

Vendor service guarantee standards

1. Education

- a. Every new system requires a thorough in-person, vendor led in-service for all CSR shifts and operating room service pods.
 - i. A courier and/or IFUs are not an appropriate in-service.
- b. An item, instrument or equipment must be approved by clinical use evaluation (CUE) or Clinical Technology Optimization and Standardization Committee (CTOSC) and in-serviced to staff prior to be cleared for use.
- c. Vendor will notify CSR by Loaner Link (if Loaner Link is not available at the hospital, standard email will be used) to request approval each time a tray is needed, on a per-case basis.
- d. The vendor will schedule with the manager of the operating room service pod and the central sterile resources educator.
- e. The operating room service pod manager will communicate with the surgeon once the item(s) has been cleared and approved for use.

Key performance indicator (KPI): In-services must be completed 100% of the time prior to instrument use with OR and CSR staff.

2. Quarterly service and operation review with OR and CSR management

- a. This allows for review of compliance to contracts and system standards.
- b. Additionally, this allows for bidirectional dialogue between vendor and operations to improve working relationship and process flows.
- c. Agenda topics include, but are not limited to: business review, operational KPI review, process flow review, consignment adjustments and inventory.

KPI: Meet at least 4 times/year with OR, CSR staff and Supply Chain.

3. Consignment

- a. Consignment must remain in good condition: pan inserts and containers should not be cracked, peeling or flaking. Wear and tear are determined to be unacceptable according to the instructions for use of the instrument.
- b. Appropriate inventory should be consigned at each platform to allow for a full day of cases to be completed without quick turning an instrument pan.
- c. This volume will be reviewed quarterly with management and vendor representation.

KPI: Less than 25% of case volume requires quick turn of pans based on Censitrac usage report.

4. Loaners

- a. Vendor will work with operating room service pod manager and CSR manager to identify need to supplementary loaners for case specific needs and spikes in case volume.
- b. Should the OR see an uptick in case volume that would warrant additional trays, in order to support the case needs for the day without quick turning, the operating room service pod manager and CSR manager will communicate the additional tray needs

to the vendor 72 hours prior to the date of surgery; trays must be onsite within 48 hours of scheduled case time.

KPI: Less than 25% of case volume requires quick turn of pans based on Censitrac usage report.

5. Delivery time

- a. Delivery is required within Central Sterile Department staffed hours; will vary by site.
- b. The required delivery time of any new instrument or equipment pan is 72 hours prior to the elective case. This allows for adequate in-servicing of staff, building pans in instrument asset tracking system, and appropriate processing.
- c. The required delivery time for supplementary inventory for spikes in volume or case specific needs is 48 hours prior to the case, unless the OR requests immediate delivery for an emergent case. An emergent case should be the only exception to 5b. An emergent case is defined as cases scheduled less than 24 hours in advance.
- d. The vendor must pick up all item(s) and remove item(s) from facility within 24 hours of decontamination and disinfection post use.

KPI: Less than 25% of vendor pans arriving after the 72-hour or 48-hour requirement, as stated above and documented in the Censitrac quality feedback report.

6. Rigid containers

- a. Rigid containers must be provided with the consigned instruments and/or equipment
 - i. The only approved acceptable containers at this time are Case Medical, Aesculap and One Tray.
 - ii. Above approved containers are due to filter standardization.
 - iii. All documentation provided for sterility validation for instruments once placed in containers.

7. Storage

- a. Vendor must work with Geisinger to explore centralized location of instrument inventory to service Geisinger facilities.

8. Audits will be required to verify approved inventory on site

- a. Vendor representatives will coordinate with Geisinger inventory management assistants and will routinely audit the consigned implants inventory to ensure contract compliance.
- b. Vendor representatives will coordinate with Geisinger central sterile resources department and will routinely audit the consigned instrument and equipment trays to ensure contract compliance.
- c. All vendor requested inventories will be coordinated with inventory or central sterile resources management to insure appropriate timeliness.

KPI: Less than 3 occurrences of unapproved implants and instruments in house/calendar year.

9. Pre-, intra-, post- case support

- a. Case support at a Geisinger operating room is defined in 3 parts:
 - i. **Pre-operative:** In-servicing and education for OR and CSR staff by a vendor representative.

- ii. **Intra-operative:** Technical support during case for surgeon and staff, including point of care use education and support.
- iii. **Post-operative:** Decontamination, disinfection, and assembly instructions for instrument pans.

KPI: Review and discussion at quarterly meetings

10. Vendor must be familiar with and must comply with the Geisinger Guidelines for Prevention of Bioburden Policy

- a. Policy will be distributed to the vendors initially, accompanying this vendor service guarantee standards and each time the policy is updated.

Should vendor be found to be noncompliant or in violation to any of the above, vendor reprimands will be followed as per the Geisinger Vendor Credentialing Policy.