



**THE  
METROHEALTH  
SYSTEM**

**VENDOR POLICY  
AND  
HANDBOOK**



Vendor Policy: SCM-001 R0  
Effective: November 1, 2009

**TABLE OF CONTENTS**

INTRODUCTION	3
DEFINITIONS	4
SUPPLIER REGISTRATION	5
METROHEALTH SYSTEM POLICIES	7
CONFLICT OF INTEREST	
Conflict of Interest in Purchasing Decisions	
Conflict of Interest in Research	
HIPAA, PATIENT AND BUSINESS CONFIDENTIALITY	8
Health Insurance Portability and Accountability Act (HIPAA)	
Confidentiality of Business and Other Proprietary Information	
MEALS, GIFTS AND GRATUITIES	9
Meals	
Gifts and Gratuities	
Promotional Materials	
MetroHealth System Sponsored-Conferences	
SUPPLY CHAIN MANAGEMENT	11
Purchasing and Accounts Payable Guidelines	
Sourcing of Products, Goods, Equipment and Services	
Sale of Equipment	
Vendor carried/Delivered Materials	
Disaster Preparedness	
Product Recall Handling	
New Product Introduction	
VISITING METROHEALTH FACILITIES	15
Parking at MetroHealth Facilities	
Conduct and Interactions with MetroHealth Associates	
Procedural Area Rules	
Tobacco Free Environment	
Weapons	
Fire Safety	
Infection Control	
Hand Washing	
Use of Cell Phones & Hospital Equipment	
Substance Abuse	
Solicitation	
VENDOR BADGING: CHECK IN/CHECK OUT	20
COMPLIANCE AND DISCIPLINARY ACTION	21

## INTRODUCTION

### Welcome to The MetroHealth System!

#### **Mission Statement:**

MetroHealth is an Academic Health Care System Committed to Our Communities by Saving Lives, Restoring Health, Promoting Wellness, and providing Outstanding, Life-long Care Accessible to All.

#### **Guiding Principles (which embody our values)**

- We respect the dignity of those in our care, serving them with compassion and high quality, regardless of their ability to pay
- Excellence in teaching and research is fundamental to our ability to deliver outstanding care
- We practice evidence-based medicine, and assess our performance based on patient outcomes, safety, and quality
- Employees and their passion are our greatest strength
- We function as a partnership of faculty, staff, and management

The purpose of this policy is to outline a set of acceptable business practices and ethical principles that will guide the interactions of faculty, staff, trainees, and associates of The MetroHealth System with supplier and vendor corporations and their representatives. Admittance to The MetroHealth System is a privilege, not a right. The goal of this collection of policies is not to limit the ability of supplier representatives to enter MetroHealth facilities or reduce the interaction of those representatives, but to provide our suppliers and associates with a process to govern and manage their interactions and to ensure that both the supplier representative and our associates are familiar with our policies and can uphold the high ethical and business conduct standards required by our operations.

This policy directly applies to those businesses, corporations or other entities that supply or wish to supply equipment, goods, services and/or other clinical/non-clinical related products to physicians, nurses, administrators or to the MetroHealth facilities. This policy does not apply to vendors that require an on-site presence as a condition of providing the contracted service. Such services must be documented by a written contract.

## DEFINITIONS

1. Associate: Refers to all physicians, interns, residents, nurses, non-clinical employees, contractors, and etc. employed by The MetroHealth System
2. Facilities: The facilities include main campus as well as all satellite locations.
3. Suppliers: Those businesses, corporations or other entities that supply or wish to supply equipment, goods, services and/or other clinical/non-clinical related products to physicians, nurses, administrators or to the MetroHealth facilities. (Supplier may be used interchangeably with vendor.)
4. Supplier Representative: Vendor representatives are guests of The MetroHealth System and, as such, must provide their services in accordance with acceptable rules of conduct as determined by this policy and in a manner that provides the greatest benefit to the MetroHealth facilities and to our patients.
5. The MetroHealth System (MHS): The MetroHealth System is an integrated health care system that serves the Greater Cleveland and surrounding communities. It is comprised of 728 licensed bed inpatient facility, Level I Trauma Center and NICU, 100 On-site Outpatient Departments , 12 off site satellites, and 2 Skilled Nursing Facilities. To learn more about the MetroHealth System go to The MetroHealth System Website at [www.metrohealth.org](http://www.metrohealth.org).
6. (CNE): Continuing Education

## SUPPLIER REGISTRATION

The MetroHealth System is committed to delivering the best in patient care. We recognize that our suppliers are an essential part of our delivery. The MetroHealth System Vendor Credentialing Program is designed to streamline the collection and management of key information regarding regulatory and compliance status, business operation information, as well as provide our valued suppliers with information regarding the procurement policies and processes for transacting business with MetroHealth.

Your company and each company 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. This number must be available to avoid delays in completing the registration process. The registration process will occur in two (2) phases.

**Phase I** allows for the registration of the vendor as a company and entails the following steps:

1. Providing Business Identification Information
  - a. Legal business name
  - b. Type of business
  - c. Federal Tax Identification Number (FEIN)
2. Providing Basic Business Information:
  - a. Business address and telephone
  - b. Catalog of products sold (identified using UNSPSC codes)
  - c. Sales to MetroHealth based on 12 calendar months
  - d. Representative(s) Information
3. Acknowledgment and agreement to abide by The MetroHealth System policies by both company and company representative
4. Payment of annual “per company” registration fee to Vendormate, Inc.
5. Confirmation of Registration via email.

To obtain additional information regarding our registration program and/or technical support, please go to our partner website:

<https://metrohealth.vendormate.com>

**Phase II** allows for the registration of each sales representative and/or other staff members who may visit The MetroHealth System for business purposes. Based on the scope of products and services marketed to MetroHealth, a vendor representative will be classified into one of the three aforementioned

categories, based on the representative's product offerings, access to patient areas, and other qualifying criteria. There are certification requirements specific to each category.

These requirements are consistent with standards set forth by the Health Insurance Portability & Accountability Act of 1996 (HIPAA), the Association of Peri-Operative Registered Nurses' (AORN) Standards for Healthcare Industry Representatives in Operating Rooms, and the Joint Commission (JHACO).

MHS will not knowingly contract with or retain on its behalf any person or entity that has been:

- Convicted of a criminal offense related to healthcare (unless such person or entity has implemented a compliance program as part of an agreement with the federal government)
- Listed by a federal agency as debarred, excluded or otherwise ineligible for federal program participation
- Included on the Office of Foreign Assets Control (OFAC) list of individuals or entities that are terrorist related ( See websites: <http://epls.arnet.gov> and <http://exclusions.oig.hhs.gov>)

If any of the above apply to your company or company representatives, we want you to report immediately to our Office of Compliance at 216-778-1345 or 216-778-1660.

## METROHEALTH SYSTEM POLICIES

### CONFLICT OF INTEREST

Vendors must provide a full disclosure about any conflicts of interest that exist.

Vendors should not use their positions or their knowledge gained there from, in such a way that a conflict of interest might arise between The MetroHealth System's interest and their own. They shall maintain in confidence those matters of The MetroHealth System, which are confidential.

Any vendor having a conflict of interest on any matter should not use his/her personal influence on the matter, even if the conflict of interest is not prohibited by law. Any possible conflict of interest on the part of any vendor should be disclosed when recognized, including any event when the interest becomes a matter.

Any conflicts should be reported directly to the Executive Director of Supply Chain Management along with the Compliance Office.

#### **Conflict of Interest in Purchasing Decisions**

Communication between MetroHealth associates and vendor representatives related to selection of a vendor, negotiation with a vendor or a decision to purchase a product should occur only in accordance with Department of Supply Chain Management.

All costs related to meals, travel, lodging, etc. for meetings, site visits, or other activities related to a purchasing decision must be covered by a MetroHealth System department and not the vendor unless explicitly approved by the Executive Director of Supply Chain Management or other senior MetroHealth administrator (such as CEO, CFO, COO, or CMO).

#### **Conflict of Interest in Research**

Funding or other support for research from vendors may be received in accordance with MetroHealth policies that govern industry-funded research. Associates must disclose any financial conflicts regarding the research they are undertaking according to applicable MetroHealth policies.

## **HIPAA AND BUSINESS CONFIDENTIALITY**

### **Health Insurance Portability and Accountability Act (HIPAA)**

The discussion, release, or use of any patient-related information viewed, obtained, or overheard may not be used for any purpose other than that which is related to the vendor's service contract and is in compliance with patient privacy laws. The MetroHealth System respects the privacy of its patients and requires that all who conduct business with The MetroHealth System comply with all privacy regulations and laws, including the Health Information Portability and Accountability Act of 1996 (HIPAA). HIPAA requires that a patient's protected health information (PHI) will not be left unsecured, inappropriately disclosed to third parties, or discussed in public places. Under HIPAA, The MetroHealth System is required to regulate its business associates. Any person or company using PHI in order to perform an activity or service on behalf of The MetroHealth System must first enter into a business associate agreement (BAA). BAAs establish the permitted and required uses and disclosures for PHI as well as require the vendor to take active measures to protect PHI.

Vendors have an affirmative obligation to protect the privacy of MHS patients and maintain the confidentiality of business and other proprietary information. Vendors are required to refrain from requesting, accessing, photocopying, faxing, discussing or otherwise using any confidential information or materials except to the extent necessary and appropriate for the purpose(s) stated in their service agreements and BAAs.

Vendors are required to refrain from using information systems, including any electronic medical record in any system that they may be granted access to, for any reason except to the extent necessary and appropriate for the purpose(s) stated in their service agreement and BAAs.

Vendors are responsible for insuring that computer workstations, laptops, and portable electronic media storage devices are appropriately secured at all times in order to mitigate the likelihood of privacy breaches and loss of confidential information.

Vendors are responsible for using only approved methods of disposing of PHI and other confidential information (i.e., use of locked blue bins, electronic media shredding, etc...).

Vendors must agree to maintain the confidentiality of business and other proprietary information for at least 10 years after termination of the vendor's partnership with The MetroHealth System. The vendor must also agree that all articles (documents, paper, electronic medium, and etc.) remain the expressed property of The MetroHealth System.

All contracts proposed by vendors should include appropriate HIPAA compliance provisions, including agreement to comply with all applicable HIPAA and other laws pertaining to standards for electronic transactions, goods, or services involving or relating to The MetroHealth System. The vendor is also responsible for requiring all agents or subcontractors to comply with such applicable law. The vendor must agree that it will provide appropriate documentation of its agents or subcontractor's compliance with such requirements at the request of The MetroHealth System, including producing Data Use Agreements where applicable

## **Confidentiality of Business and Other Proprietary Information**

Any type of information generated in connection with MetroHealth operations must not be accessed, downloaded, discussed, used, or disclosed for any purpose other than to conduct business with, or on behalf of, MetroHealth. Agreement to not improperly disclose confidential information continues at least 10 years after termination of the vendor business partnership. All articles (documents, paper, electronic medium, and etc.) remain the expressed property of The MetroHealth System.

## **MEALS, GIFTS & GRATUITIES, AND PROMOTIONAL MEDIA**

### **Meals**

MetroHealth employees may accept meals from suppliers under the following circumstances:

1. The meals are modest and infrequent in nature.
2. The meals do not include spouses or guests of MetroHealth employees.
3. The meal is provided as part of a legitimate educational session focusing on a topic of interest to the invited MetroHealth employees. The value of the meal is modest; the venue is modest and conducive to learning; and the meal is subordinate in time and focus to the educational portion of the session.
4. The meal is provided at a professional conference as part of a vendor sponsored event.

## **Gifts and Gratuities**

MetroHealth associates are prohibited from accepting any gifts from vendor representatives or vendor corporations with a market value greater than \$10.00 for an individual gift. Gifts may never be cash or cash equivalent [i.e. gift cards]. Unacceptable gifts include items such as event tickets, gift certificates, and travel – even if the cost to the Vendor Representative is zero. The underlying principle is the fair market value of the gift – not the price paid by the Vendor Representative or supplier company. As a county institution, employees can never accept or solicit anything of value.

## **Promotional Materials**

Promotional displays are prohibited. Only promotional materials of nominal value including pens, note pads, coffee mugs, etc. that bear a supplier's or product's name may be accepted by a MetroHealth employee. Educational materials for both clinical professionals and patients may be accepted by a MetroHealth representative and distributed at MetroHealth's discretion. No items may be left behind or dropped off by supplier or distributed directly to the patient while on MetroHealth property. Vendor-sponsored raffles, lotteries or contests which result in gifts to the winner are forbidden. Preprinted prescription pads from Vendors are also not permitted at any MetroHealth location.

## **MetroHealth Sponsored Conferences**

Commercial exhibits and advertisements are promotional activities and not continuing education. Therefore, monies paid by commercial interests to providers for these promotional activities are not considered to be "commercial support." Arrangements for commercial exhibits or advertisements cannot influence planning or interfere with the presentation, nor can they be a condition of the provision of commercial support for continuing education activities. Product-promotion material or product-specific advertisement of any type is prohibited in or during continuing education activities. The content or format of a CNE activity or its related materials must promote improvements or quality in health care and not a specific proprietary business interest of an entity with a commercial interest.

For further details on commercial support contact the Human Resources department of The MetroHealth System and request the policy: COMMERCIAL SUPPORT AGREEMENT.

## **SUPPLY CHAIN MANAGEMENT**

### **Purchasing and Accounts Payable Guidelines**

The MetroHealth System, recognizes its responsibility to expend public funds to procure supplies, equipment and services for the operation of MetroHealth as economically as possible and in accordance with all applicable laws of the State of Ohio. To meet these responsibilities, MetroHealth has established the following policy to monitor prudent control of expenditures and define accountability within the Supply Chain Management activities of MetroHealth.

1. All MetroHealth purchases for services, supplies and equipment shall have a written Purchase Order acquired through the Department of Supply Chain Management. In the event of an emergency, the Executive Director of Supply Chain Management or their designee will be allowed to issue a verbal PO with written email confirmation until a proper purchase order can be generated.
2. As the total cost of ownership must be evaluated with any buying decision, only pricing/cost information which has been approved by Supply Chain Management may be discussed and only upon the request of the administrative or clinical department leader. No contracts under any circumstances may be given to staff. Vendors cannot solicit procedure or patient volumes or competitive cost information from the MetroHealth staff (in addition, MetroHealth staff may not provide or share physician or operating room schedules, volumes, or pricing with any suppliers).
3. Invoices received without an authorized Purchase Order will not be paid by MetroHealth. Items will not be received without an authorized Purchase Order. Suppliers should not accept verbal purchase orders or engage in providing services, goods, or equipment prior to receipt of a written purchase order and or release number. Duplicate invoices should not be sent unless they are stamped as a duplicate.
4. Invoices which do not match the purchase order will be returned to the vendor and the entire invoice will not be paid. Invoices are paid in full and the invoice net amount will not be altered.
5. Vendors must inform the Accounts Payable department of any duplicate payments, overpayments, or unclaimed credits.

6. All supplies and equipment that are returned to a vendor or contractor must be identified by a Purchase Order, and must be authorized and arranged through the Department of Supply Chain Management.
7. Sales representatives may visit a MetroHealth department or nursing unit only with a previously arranged appointment.
8. Only the Vice President of Transformation or their designee may enter into purchase, lease, rental, service, supply/equipment contracts or agreements, and order supplies, equipment or service for MetroHealth.
9. Every effort shall be made to be fair and reasonable with the vendor and all other parties concerned. However, products or services that do not meet specifications will not be accepted.
10. All equipment and supplies obtained by MetroHealth will be received through the Storeroom unless otherwise agreed by the Department of Supply Chain Management.
11. The MetroHealth Purchase Order Terms and Conditions may be downloaded from the following website at [www.metrohealth.org](http://www.metrohealth.org) (see Supplier Opportunities/Office of Supply Chain Management). Access the tab "Purchasing Terms and Conditions" in order to download the applicable file.
12. All vendors are required to keep their contact, company, and credentialing information up-to-date at all times (annually, at minimum).
13. Suppliers are required to upload their certificates of insurance as well as diversity forms into the Vendormate, Inc. system and to ensure their information is up-to-date.
14. For new suppliers to The MetroHealth System, you will be required to provide us with additional information to establish your company and payment information into our system. The New Supplier Registration form may be downloaded from the website: [www.metrohealth.org](http://www.metrohealth.org) (See Supplier Opportunities/Office of Supply Chain Management/Forms). Email the completed form to the following address:  
[NewSupplierRegstrtn@metrohealth.org](mailto:NewSupplierRegstrtn@metrohealth.org).

## **Sourcing of Products, Goods, Equipment or Services**

The Department of Supply Chain Management must follow appropriate bidding practices, in accordance with prudent buying concepts and specified by the appropriate bid laws of the State of Ohio.

1. Anything to be purchased, leased or rented at a cost that exceeds requirements specified in the Ohio Revised Code, as from time to time adjusted (currently \$25,000), shall be obtained through public bidding. The bidding requirement does not apply to the services of a professional

consultant. However, The Board of Trustees must authorize any such professional consultant services in advance.

2. If items can be acquired via group purchasing, the bid process may be waived so long as the Board of Trustees and the Cuyahoga County Commissioners approve a yearly resolution authorizing group purchasing.
3. Requests for proposals, information, and bids over \$25K will be advertised in the local public newspaper, The Cleveland Plain Dealer and will also be published at the following website:  
<http://www.metrohealth.org/PublicBids>.

## **Sale of Equipment**

The Department of Supply Chain Management may from time to time make surplus, new or used equipment available for public sale. Items made available for public sale can be found at the following website: [www.metrohealth.org](http://www.metrohealth.org). (See Supplier Opportunities/Office of Supply Chain Management)

## **Vendor Carried/Hand Delivered Materials**

Supplier must declare all finished products they carry into any MetroHealth facility with the Office of Supply Chain Management. Finished products are defined as anything that could be used in patient care or administration and excludes educational or promotional products.

In order for a carried product to be utilized at MetroHealth it must:

- Comply with all purchasing policies
- Have a valid, written purchase order and or release to cover the purchase of the product (prior to the product being utilized)
- Have a receipt of delivery from the MetroHealth receiving department

## **Disaster Preparedness**

A disaster, according to The Joint Commission, is a natural or manmade event that significantly disrupts the environment of care, and can affect the hospital's physical structure(s) and grounds due to severe storms, tornadoes, or earthquakes. It is also an event that disrupts patient care and treatment through loss of utilities (power, water, telephones, and computers) due to flood, civil disturbances, accidents, or emergencies within the hospital or the surrounding community. In addition to the unexpected numbers of patients, the problems resulting from disasters are unique, requiring hospitals to perform tasks that are not done routinely in providing health care. The MetroHealth System vendor community must understand the basic needs of the hospitals in the event of a

disaster and provide a plan to ensure the continued supply their company's goods and/or services.

To accomplish this goal all suppliers must complete and maintain the accuracy of the Disaster Preparedness Vendor Questionnaire. This form will be a required form and can be downloaded from <https://metrohealth.vendormate.com>. The form will require information such as contact names, emails, and phone numbers of key persons who will serve as our point of contact should an incident arise. MetroHealth must ensure the proper delivery of all products and/or services your company provides to all facilities within the MetroHealth System. For those suppliers who may be deemed as critical, MetroHealth may also request a copy of your company's disaster plan to ensure the continued supply of products and/or services. Complete the instructions provided on the form.

### **Product Recall Handling**

In the event of a recall, supplier is responsible for contacting MetroHealth as soon as is reasonably possible. A recall shall consist of any attempt to remove the product from market including a Class I Recall, Class II Recall, Class III Recall, Market Withdrawal, or Medical Device Safety Alert as defined by the FDA. Reported actions may be FDA requested, FDA ordered, or supplier initiated and applies to any product manufactured or distributed by the supplier, including products not currently sold to MetroHealth. In such an event supplier will provide official written notice on company letterhead to the following address:

The MetroHealth System  
Attention: Office of Supply Chain Management, Recall  
Coordinator  
2500 MetroHealth Drive  
Cleveland, OH 44109

In addition, the supplier is also required to provide immediate electronic notification to the attention of the Recall Coordinator at the following email address: [RecallLetters@metrohealth.org](mailto:RecallLetters@metrohealth.org) (Please note that this email address is for accepting notifications only.)

### **New Product Introduction (Includes supplies, equipment and product trials)**

The Evaluation Committee(s) provide an objective evaluation of medical and non-medical products and equipment. Evaluation activities are designed to expand technology and provide The MetroHealth System with an objective process to evaluate their purchases. The goal of these committees is to reduce costs and improve performance through cost-effective utilization and

standardization of products/devices, equipment, new technology and related processes while maintaining and/or improving the quality of patient care.

All vendors interested in supplying The MetroHealth System with a new product or a variation of an existing product, must work through the Office of Supply Chain Management to have the new product introduced to committee.

Vendors may be required to provide education and demonstrations on initial product use and training for the evaluation period. They may also be asked to be present or available for the trials to facilitate safe and effective patient care. Product representatives should be certified by their employers to be able to train medical staff of the specified products' use. (A statement or certificate from their employer will be required).

## **VISITING METROHEALTH FACILITIES**

### **Parking at MetroHealth Facilities**

Vendor representatives and contractors should park in the designated visitor lots indicated with "P"- (see diagram on page 21). In the event, a vendor representative needs to bring in goods or equipment, off loading arrangements must be made with the Security Department located on the Ground Floor of the "A" Building and with the oversight of the MetroHealth Receiving Department for proper receipt and logging in of the equipment or goods.

### **Conduct and Interactions with MetroHealth Associates**

On the MHS campuses, representatives should ensure the following:

- Conversations with staff in patient care areas should be minimal, must be professional and case related only.
- All patient education materials must be evaluated by the Patient Education Department prior to their use.
- Procedure rooms are to be entered only at the request of, and as directed by, the physician(s). The Vendor Representatives cannot change or touch any equipment, carts, or sterile equipment.
- The Vendor Representatives must follow the instructions of the Circulating Nurse at all times.
- Vendors must dress in business attire, and change into scrubs in designated hospital dressing areas.

Vendors are allowed in the Procedural Areas only with special permission when the procedure is in progress. Written permission is required from the Physician and the patient or their designee, and is documented on the operative consent form. It is understood that the vendor shall follow The MetroHealth System's policies, procedures and parameters. Any exception to this policy must be approved by the Procedural Areas Management.

The observation of procedures by vendors will be permitted only after patient consent, advanced notice. Vendors requesting to observe a procedure are required to attend an orientation session prior to being approved or there must be evidence of previous attendance at an orientation/introduction to the Procedural Areas session. The Coordinators of the Procedural Areas and OB/GYN Medical Students will be responsible for notifying the Education Specialist that Visitor Orientation will be needed.

### **Procedural Areas Rules**

**Attire:** You will be provided with a locker, scrub pants and top, shoe covers, and hair covering. Hair must be completely covered. You will be escorted to the appropriate area.

**Confidentiality:** For non-professional staff: there will be no access to patient information or medical records.

**Asepsis:** If you are entering a Procedural Area, you will be introduced to the circulator in the room, a Registered Nurse with expertise in protecting the sterile field. It is imperative that you follow the nurse's instructions to avoid contamination of the sterile field. The RN in the Procedural Areas will communicate to you the best location to stand as well as sterile areas to stay away from.

It is our expectation that all visitors' time in the Procedural Areas will be productive time. When your business has been completed you are to leave the Procedural Areas in a timely fashion, and not delay your exit.

Sales representatives, under no circumstances, may scrub on a surgical procedure, or assume the duties or responsibilities of a MetroHealth employee.

### **Tobacco Free Environment**

MetroHealth facilities are tobacco-free facilities. The MetroHealth System (MHS) prohibits smoking or the use of tobacco products in any buildings or vehicles under the organization's control. Smoking is further prohibited anywhere on The MetroHealth System's properties. Smoking at long-term facilities is regulated by

Ohio Revised Code. Therefore: The sale of cigarettes, tobacco products and smoking materials in any MHS facility shall be prohibited.

## **Weapons**

The MetroHealth System (MHS) is committed to maintaining a weapon-free environment. Firearms and other deadly weapons of any kind are strictly forbidden on the premises of any MetroHealth facility. In addition, all firearms and other weapons are prohibited from motor vehicles in any MetroHealth parking facilities or surface lots. MHS intends to prosecute all violators of this policy.

## **Fire Safety**

In the event you hear the fire alarm while conducting an appointment at MHS, you should listen for an overhead paging announcement of "Code Red", The MetroHealth System (MHS) "code" for fire – along with an announcement about the location of the alarm. If the alarm is not near your location, you may continue what you were doing. However, do not use the elevators, use the stairs instead.

For your safety, and that of others, remember the word "RACE" as a reminder about the appropriate action to take – at MHS, your home, or elsewhere.

**RACE** is an acronym for Rescue, Alarm, Confine, and Extinguish/Evacuate.

**Rescue**: Rescue individuals who are in immediate danger

**Alarm**: Pull the nearest fire alarm box by grabbing the center handle and pulling down until it stops. Release the handle and notify the closest MHS employee.

**Confine**: Confine the heat and smoke by closing all doors and windows in the area of the fire, plus adjacent areas.

**Extinguish/Evacuate**: Use a fire extinguisher to put out the fire, if you feel comfortable doing so and if use of an extinguisher would be effective in eliminating or greatly reducing the fire. Otherwise, evacuate the area immediately, closing the door behind you.

To use a fire extinguisher, remember the word "**PASS**" to correctly use the device:

**Pull** the pin

**Aim** the nozzle at the base of the fire

**Squeeze** the handles to release the extinguishing agent

**Sweep** the extinguisher in a back and forth motion, as though you were operating a broom, to extinguish the fire.

## **Infection Control: Important Facts**

To reduce the risk of transmitting pathogens, there are a few precautionary practices to employ:

- **Wellness:** Stay home if you are sick with something infectious. If you are not feeling well, for your own health and for consideration of others, we prefer that you cancel your appointment and reschedule when you are feeling better.
- **Bloodborne Pathogens:** Bloodborne pathogens are microorganisms present in human blood and other potentially infectious materials. Examples of common illnesses spread by blood borne pathogens include Human Immunodeficiency Virus (HIV), Hepatitis B (HBV), Hepatitis C (HCV), and Malaria. Any body fluid with visible blood may be infectious. These microorganisms can cause disease or death when transmitted from an infected person to another person. The transmission may occur when blood or body fluid from an infected person enters another person's body. For healthcare workers, this transmission may occur through accidental puncture from contaminated needles, other sharps, or broken glass contact between mucous membranes and infected body fluids. When blood spills occur, inform the nearest MetroHealth employee to call or page Environmental Services
- **Standard Precautions:** In 1996, the Centers for Disease Control issued "Standard Precautions" as recommendations for the protection against the transmission of blood borne diseases and other diseases when treating all patients. To protect yourself and others, always treat all blood, body fluids, secretions and excretions, non-intact skin and mucous membranes as if they are infected with bloodborne or other pathogens.

## **Contaminated Sharps and Linens**

**Sharps:** When handling sharps, always wear gloves. Do not recap the needles. Dispose of the used sharp in a needle box immediately after use.

**Linens:** When handling contaminated linens, always wear gloves, and handle the linens as little as possible. Place the soiled linens in a leak-proof bag if soaking is likely.

## **Hand Washing**

Hand washing is one of the most important precautions for preventing the transmission of infections. A standard hand washing technique consists of: soap, a vigorous rubbing together of all surfaces of lathered hands for 10 – 15 seconds, thorough rinsing under a stream of water, thorough drying hands with a clean, disposable paper towel, turning off faucets with the paper towel, and disposing of the paper towel in a garbage receptacle.

Hand washing must occur:

- Before and after treatment with each patient
- Before donning gloves and after gloves are removed
- Immediately when accidental bare-handed contact with blood, body fluids, secretions and excretions, non-intact skin, mucous membranes, or infected equipment occurs.

## **Use of Cell Phones & Hospital Equipment**

Patients and guests will be informed about the restriction on the use of cellular telephones and other nonessential radio transmitters in the patient care areas through signage/brochures. Communication devices may be temporarily stored in the MHS Police Office and picked up after hospital business is concluded. Users may keep their device if it is placed in the "off" position and is not in the standby mode. All use that is in violation of this policy shall be reported to the MHS Police Office (extension 83000).

## **Substance Abuse**

If someone appears to be under the influence of drugs or alcohol, they may be asked to leave the premises. The vendor maybe asked to submit to a drug test in order to stay onsite. Any supplier in violation of the policy may be subject to suspension or prohibited from doing business with MHS on the first offense.

## **Solicitation**

The MetroHealth System prohibits Solicitation on MHS premises except as stated below. "Solicitation," is defined as collecting funds, selling merchandise or services, or distributing literature of any kind that is not part of the day-to-day business of the System. Solicitation includes, but is not limited to, posting of written Solicitation material.

## VENDOR CHECK-IN/CHECK-OUT AND BADGING PROCEDURES

The MetroHealth System has partnered with Vendormate, Inc. to aid in the registration process. All active and visiting suppliers/supplier representatives are required to register by accessing the following website:

<https://metrohealth.vendormate.com>

Visiting supplier representatives are required to have a valid appointment and are required to check-in (following the instructions on the website) and obtain a badge at the following locations:

1. Main Campus: Main Visitor Entrance (Front Desk)
2. Main Campus: Critical Care Pavilion (Ground Floor)
3. Each Satellite Facility

As most appointments occur weekdays between 6:00 AM and 5:00 PM, these stations will be accessible to all. Both the Visitor and Critical Care Pavilion Ground Floor desks will be unmanned station. After hours, on weekends and holidays, representatives may enter the hospital through the Critical Care Pavilion Ground Floor. In addition to creating your badge during sign-in, it may be necessary to present a photo identification to the security officer in order to gain access. It is recommended that each supplier representative make their company's official employee photo identification available (identification should bear the company's name as well as the name of the representative). Suppliers will be able to check in up to 6 hours before their appointment.

Upon check-in, suppliers will enter the proper information into the PC in order to print the badge for the day. The badge will print in black and white and will identify the following information:

1. The day of the week
2. The time(s) of your appointment(s)
3. Up-to-date registration (health credentials, fees, and policy acknowledgements)
4. Supplier Representative Name and Photograph
5. Company Name

Once the badge has been printed, the supplier representative must fold the paper and insert it into the clear sleeve located near the printer. Failure to follow the registration process will result in supplier being denied hospital or business entry.

For appointments which are deemed an emergency, supplier representatives must complete the check-in/check-out process within a reasonable amount of time after the emergency has concluded.

Suppliers who are new to the MetroHealth System are encouraged to make their first appointment with the Office of Supply Chain Management for proper on-boarding and policy review.

The manager and/or designate of the department being visited is responsible for ensuring that the supplier representative gains access to the MetroHealth System facility and is also responsible for ensuring that the supplier has a valid appointment, is displaying the proper and valid badge, as well to ensure that the supplier is in compliance with the MHS policies and that their credentials are up-to-date.

Supplier representatives who are experiencing problems in printing a badge or gaining access, should directly contact the person with whom they are meeting for assistance. Troubleshooting information will be available in the event of an equipment problem.

## COMPLIANCE AND DISCIPLINARY ACTION

### **Compliance Issues to Report**

From a vendor's perspective, the types of general compliance issues that you should report to the Compliance Officer, or other person of authority, include, but are not limited to, the following categories:

1. Misuse of MetroHealth System assets, including improper use of the internet and computer systems
2. Billing or coding issues
3. Non-compliance with MetroHealth policies or procedures
4. Confidentiality and patient privacy violations (including review of medical records unrelated to job responsibilities)
5. Safety and security issues
6. Harassment by a MetroHealth employee or medical staff member
7. A request for a gift or other item of value in exchange for referring or using your company's products – or a gift whose magnitude is prohibited by MetroHealth policy
8. Receipt of kickbacks, rebates, or special discounts from another vendor in exchange for purchasing and/or referring the other vendor's products

The MHS compliance hotline (216-778-1660) is available 24 hours per day, 7 days per week. Hotline messages will be retrieved Monday through Friday during regular business hours by the legal assistant in MetroHealth's Legal Office.

## **Disciplinary Action**

Vendor Representatives who do not adhere to MetroHealth System policies will be subject to remedial actions ranging from suspension to permanent dismissal of rights to conduct business with MetroHealth on behalf of their companies. Because MetroHealth does not want to hinder the delivery of patient care, the Vendor Representative's company may assign another representative to service MetroHealth during the suspension or permanent dismissal of the Vendor Representative at the MetroHealth facilities.

- **First Violation:** Written notification of a 60-day suspension of facility visits and selling for the Vendor Representative committing the violation.
- **Second Violation:** Written notification of a one (1) year suspension of business interactions with MetroHealth System for the vendor's representative.
- **Third Violation:** Written notification of a permanent ban of business interactions at MetroHealth for the Vendor Representative committing the offense and/or possible suspension of business with the Vendor's company if the issues remain unresolved.

## MetroHealth Medical Center - Campus Map

