



Annual Contract Review

~Examples~

<i>Area of Review</i>	<i>Patient Care Contracts</i>	<i>Product Contracts</i>	<i>Service Contracts</i>
Safety	<ul style="list-style-type: none"> • Required licenses are maintained (i.e. personnel license or certification). • Were any patient care issues related to external staff or services identified? • Were any complaints or incident reports filed and/or not resolved? 	<ul style="list-style-type: none"> • Does the product conform/work as intended or advertised? • Is the product available for order? Have there been any significant delays or back orders in receiving product? • Any patient care issues related to product? • Any significant recalls related to product? 	<ul style="list-style-type: none"> • Required registrations, certifications and licensure is maintained (i.e. State, regulatory and accreditation certification)? • Staff are appropriately credentialed with primary source verification (if applicable). • Were any complaints or incident reports filed and/or not resolved?
Risk Reduction	<ul style="list-style-type: none"> • Staff are qualified to provide services performed at UCDCM and have appropriate, training, education and/or non-expired licenses or certifications. • Have any required licenses or accreditation certification for the organization been revoked (i.e. CMS, TJC, FDA, etc.)? 	<ul style="list-style-type: none"> • Recall notices for products have been identified and/or resolved. • Repairs or preventative maintenance is performed per the manufacturer's instructions for use (IFU) or the product's package insert. • Have any required licenses and/or accreditation certification for the organization been revoked (i.e. CMS, TJC, FDA, etc.)? 	<ul style="list-style-type: none"> • Staff meet health requirements to work at UCDCM (i.e. have current flu vaccination, immunizations, etc.). • Have any required licenses and/or accreditation certification for the organization been revoked (i.e. CMS, TJC, FDA, etc.)?



Annual Contract Review

~Examples~

<p>Competency</p>	<ul style="list-style-type: none"> • Staff are qualified to provide services at UCDCMC and have appropriate training, education and/or non-expired licenses or certifications. • Is appropriate medical documentation completed and within required UCDCMC timeframes (i.e. medical record documentation). 	<ul style="list-style-type: none"> • Does product meet regulatory and/or accreditation standards (i.e. FDA, Joint Commission)? • If auditing of product or services is completed, does the contracted party meet UCDCMC expectations? 	<ul style="list-style-type: none"> • Has initial, annual and ongoing training of employees been completed for staff that provide services? • Staff are qualified to provide services (i.e. licensed staff) and have appropriate, non-expired licenses and/or certifications. • If auditing of services is completed, does the contracted party meet UCDCMC expectations? • Is appropriate medical documentation completed and within required UCDCMC timeframes (i.e. medical record documentation).
-------------------	--	---	--



Annual Contract Review

~Examples~

<p>Timeliness</p>	<ul style="list-style-type: none"> Contracted staff/services respond when activated in a timely manner to meet UCDMC requirements. Does the contracted party have an adequate number of staff to provide services they are contracted for (i.e. provide transportation without delay)? 	<ul style="list-style-type: none"> Are product orders delivered in a timely manner (i.e. minimization of back orders)? Are product orders correct when received (i.e. limiting return orders)? When inquiries are made, are responses received in a timely manner? 	<ul style="list-style-type: none"> Does the contracted party have an adequate number of staff to provide services they are contracted for (i.e. provide transportation without delay)? Were services provided in a timely manner per contractual agreement?
<p>Effectiveness</p>	<ul style="list-style-type: none"> Does the staff/contracted services provided meet the intent or purpose of the contract? Are contracted services still relevant and/or required for UCDMC? Are performance expectations met as outlined by the contract? 	<ul style="list-style-type: none"> Were any performance improvement initiatives completed and/or required? Were any action plans required or implemented? Are contracted services still relevant and/or required for UCDMC? Are performance expectations met as outlined by the contract? 	<ul style="list-style-type: none"> Were any performance improvement initiatives completed and/or required? Were any action plans required or implemented due to service recovery efforts? Are contracted services still relevant and/or required for UCDMC? Are performance expectations met as outlined by the contract?



Annual Contract Review

~Examples~

Quality	<ul style="list-style-type: none"> Contracted staff or services that are provided are done in a respectful, courteous and appropriate manner. 	<ul style="list-style-type: none"> Is quality of the product as expected (i.e. minimization of defects) Does the quality of product meet regulatory, accreditation or UCDCMC standards (i.e. minimization of repairs or preventative maintenance). Were any quality issues identified with the product provided? If yes, were the issues resolved in a timely manner? 	<ul style="list-style-type: none"> Is data collection completed and if yes, are performance indicators met (if applicable)? Were any quality metrics assigned and if yes, were they met by the contracted party?
Responsiveness	<ul style="list-style-type: none"> Contracted staff/services respond when activated in a timely manner to meet UCDCMC requirements. 	<ul style="list-style-type: none"> Are complaints, grievances, etc. handled in an appropriate manner? Have responses to complaints or grievances been adequate in resolving issues? Have multiple complaints been received for the same product? If yes, has a plan of correction been implemented? 	<ul style="list-style-type: none"> Does the service provided meet timeline requirements as defined within the contract (i.e. transportation services)?