Policy AD101

Subject	AD101 - Agreements for Patient Care, Treatment, and/or Service of Carle Foundation/Hospital/Physican Group Patients		
Category / Section	Administration / General		
Owner	Associate General Counsel		
Reviewer(s)	Manager – Accreditation; Senior VP / CNO; Executive VP / Chief Legal & Human Resources Officer; Contracts Attorney		
Effective Date	10/09	**Review Frequency**	3 Years
Approval Date	03/28/2017		

Scope of Policy/Procedure ***(applies to entities/locations marked below)***					*(see template for detailed entity/location descriptions)*
	This document applies to **all** entities/locations listed below				
Hospitals		**Ambulatory locations**		**Other Carle Entities**	
X	All Carle Hospitals listed below:	X	All Carle ambulatory locations listed below:		All other Carle entities listed below:
	Urbana (CFH)		CFH/CPG ambulatory locations locations *(also includes Home Care, Therapy Services, Medical Supply, Danville Surgicenter)*	X	Arrow Ambulance, LLC
	Hoopeston (CHRHC)		CHRCH ambulatory locations *(includes, Cissna Park, Danv-Fairchild, Mattoon-Hurst, Milford, Roberts, Rossville, Tuscola, Watseka)*		Carle Retirement Centers *(Windsor of Savoy & Windsor Court)*
			Champaign SurgiCenter, LLC		Health Alliance Medical Plans
	Scope Exclusions *(Mark this box and enter any departments or locations within a marked entity that are exempt from the policy/procedure.)*				

Attachments

Contract Evaluation Hierarchy – AD101A
Patient Care Contract Language – AD101B
Patient Care Evaluation Form – AD101C
Fundamental Contract Evaluation Form – AD101D

Purpose

A. To assure the contracts of The Carle Foundation and its affiliates and subsidiaries, including The Carle Foundation Hospital, Carle Physician Group and Carle Hoopeston Regional Health Center (collectively, "Carle") are provided safely and effectively and meet Carle's quality and service delivery expectations.

Definitions

A. **Contract Evaluation(s)** shall mean the annual evalutation conducted by the Contract Owner (as defined below) based on the categorization of such contract.

B. **Contract Owner** shall mean the individual that is responsible for the lifecycle of the contractual arrangement including reviewing and evaluating the services provided under contract.

1. **Fundamental Contract** shall mean contracts for key, ongoing or composite services provided by a Third Party Vendor (as defined below) to Carle. Composite services are defined as a Third Party Vendor that provides intermittent services at multiple Carle locations or on multiple dates throughout the evaluation period. Fundamental Contracts shall be categorized as Priority 2.
2. **Other Contracts** shall mean all other contracts not categorized as a Priority 1 or Priority 2 designation will categorized as either a Priority 3a or Priority 3b and not be subject to an evaluation.

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A. **Other: Inbound Service** are defined as contracts that are non-recurring, non-patient care services such as speaker or performer services. Other: Inbound Service contracts shall be categorized as a Priority 3a.

B. **Other: Non-Applicable** will include contracts for patient transfers, business confidentiality, school affiliations, EPIC access, mutual aid for emergency services, or where Carle is the service provider to an external party. Other: Non-Applicable contracts shall be categorized as a Priority 3b.

3. **Patient Care Contract** shall mean a contract for direct patient care or diagnostic services, which includes, but is not limited to, clinical care to patients or services to medical equipment (e.g. calibration, maintenance) provided by a Third Party Vendor to Carle. Patient Care Contracts shall be categorized as Priority 1.
4. **Rating Scale** shall mean the Contract Evaluation rating that ranges from Exceeds, Meets to Does Not Meet.
5. **Third Party Vendor** shall mean a third party with which Carle contracts to provide the services, equipment or supplies.

Statement of Policy

A. All executed contracts will be categorized in the contracts management database (currently Ntracts) based on its priority level. This designation shall represent the type of service evaluation required (refer to AD101A Contract Evaluation Hierarchy Third Party Vendor Supplied Services).

B. Contract Owners shall monitor the contracts for which they are responsible and evaluate the services provided thereunder according to Carle's quality and performance expectations. The Contract Owner is responsible for ensuring, through his/her annual assessment, that care, treatment, and/or services provided pursuant to the contract are provided safely and effectively and meet Carle's quality and performance expectations.

Procedure

A. Contract Requirements:
   1. Priority 1: Patient Care Contracts
      a. All Patient Care Contracts may contain language regarding the following:
         - Contract language describing the annual evaluation process and performance criteria for the Patient Care Contract to ensure that the care, treatment, and/or service meets Carle's performance criteria (See Attachment AD101B – Patient Care Contract Language);
         - Action to be taken if the Third Party Vendor fails to meet the performance criteria, including appropriate corrective or improvement plans or, if necessary, termination of the contract.

           (refer to AD107 - Contract and Agreement Creation, Review and Approval)
   2. Priority 2: Fundamental Contracts
      a. Fundamental Contracts may be given a general notice that the Third Party Vendor is subject to an annual quality review.
   3. Other Contracts: Both Other InBound and Other Inapplicable do not require any additional contractual language.

B. Contract Evaluations.
   1. Both Patient Care Contracts and Fundamental Contracts will require an annual evaluation based upon the Rating Scales. Other Contracts: Both Other InBound and Other Inapplicable do not require any evaluation to be performed by the Contract Owner.
   2. Contract Evaluation Process:
      a. The Contract Owner shall complete the electronic Contract Service Evaluation Form for his/her Patient Care Contracts (See: AD101C) and Fundamental Contracts (See: AD101D) during the Contract Evaluation period described below.
      b. Patient Care Contracts commencing on or after April 1st and Fundamental Contracts beginning on or after January 1st of the evaluation documentation year will be included with the next evaluation cycle.
      c. In completing the Contract Evaluation, the Contract Owner shall review the Third Party Vendor's service under the Rating Scale. Contract Owner shall include specific data that clearly supports the results of the review (e.g., through maintenance logs, quality logs or any provider communication that provides feedback on the care, treatment, and/or services) and include justification comments which supports the rating.
      d. Contracts Management shall provide each Vice President with a report of his/her Departments' respective Contract Evaluations.
      e. The Vice President shall review the report, discuss the findings with the Contract Owner, create an action plan for corrective measures, if any, and sign the collective report. These signed reports shall be returned to Contracts Management.

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f. Based on the Rating Scale, the following will occur:
   - Exceeds: A report will be provided to the Vice President responsible for Quality. Carle may choose to recognize the Third Party Vendor for its excellence in service.
   - Meets: A report will be provided to the Quality Management Team for inclusion in the quarterly performance meetings.
   - Does Not Meet: A report will be provided to the Executive VP/Chief Legal & Human Resources Officer, or his designee, regarding the Third Party Vendor. The Contract Owner shall be responsible for developing and implementing an action plan to either raise the performance level of the Third Party Vendor or terminate the contract.

3. Contract Evalution Period:
   a. Priority 1: Patient Care Contracts. Contracts Management will send the Contract Owner an annual electronic reminder to complete the Service Evaluation Form. The Contract Owner will then have thirty (30) days to complete the evaluation. Patient Care Contract evaluations shall be completed and submitted to Contracts Management annually on or before August 1st.
   b. Priority 2: Fundamental Contracts. The Contract Owner will be notified by Contracts Management of the Fundamental Contract Evaluations that need to be completed. The contract owner will have thirty (30) days to complete the evaluation. Fundamental Contract Evaluations shall be completed and submitted to Contracts Management annually on or before May 1st.

Other Related Links N/A

References N/A

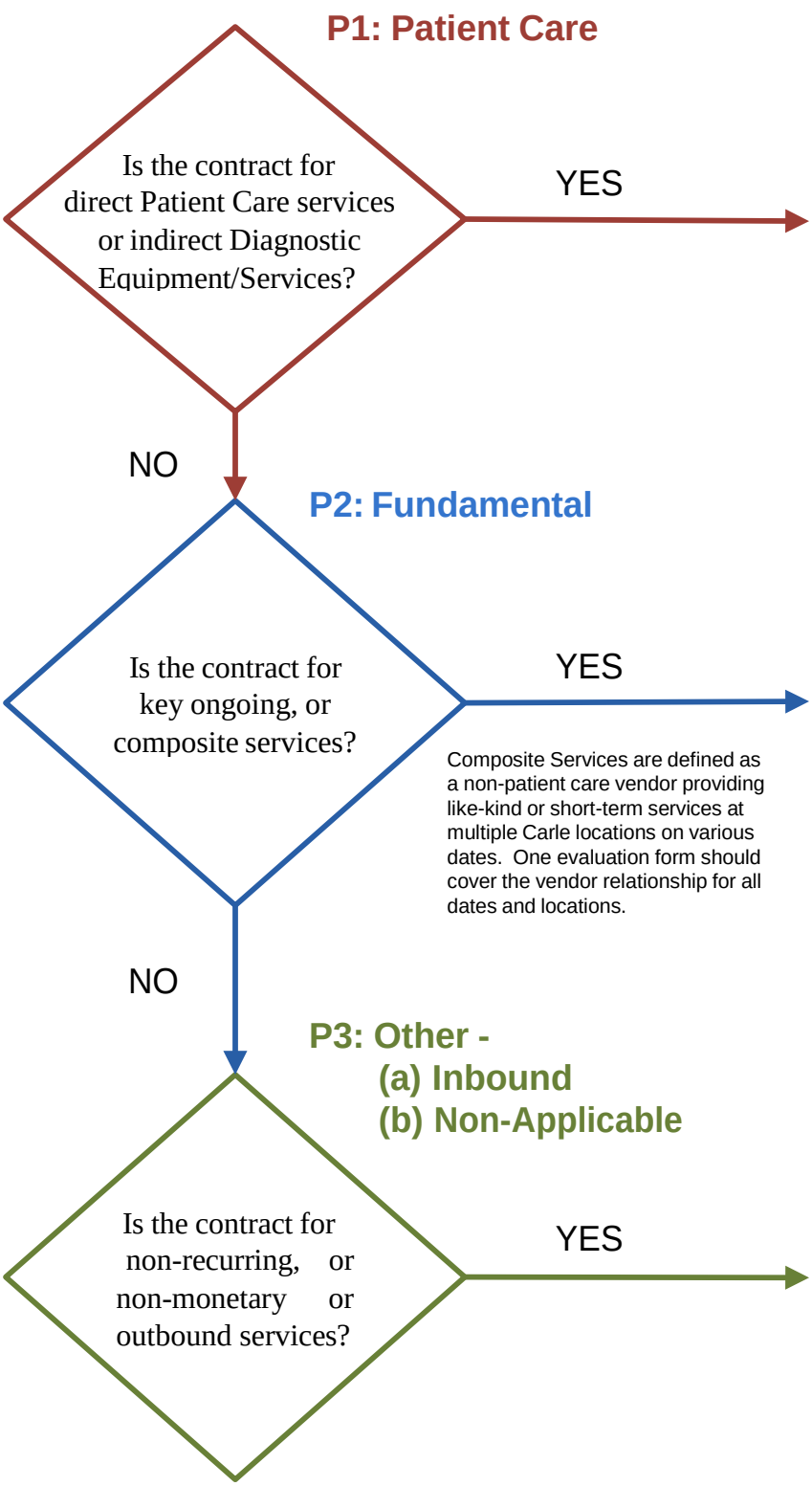
Electronic Approval on File

Matthew Kolb
Executive Vice President/Chief Operating Officer

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Carle Contract Evaluation Hierarchy Vendor Supplied Services–

AD101A



P1: Formal Evaluation

Patient Care language required in contract

Annual on-line evaluation with review by VP

P2: Internal Evaluation

Performance evaluation general notice in contract language

Annual on-line evaluation with review by VP

P3: No Evaluation

Non-Recurring
Speaker /presentation services

Non-Monetary
Patient Transfers, Mutual Aid, Confidentiality Agreements

Non-Applicable
Outbound services (Carle providers), EPIC Access; Education Affiliations

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AD101 B

Patient Care Contract Language:

On an annual basis, CARLE through its service evaluation form shall evaluate VENDOR to determine whether VENDOR is continuously meeting its deliverables as set forth in this Agreement (the "Deliverables"). The performance criteria at which VENDOR will be evaluated includes: (i) the Deliverables being provided in a consistent, safe and effective manner; and (ii) the criteria and rating scale as set forth at https://carleconnect.com/compliance-materials (collectively, the "Performance Criteria"). Any failure to meet the Performance Criteria will be communicated by CARLE to VENDOR and the parties shall create an action plan. If upon further evaluation by CARLE, VENDOR continues to fail to meet and/or complete the action plan (as applicable), this Agreement shall be terminated immediately for cause upon notice by CARLE to VENDOR.

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PATIENT CARE CONTRACT SERVICE EVALUATION (P1) – AD101C

Review date: _____ Ntracts Contract Number _____ Contract Expiration date: _____

Contract Service Company Name: _____

Instructions: (1) Evaluate each aspect of the contract service on a scale of **Exceeds**, **Meets**, and **Does Not Meet** and check off the appropriate rating. If the question does not apply, check N/A. See the **Patient Care Rating Scale Criteria** attached for guidance in selecting a specific rating. (2) Add a comment about the vendor's performance to justify the rating.

Vendor / Equipment Performance	Exceeds	Meets	Does Not Meet	N/A	Rating Justification
Diagnostic Equipment	☐	☐	☐	☐	
Personnel	☐	☐	☐	☐	
Overall Quality of Service	☐	☐	☐	☐	
Timeliness	☐	☐	☐	☐	
Patient Satisfaction	☐	☐	☐	☐	
Staff Satisfaction	☐	☐	☐	☐	

_____ _____

Contract Owner / Reviewer Date

_____ _____

Department Vice President Date

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PATIENT CARE RATING SCALE CRITERIA

Exceeds:

- ***Direct Care:*** Two or more compliments from patients or staff, annually.
- ***Diagnostic:*** Exceptional equipment (or software) performance with prompt vendor response to problems.

Meets:

- ***Direct Care:*** Dependable and consistently good services with no patient complaints.
- ***Diagnostic:*** Reliable equipment (or software) performance with dependable response times, as stated in contract.

Does Not Meet:

- ***Direct Care:*** Two or more complaints from patients or staff, annually.
- ***Diagnostic:*** Poor equipment performance or unreliable vendor response to problems.
- ***Services:*** Unresolved, habitual problems with vendor.

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FUNDAMENTAL CONTRACT SERVICE EVALUATION (P2) – AD101D

Review date: _____ Ntracts Contract Number _____ Contract Expiration date: _____

Contract Service Company Name: _____

Instructions: (1) Evaluate each aspect of the contract service on a scale of **Exceeds**, **Meets**, and **Does Not Meet** and check off the appropriate rating. If the question does not apply, check N/A. See the **Fundamental Rating Scale Criteria** attached for guidance in selecting a specific rating. (2) Add a comment about the vendor's performance to justify the rating.

Vendor / Equipment Performance	Exceeds	Meets	Does Not Meet	N/A	Rating Justification
Equipment	☐	☐	☐	☐	
Personnel	☐	☐	☐	☐	
Overall Quality of Service	☐	☐	☐	☐	
Timeliness	☐	☐	☐	☐	

_____ _____
Contract Owner / Reviewer Date

_____ _____
Department Vice President Date

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FUNDAMENTAL RATING SCALE CRITERIA

Exceeds:

- Two or more compliments from staff, annually.
- Customer service that includes exceptional promptness, professionalism, and problem-solving abilities.

Meets:

- Product performs reliably.
- Vendor provides consistently good services.

Does Not Meet:

- Two or more complaints about vendor or equipment performance, annually.
- Product does not perform reliably.
- Unresolved, habitual problems with vendor.

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