendor Visitation: Day of Visit

4.1. Vendor Representative arrives at the Security Desk in P2 level of the hospital.

4.2. Security Personnel verify his details against the email received from ORIP team and issue access badge.

4.3. The Security Personnel directs them to the Laundry to pick up scrubs.

4.4. Vendor Representative presents ID to the Laundry team, signs for and obtains the required scrub.

4.5. Vendor Representative proceeds to the OR/Procedure room on Level 2 of the hospital.

4.6. Vendor Representative must follow the direction of the circulating nurse or procedural area staff in the room.

4.7. Vendor Representatives must only handle their products

4.8. Vendor Representatives are strictly prohibited from loitering in the Operating Room, in any procedural rooms, or any departmental offices unless they have an appointment and may not solicit any surgeon or clinician with product information.

4.9. Vendor Representative must not bring any product sample for the purpose of soliciting business during his visit for clinical support.

4.10. Upon completion of the procedure the Vendor Representative must proceed to Security Desk in Level P2 to return the access badge and collect his ID.

5. Periodic Vendor Representative Registration

5.1. Bi-annually, the CM sends an email to the Vendor requesting list of all Vendor representatives who are likely to provide support on the Contract, and the following credentials to CCAD:
   5.1.1. Proof of employment and background check
   5.1.2. Documentation of competency and training in product/service line
   5.1.3. Documentation of competency and training regarding patient confidentiality, including protecting patient confidentiality and Blood-borne pathogen training.
   5.1.4. Verification of PPD TB test, MMR vaccination, and Influenza vaccination
   5.1.5. Vendor's local management information to include chain of command, name, and contact phone number(s).

5.1.6. All documentation is sent to Supply Chain Data Analyst to be uploaded to the vendor record in Supplier Portal

Oversight and Responsibility

1. Perioperative Caregivers
2. Clinical Engineering
3. Security Services
4. The Executive Director of Supply Chain has overall oversight responsibility over this Procedure.

Definitions

1. Direct Participation in Patient Care: The operation or manipulation of equipment that is in direct or indirect contact with a patient, assembling implants or prostheses, entering the sterile field, touching a patient in the course of a procedure, or otherwise providing patient care.
2. Technical Advice: To provide advice, recommendations, or instruction to a Caregiver regarding the selection or use of supplies, devices, implants or other items provided by Vendor under a valid Contract.
3. Vendor Representative: is defined as an employee/agent of a medical equipment, medical supply, other manufacturer or vendor having products and/or services that are available for purchase by CCAD departments.

References

1. None

Institute / Department / Committee Involved in Procedure Development / Revision

1. Category Manager
2. OR Managers
3. Security Services
4. Clinical Engineering

Contact for Questions / Clarifications

1. Director, Planning and Procurement
2. Category Manager, Supply Chain

Related or Supporting Documents

1. Vendor Management Policy
2. Vendor Visitation Procedure

Abbreviations

1. CCAD - Cleveland Clinic Abu Dhabi
2. CE - Clinical Engineering
3. SC - Supply Chain
4. DS - Department Supervisor
5. PO - Purchase Order
6. PPD - Purified Protein Derivative
7. TB - Tuberculosis
8. ORIT - Operating Room Inventory Technician
9. ORST - Operating Room Supply Team