THE JOHNS HOPKINS HEALTH SYSTEM

JHHS SUPPLY CHAIN PROCUREMENT’S VENDOR GUIDE TO CONDUCTING BUSINESS WITH THE JOHNS HOPKINS HEALTH SYSTEM
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I. Introduction

The mission of The Johns Hopkins Health System Corporation (“JHHS”) is to improve the health of our community and the world by setting the standard of excellence in patient care. Specifically, we aim:

- To be the world’s preeminent health care institution
- To provide the highest quality care and service for all people in the prevention, diagnosis and treatment of human illness
- To operate cooperatively and interdependently with the faculty of The Johns Hopkins University to support education in the health professions and research development into the causes and treatment of human illness
- To be the leading health care institution in the application of discovery
- To attract and support physicians and other health care professionals of the highest character and greatest skill
- To provide facilities and amenities that promote the highest quality care, afford solace and enhance the surrounding community

Our business relationships with our vendors and suppliers are critical to our success in achieving this mission.

JHHS Supply Chain Procurement is committed to equipping its facilities and staff with all of the tools that they need, from medical supplies/commodities, equipment, and services, to cutting edge technology solutions. We aim to provide our facilities and staff with products of the highest quality at the most competitive cost.

JHHS promotes an environment of equal opportunity, diversity, and access for all qualified vendors and suppliers. We particularly welcome doing business with historically underutilized businesses such as minority and women-owned businesses.

This Vendor Guide is intended to serve as a resource to prospective vendors and suppliers and highlights JHHS Supply Chain Procurement policies, protocols, and practices that are applicable to the provision of products, equipment, and services to JHHS.

Together, we can accomplish great things.
II. Vendor Visitation

All vendors who wish to visit JHHS facilities must first obtain approval by the applicable JHHS Supply Chain Procurement contact, as identified below. Vendors must secure an appointment prior to coming on site and must comply with all applicable policies and procedures established at each JHHS facility including department specific policies and procedures.

New vendors/suppliers interested in conducting business with JHHS must contact the JHHS Supply Chain Procurement Department as follows:

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<td>Assistant Director</td>
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Suburban Hospital

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DEFINITIONS

Johns Hopkins Health System (JHHS): The clinical settings (hospitals, clinics and community-based care) of The Johns Hopkins Hospital, Johns Hopkins Bayview Medical Center, Howard County General Hospital, Suburban Hospital, Sibley Memorial Hospital, and All Children’s Hospital, Johns Hopkins Community Physicians, and Johns Hopkins Home Care.

Johns Hopkins Faculty and Staff: For purposes of this policy, any reference to faculty and staff also includes house officers, health care providers, students, volunteers and persons hired by Johns Hopkins to perform work at a Johns Hopkins facility or on its behalf.

Vendor Representative: An individual associated with a company that does business with Johns Hopkins for purposes of this policy, four levels of vendor representatives is defined:

a. Classification Level 1 – Clinical Vendor Representatives
Vendor Representative who meet with administrative or clinical staff in clinical care areas, who routinely provide technical assistance, have access to patient care areas and/or consult with or provide assistance to patient care staff.

b. Classification Level 2 – Non-Clinical Vendor Representatives
Vendor Representatives who meet with administrative staff in common areas of the facilities (non-clinical settings).

c. Classification Level 3 – Facilities/Construction Vendors
Vendor Representative who meet with or perform services for the Facilities department.

d. Classification Level 4 – Guest
Vendor Representative who do not interact with patient care staff. This may include company representatives that visit JHHS Facilities on a limited bases. Examples may include morticians, vendor’s management or non-clinical implementation specialists etc.

All Vendor Representatives regardless of classification level must wear their company ID prominently displayed. Classification levels 1, 2 and 3 are required to register with the appropriate vendor credentialing systems.
III. Vendor Credentialing Service Registration

JHHS is committed to maintaining safe and orderly facilities and only wants to do business with vendors that are in compliance with our policies and procedures and all applicable laws and regulations. Once your company is selected as a vendor (i.e. you have been awarded a contract), you must register with the applicable JHHS Vendor Credentialing service, as detailed below. We have selected these vendor credentialing service providers to help us evaluate and manage our roster of active, approved vendors. Our vendor credentialing service providers will alert you to policy requirements and changes, track your compliance and status as a vendor, and enable you to check in and out at our facilities and print a vendor badge to be worn during your visit to our campuses. Please note that Vendormate allows you to register as a “clinical” or “non-clinical” vendor. There are specific policies in place for clinical vendors that will be visiting patient care areas. If you have a question about whether you would be considered clinical or non-clinical, please contact Supply Chain Procurement at: 443-997-0990.

Please note that just because a company is registered with a JHHS Vendor credentialing service does not guarantee business with JHHS. JHHS is not responsible for any fees that vendors may incur as a result of registering with the JHHS vendor credentialing service providers.

Vendormate

Vendors doing business with the following JHHS entities must register with Vendormate:

- The Johns Hopkins Hospital
- Johns Hopkins Bayview Medical Center
- Howard County General Hospital
- All Children’s Hospital, Inc.
- Suburban Hospital, Inc.
- Sibley Memorial Hospital

To register your company, go to: http://ssc.jhmi.edu/supplychain/vendors/jhhs/registration2.html and create a representative profile and complete the registration process.
Check-In/Out Location and Procedure for Clinical Vendor Representatives

Upon arrival to any entity, in order to obtain a nametag, Clinical Vendor Representatives will:

1. Log in, which will identify this vendor as someone who may access the Johns Hopkins Institutions for a specific visit. This one-time use badge serves as a photo ID and includes the location the vendor representative will visit, the date, the representative’s employer, and, the representatives’ level of compliance. Upon departure, vendor representatives shall return to the kiosk and log out of the vendor credentialing system.
   
a. Vendor Representative shall display the badge prominently above the waist along with their company issued nametag. Vendor Representative shall wear the badge and their company badge at all times while in the facility.

2. Clinical Vendor Representatives who enter departments without a Vendor credentialing system badge will be asked to leave the facility, or return to the designated area to check-in.

NOTE: Vendor Representatives must be accompanied by a staff member within any patient care area, in any storeroom or clinical inventory area, or when interacting with any patient anywhere in the Johns Hopkins Institutions.

Extended Use Vendor Badges

1. A Vendor Representative may qualify for an Extended Use Badge if he/she is required by JHHS to be on-campus at least three days per week on an ongoing basis to provide non-sales related services. The decision to provide vendors with an Extended Use Badge is at the sole discretion of the affiliate institution.

2. Classification Level 2 Vendor representatives will be eligible for Extended Use badges only if registered and on a case by case basis to be determined by Supply Chain Procurement.

3. Vendor representatives with Extended Use badges that have appointments not related to the purpose of the Extended Use badge will follow the normal vendor check-in procedure.

4. A request for an Extended Use Vendor badge is to be completed and signed by the Director of Supply Chain Procurement for approval. The approved letter will be returned to Security. The Vendor Representative should then be instructed to take the approved form to the Security ID office for the issuance of the badge.
Designated Entrances and Parking Areas. Vendors shall only utilize designated entrances and parking areas at each JHHS facility. A list of the current locations appears at the end of this guideline.

IV. JHHS Code of Conduct

JHHS holds our vendors, business partners, and suppliers to the same level of conduct as that required by our own staff. Below you will find the relevant sections of JHHS Code of Conduct.

JHHS has a Code of Conduct “to define personal and professional standards of conduct and acceptable behavior for all people while carrying out assigned responsibilities at JHHS including its regulated sites.” It is the responsibility of individuals to act in a manner consistent with this code of conduct and to support the code of conduct by holding others accountable to these standards. Code of conduct violations need to be reported immediately. If you observe a code of conduct violation or compliance concern, please report it to: 1-877-932-6675.

When reported, violations of this code of conduct will be addressed appropriately, as set forth herein. JHHS will not tolerate acts of retribution to any individual who carries out the standards of or reports violations to this code of conduct.

The standards of conduct summarized below will help to ensure a positive environment for staff, patients, vendors, visitors, and a culture that optimizes patient care and safety.

Standards of Conduct and Professionalism

1. Treat all persons, including patients, families, visitors, employees, trainees, students, volunteers, and healthcare professionals with respect, courtesy, caring, dignity and a sense of fairness and with recognition of and sensitivity to the needs of individuals from diverse backgrounds (including gender, race, age, disability, nationality, sexual orientation and religion).

2. Communicate openly, respectfully and directly.

3. Encourage, support, and respect the right and responsibility of all individuals to assert themselves to ensure patient safety and the quality of care.

4. Promptly report adverse events and potential safety hazards and encourage colleagues to do the same.

5. Respect the privacy and confidentiality of all individuals. Adhere to all JHHS policies and HIPAA regulations regarding personal health information.

6. Uphold the policies of JHHS.
7. Utilize all JHHS facilities and property responsibly and appropriately.

8. Conduct yourself in a professional manner while on JHHS premises.

Vendor Representatives **shall not**, under any circumstances:

- Make unauthorized, unaccompanied visits to or loiter in any area of any facility within the Johns Hopkins Health System.

- Introduce any new supplies or equipment for evaluation to any clinical personnel or entity prior to review and approval by Pharmacy or Supply Chain management. Failure to follow this policy may lead to immediate suspension.

- Use cameras or audio/video recording devices to record an image and/or sound recording of a patient, hospital staff or visitor unless specific written permission has been obtained in advance.

- Discuss any confidential or patient information at any time either within or outside of Johns Hopkins facilities.

- Review, search or otherwise gain access to patient or confidential information of any kind without the express permission and in the presence of a Johns Hopkins staff member.

- Enter any inventory or supply room/area unless escorted by a member of the Johns Hopkins staff.

- Access Physician Locker Rooms, Physician Lounges, or Employee Lounges unless authorized and accompanied by department management.

- Attend any meeting where patient specific information, quality assurance activities or risk management issues are being discussed, unless authorized to do so.

- Operate any equipment or devices while being used on a patient without specific, explicit written authorization from a staff member.
  - Touch patients at any time.
  - Engage in the practice of nursing, surgery, or medical decision making

Use any JHHS equipment and services including but not limited to computer work stations, telephone and fax machines
V. VENDOR POLICIES

To remain in good standing with JHHS, vendors must comply with all applicable laws, regulations, and JHHS policies and procedures.

Please refer to the Supply Chain Procurement website for links to JHHS policies: http://ssc.jhmi.edu/supplychain/policies/index.html. Several policies are worth noting in particular:

**Interaction with Industry Policy.** JHHS is committed to conducting business in a fair and transparent manner and expects the same of our vendors. All vendors shall respect and comply with the JHM Interaction with Industry Policy at: http://www.hopkinsmedicine.org/Research/OPC/Policy_Industry_Interaction/policy_interaction_industry.html effective July 1, 2009, as amended. Questions about this policy should be directed to the Office of Policy Coordination via email at policy@jhmi.edu or phone at (410) 516-5560.

**Contracts Required.** Typically, JHHS requires a written contract for all purchases, including, but not limited to, products intended for consignment. Each contract must be prepared by JHHS Supply Chain Procurement/JHHS Legal, as appropriate, and must be signed by an authorized signatory of each party. In the absence of a written contract, the JHHS Standard Terms and Conditions, as set forth at http://ssc.jhmi.edu/supplychain/terms-jhhs.html shall apply to the purchase.

**Vendor Property.** Vendors are advised that any vendor property left on JHHS premises absent an agreement is at vendor’s sole risk. JHHS will not be liable for any loss or damage.

**Value Analysis Committee Approval Required.** Vendors are advised that all new products/equipment must be reviewed and approved by the JHHS Value Analysis committee prior to evaluation or purchase. Questions regarding this process may be directed to Director of Value Analysis, at JHHSValueAnalysis@jhmi.edu

**Confidentiality.** To the extent vendors will have access to any patients or patient information, they will be required to maintain the confidentiality of any patient information they obtain and comply with any and all applicable privacy and security laws related to patient information, including the Health Insurance Portability and Accountability Act (“HIPAA”) and the Maryland Personal Protection Act. Depending on the circumstances and the types of services being provided, vendor may be required to sign a Business Associate Agreement or other type of confidentiality agreement and possibly be required to take, or show evidence of having taken, privacy and security training.

**Information Technology.** As part of their support function, vendors may be granted access, rights and privileges with respect to JHHS IT Resources normally afforded only to JHHS personnel. Because third-party access poses risk, access must be strictly controlled, particularly when it involves restricted information or critical IT Resources. Vendor access to a JHHS IT Resource or system must be consistent with Johns Hopkins Information Technology Policies http://www.it.jhu.edu/policies/itpolicies.html specifically section 12 covering Vendors.
VI. Vendor Policy Violations

JHHS will handle any observed or reported vendor violation of a JHHS policy (each incident, an “Occurrence”) in accordance with the following guidelines. Vendors are advised that JHHS, in its sole and absolute discretion, reserves the right to deviate from these guidelines as JHHS sees fit.

JHHS, in its sole and absolute discretion, shall characterize each Occurrence as “Major” or “Minor” and address as described below.

A. Major Occurrences

The following non-exhaustive list contains examples of behavior that JHHS considers to constitute a “Major Occurrence”:

- Engaging in disruptive, unprofessional or inappropriate behavior while on JHHS premises including but not limited to using profane and abusive language, practical joking, gambling, name-calling, yelling, fighting, or other disorderly conduct, etc.
- Harassment/Discrimination including making inappropriate advances or verbal and/or physical contact, in violation of applicable laws, regulations, and JHHS policies
- Reporting to JHHS facilities under the influence of any intoxicant, hallucinogen, or narcotic
- Unauthorized use of JHHS property.
- Unauthorized possession of a deadly weapon on JHHS premises.
- Smoking in non-designated areas.
- Theft, willful damage, waste, or loss of JHHS property.
- Fraudulent unauthorized or illegal business practices, including falsification of records or alterations of documents.
- Violation of Security Access/trespassing on JHHS property.
- Breach of confidentiality obligations under applicable laws, regulations, and JHHS policies.
- Any criminal activity.
- Inappropriate physical contact with anyone.
- Failure to follow any JHHS policy.

JHHS Supply Chain Procurement finds behavior that constitutes a Major Occurrence to be completely unacceptable and reserves the right, in its sole and absolute discretion, to immediately remove and permanently bar any vendor representative or vendor company in the event of a Major Occurrence.
B. Minor Occurrences.

A “Minor Occurrence” is an incident that is less severe than a “Major Occurrence” and that does not pose an imminent risk or threat to JHHS’ safety or ability to provide quality patient care or reputation. Examples of a Minor Occurrence would include: parking in a non-designated vendor parking area, entering a JHHS facility via the main entrance as opposed to a vendor-designated entrance, visiting a JHHS staff member’s office without an appointment, etc. In general, JHHS will follow the steps set forth below but may, in its sole discretion, take such appropriate action as it deems necessary under the circumstances.

1st Occurrence – A written documentation of the incident will be filed at JHHS Supply Chain Procurement offices, with copies sent to the vendor representative involved and his/her immediate superior. The document will state that if the incident reoccurs, the involved vendor representative may be barred from the institution for sales marketing activities.

2nd Occurrence – A letter will be sent to the involved vendor representative’s immediate superior with a copy to the vendor representative’s senior sales and marketing officer informing them of the second Occurrence. The involved vendor representative may be barred from JHHS facilities, in JHHS’s sole and absolute discretion. Should it be decided the transgression warrants such a decision, another vendor representative may be substituted so as to continue the vendor/institutional relationship. The vendor representative’s superior will notify JHHS Supply Chain Procurement staff immediately of the substitute representative.

3rd Occurrence – Upon the third Occurrence, Supply Chain Procurement will schedule a meeting with an executive of the vendor to formally inform the vendor that a subsequent Occurrence will result in removal of vendor from the JHHS Approved Vendors status list for a minimum of ninety (90) days. Additionally, any existing contracts or bids under construction may, in JHHS’ sole and absolute discretion, be considered null and void during this period. Depending on the severity of the violations, JHHS Supply Chain Procurement may permanently bar the involved vendor sales representative from any of the JHHS premises. JHHS security will be notified to deny access and or remove the vendor representative on JHHS property and to contact law enforcement, if necessary. The involved vendor representative’s superior will be notified of such action.
Vendor Parking and Credentialing Kiosk Locations

The Johns Hopkins Hospital

1. All Vendors should park in the Caroline Street garages.

2. A vendor credentialing kiosk is located in the Johns Hopkins Outpatient Center Loading Dock (6 a.m. – 6 p.m.), also a kiosk is available in the Zayed Sub-basement for representatives visiting JHH departments. Departmental specific instructions will be available at these locations, e.g. scrub attire, etc. Upon departure, vendor representatives shall return to the kiosk and log out.

Johns Hopkins Bayview Medical Center

1. All Vendors should park in visitor parking unless otherwise directed.

2. A vendor credentialing kiosk is located on the 3rd. floor outside of the Operating Room

Howard County General Hospital

1. All Vendors should park in visitor parking unless otherwise directed.

2. Vendor credentialing kiosks are located in the Main Lobby, Purchasing/MM, Main Operating Room.

Suburban Hospital

1. All Vendors should park in visitor parking unless otherwise directed.

2. A vendor credentialing kiosk is located in the Purchasing Office – lower level.

   a. When the Purchasing Department is closed, representatives will sign in and receive a pass from Security.

Sibley Memorial Hospital

1. All Vendors should park in visitor parking unless otherwise directed.

2. A vendor credentialing kiosk is located in the main hospital concourse level outside of security.
All Children’s Hospital

1. All Vendors should park in visitor parking unless otherwise directed.

2. Vendor credentialing kiosks are located at the main entrance of the hospital and the OCC 2nd floor entrance off of the parking garage.

Johns Hopkins Home Care

1. Vendors shall utilize designated entrance and parking area

2. Vendor shall sign in at the front desk, receptionist will assign temporary badge

3. Upon leaving vendor is to turn in badge to receptionist and sign out

QUESTIONS?

Please contact JHHS Supply Chain Procurement at 443-997-0990