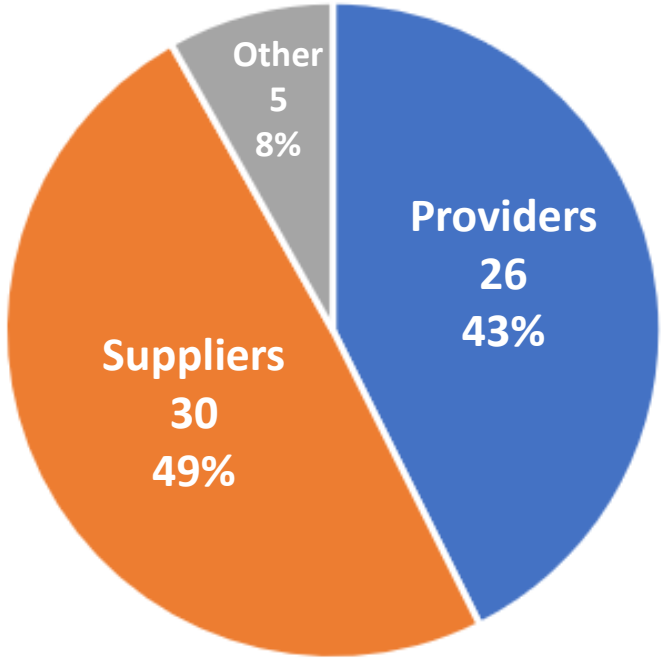
July 12, 2021, Quick Quiz Results

Vendor Credentialing Systems

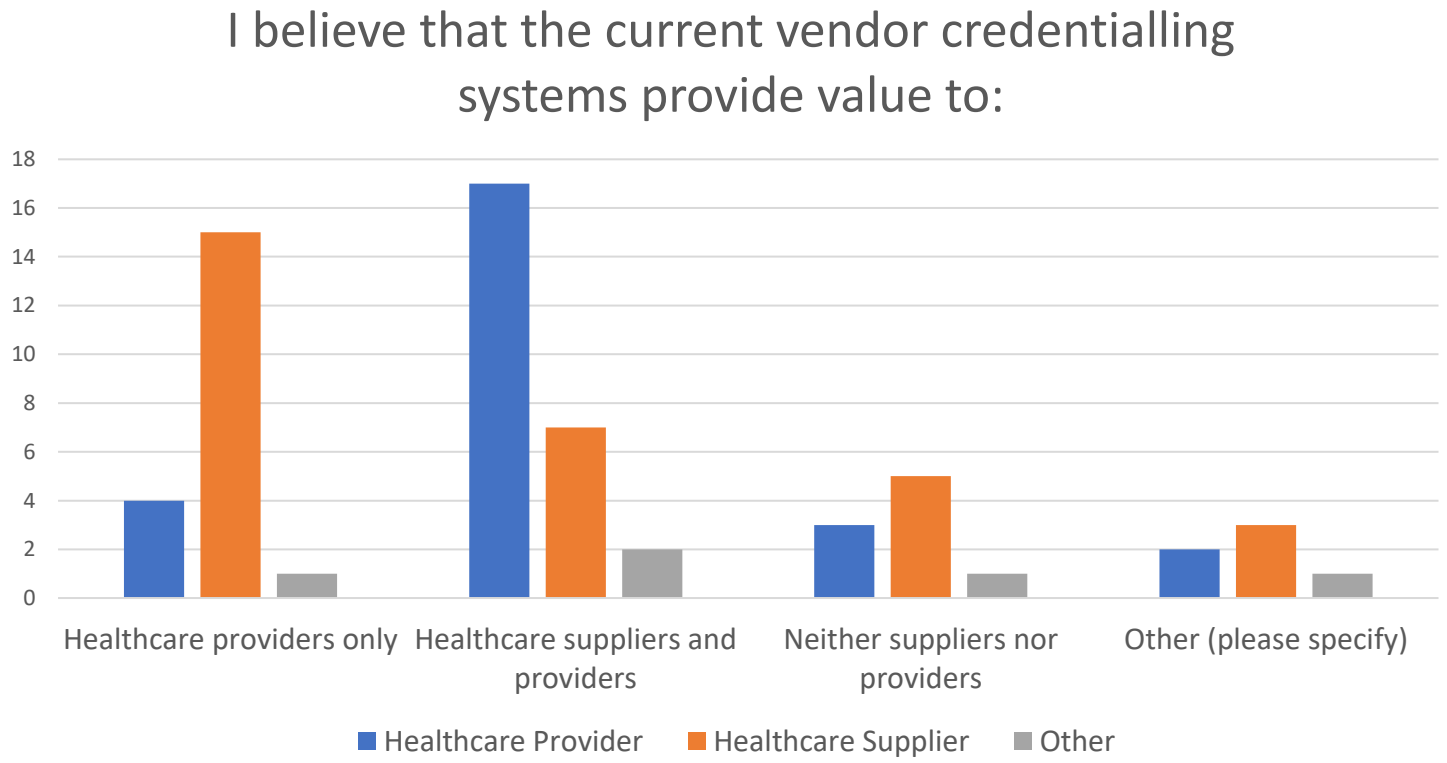


Total Responses = 61

SMI® All rights reserved. This publication is available at no charge. Contents of this publication may be reused or reproduced, in part or in whole, only with the specific written acknowledgement of the Strategic Marketplace Initiative as the original author, referencing the web site www.smisupplychain.com.

June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems



Response = Other - Comments:

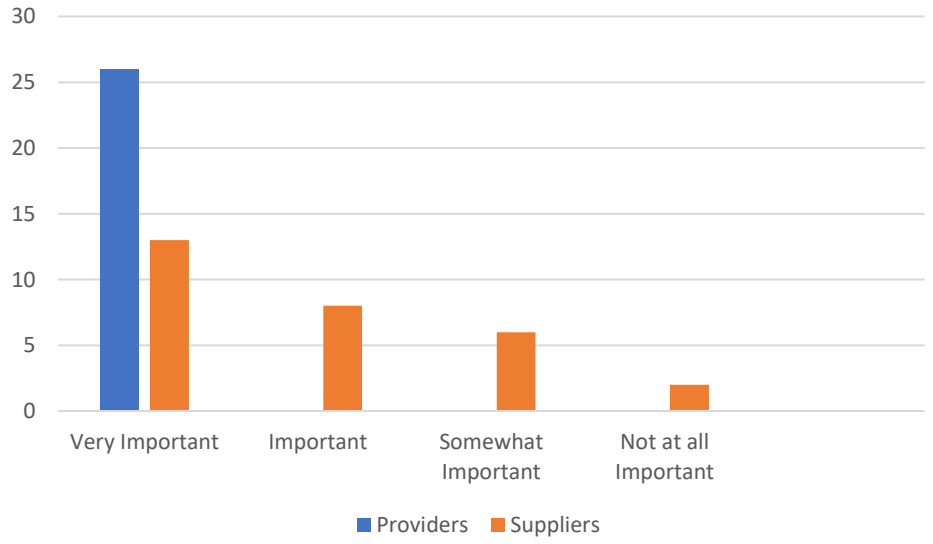
Provides value to both but seems too costly.
Current systems provide some value, but the business model creates cost and inefficiency for both providers and suppliers
Most value is to providers. Some value to suppliers the first time but the duplicative and diverse requirements and processes are not.
The most value goes to the vendor credentialing companies, providers derive some value
This is a racket. IDNs make a cut and vendor credentialling services validate only themselves with their fees
I think they are directionally ok, but this is an opportunity to include additional criterion to credential a vendor, for example: transparency on manufacturing/resiliency.

June 21, 2021, Quick Quiz Results

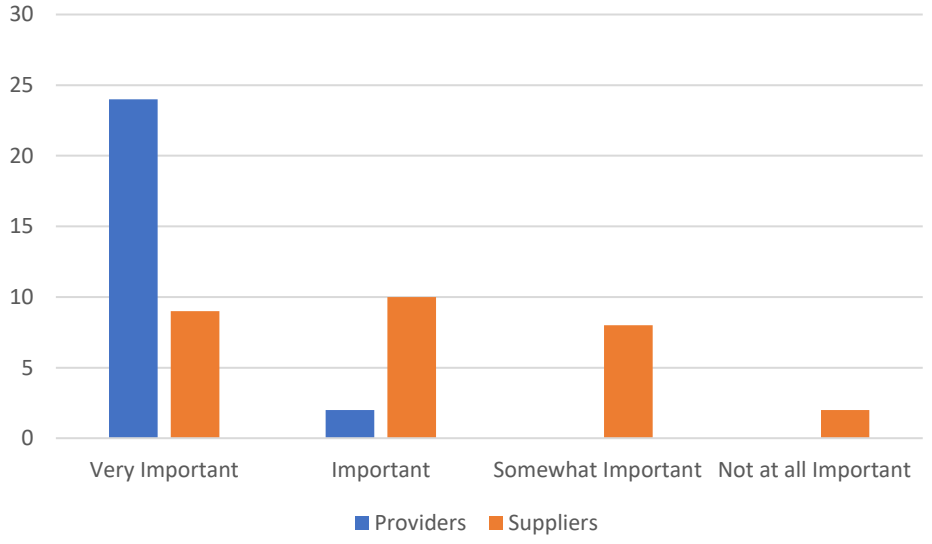
Vendor Credentialing Systems

Suppliers and Providers identified how important each feature of a Vendor Credentialing System is to them:

Verifying health criteria (immunizations/vaccinations) for supplier representatives



Confirming safe access to provider facilities by supplier representatives - employment confirmation and health, criminal, and drug screenings

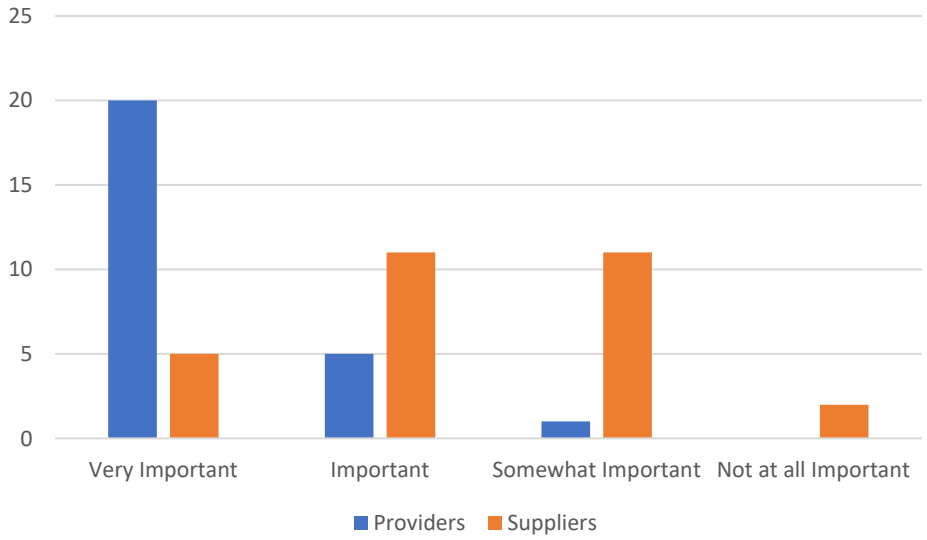


June 21, 2021, Quick Quiz Results

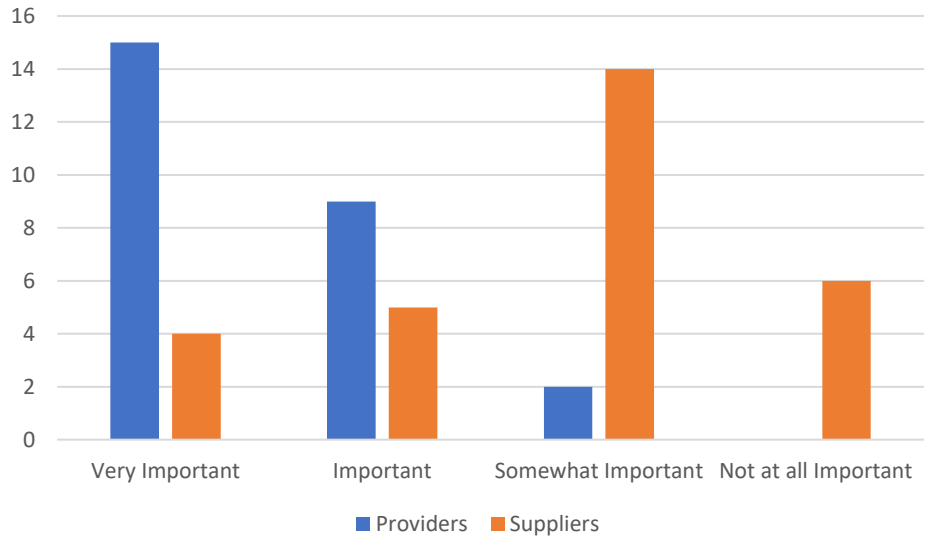
Vendor Credentialing Systems

Suppliers and Providers identified how important each feature of a Vendor Credentialing System is to them:

Maintaining consistent and structured access to hospital staff and departments for supplier representatives



Giving Supply Chain visibility into all supplier representative visits into provider facilities

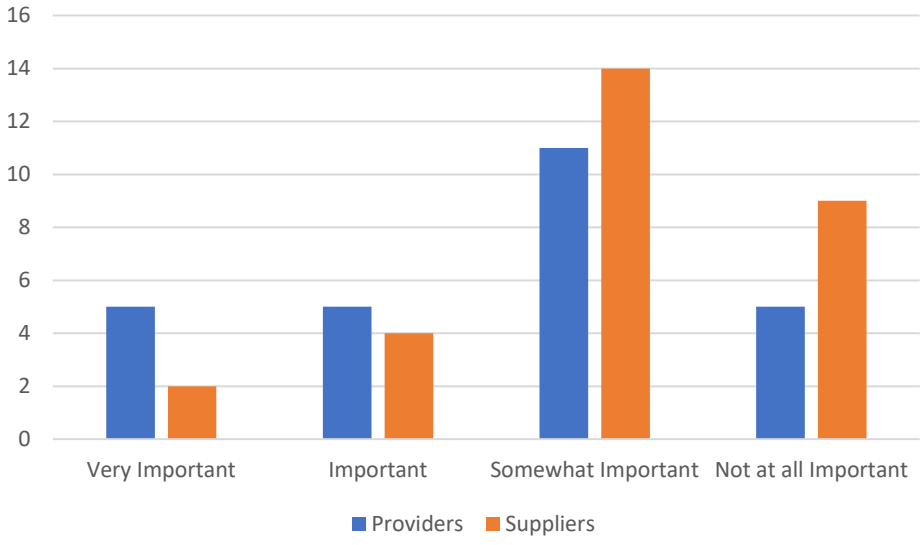


June 21, 2021, Quick Quiz Results

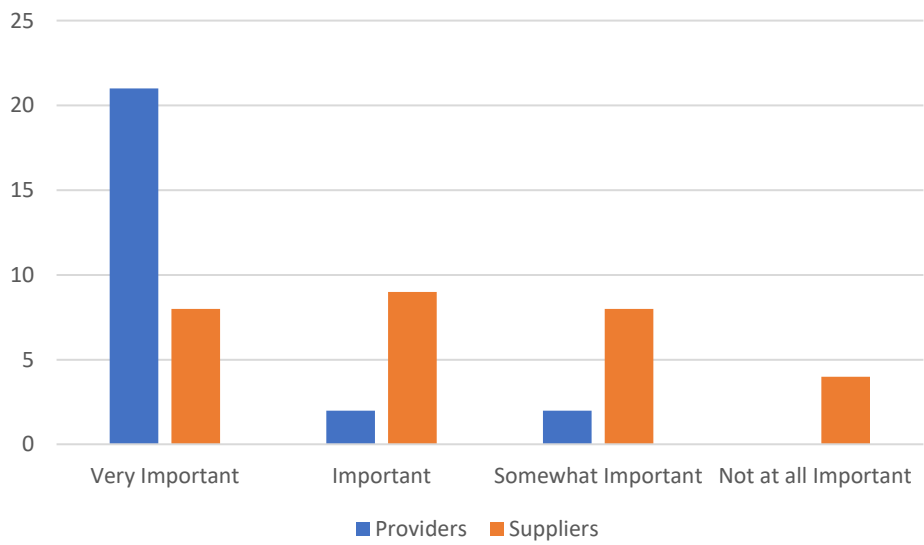
Vendor Credentialing Systems

Suppliers and Providers identified how important each feature of a Vendor Credentialing System is to them:

Identifying the products and services that a specific supplier offers



Validating a supplier representative's employment

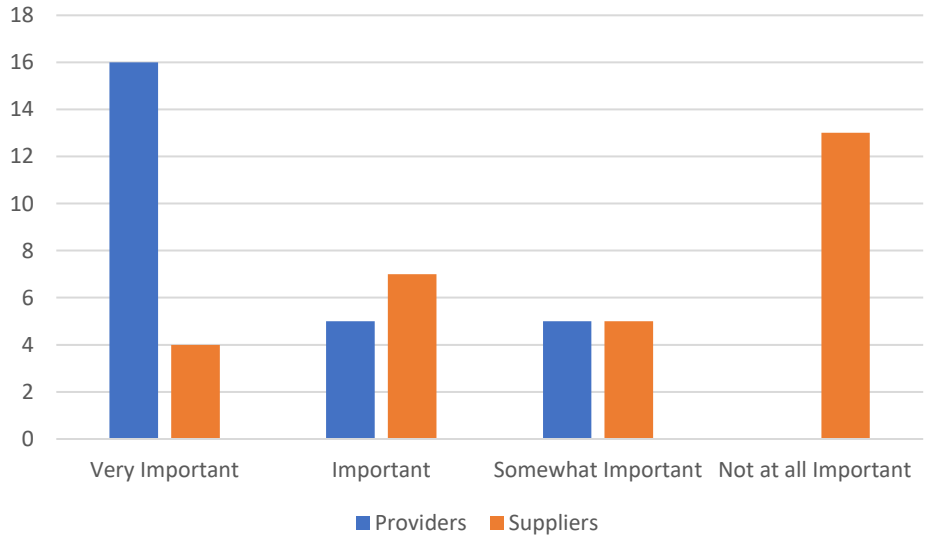


June 21, 2021, Quick Quiz Results

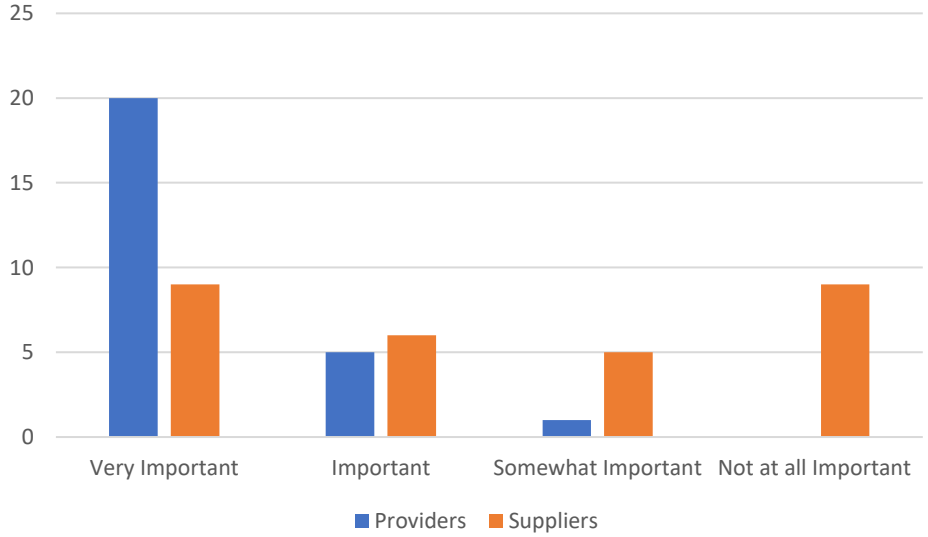
Vendor Credentialing Systems

Suppliers and Providers identified how important each feature of a Vendor Credentialing System is to them:

Providing drug screening information for a supplier representative



Providing criminal background check for a supplier representative

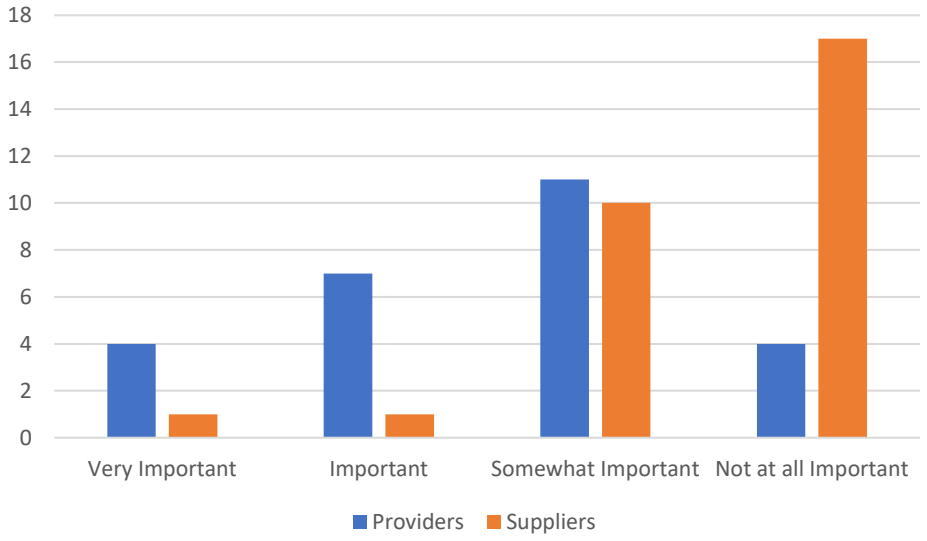


June 21, 2021, Quick Quiz Results

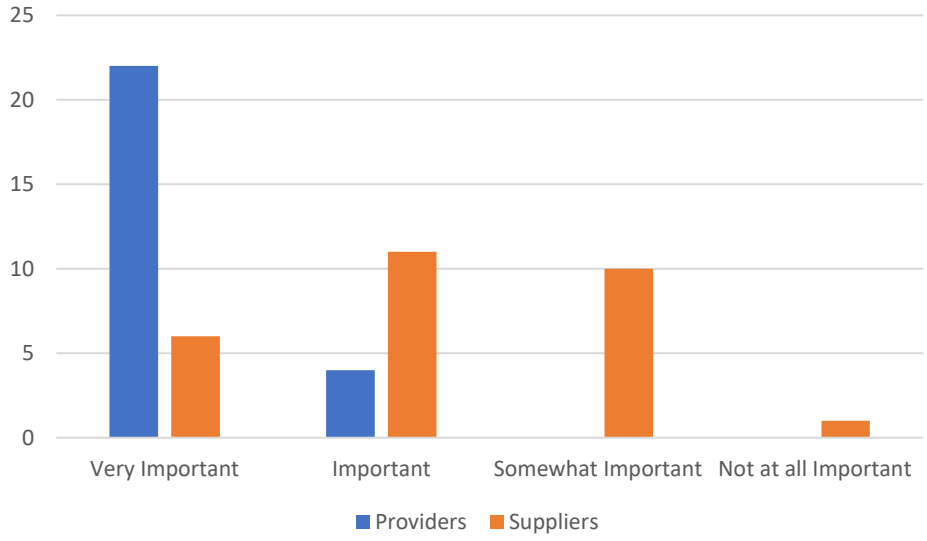
Vendor Credentialing Systems

Suppliers and Providers identified how important each feature of a Vendor Credentialing System is to them:

Validating a supplier representative's educational history



Verifying that a supplier representative has completed all training required by the provider facility

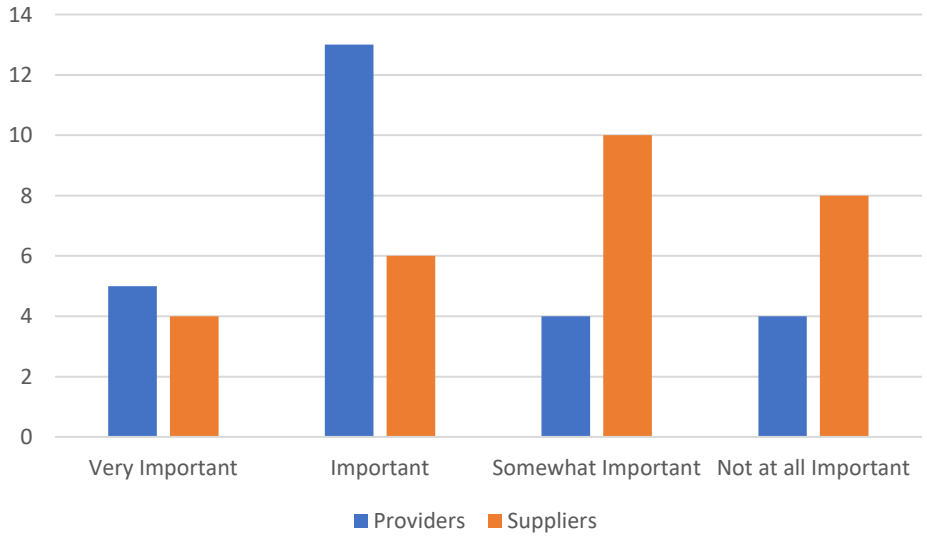


June 21, 2021, Quick Quiz Results

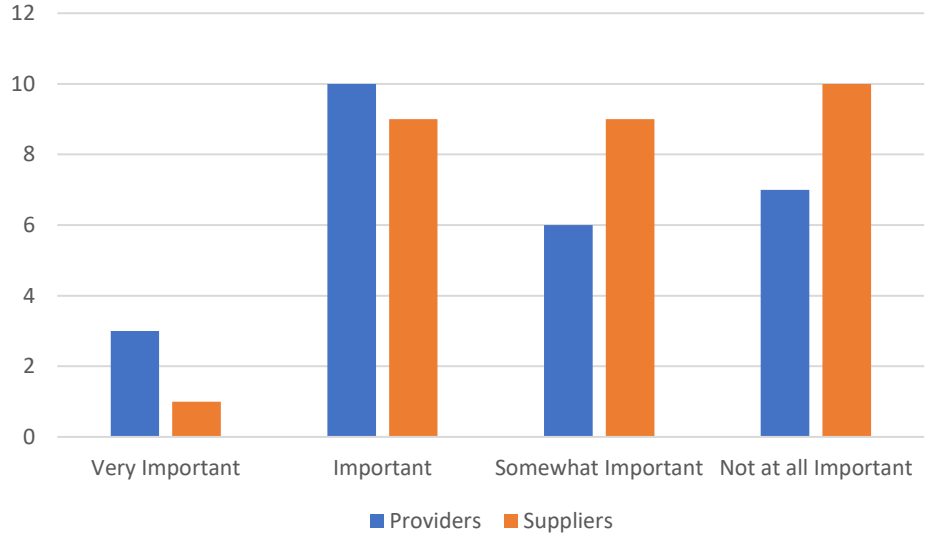
Vendor Credentialing Systems

Suppliers and Providers identified how important each feature of a Vendor Credentialing System is to them:

Automated scheduling for equipment being brought in for a specific procedure



Automating Service Maintenance scheduling and process



June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

Suppliers and Providers commented on features of a Vendor Credentialing System

Providers said…

Hospital operations plays a critical role in enforcement for locations without highly controlled access points.
To the comments above regarding automating the process, this is not available / easy to manage.
Communicating to broad representative base
Have privileges ever been revoked by another hospital

And one supplier comment…

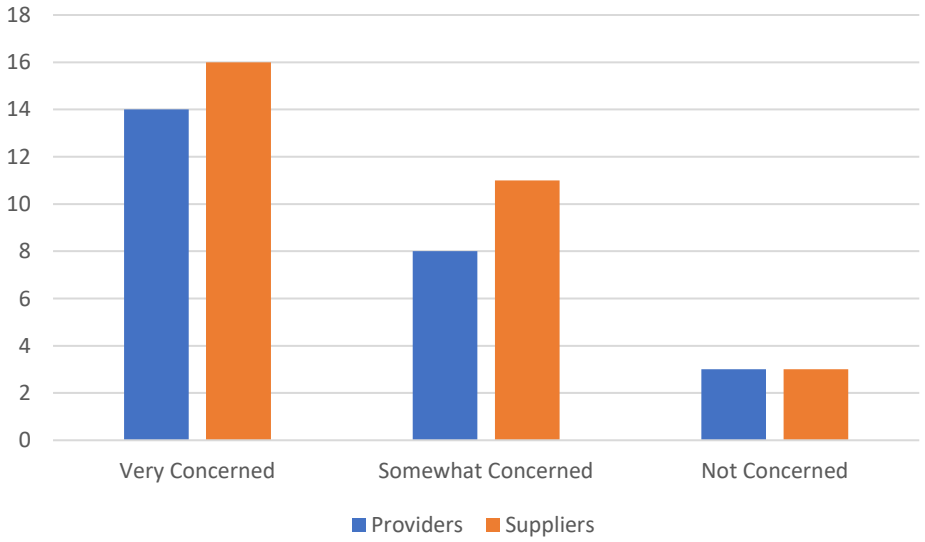
All of the various services a vendor credentialing provider offers are captured by the company's HR system. Their only value is centralizing all companies information into one database, but their fees for this service are exorbinant.

June 21, 2021, Quick Quiz Results

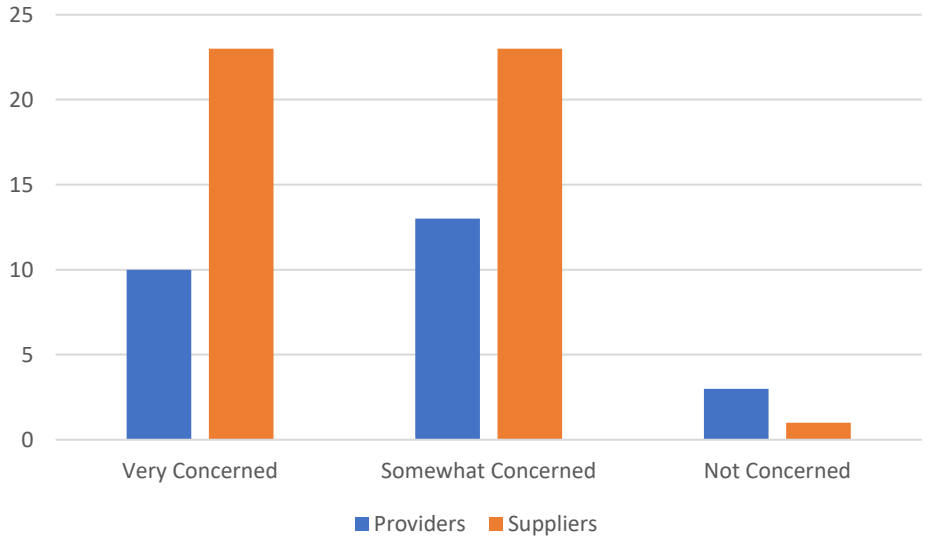
Vendor Credentialing Systems

Please share how concerned you are about each of the following issues related to a vendor credentialing system:

Personal data security (PII, PHI)



Lack of consistency in data required across healthcare systems

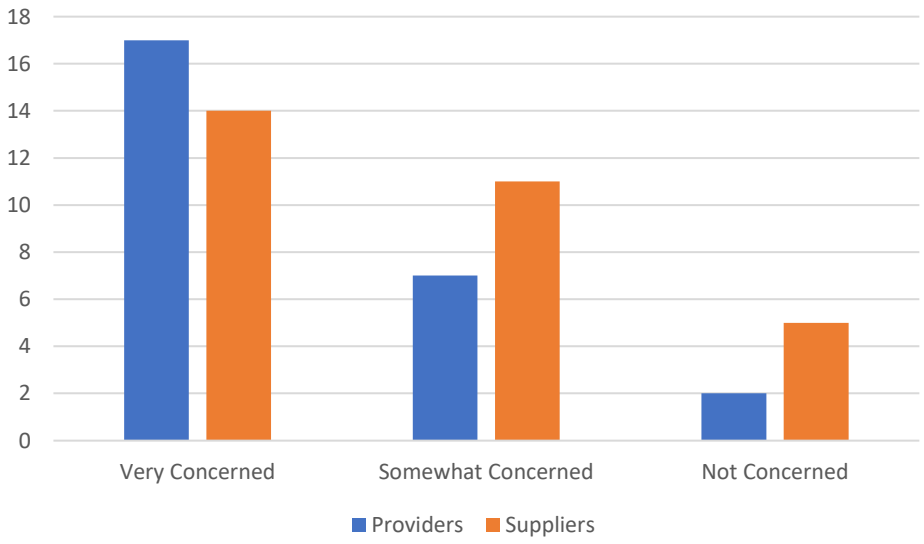


June 21, 2021, Quick Quiz Results

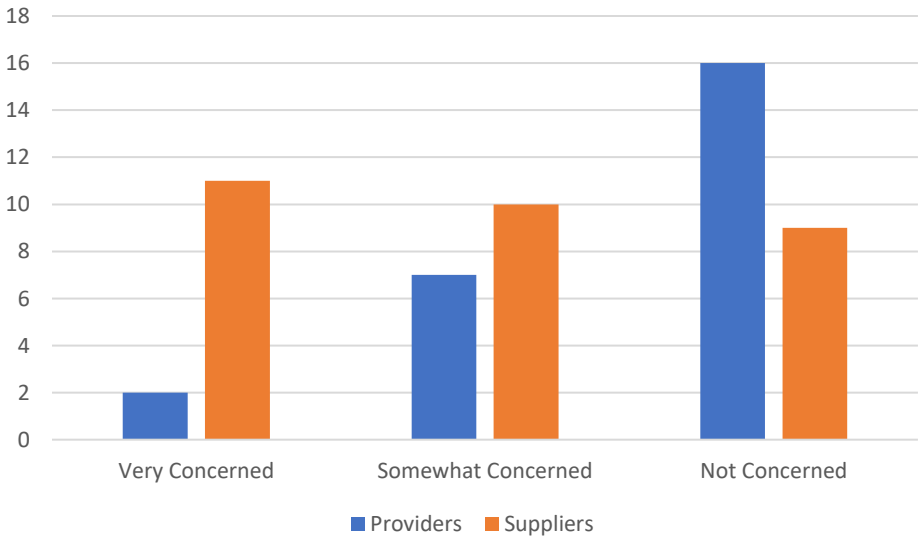
Vendor Credentialing Systems

Please share how concerned you are about each of the following issues related to a vendor credentialing system:

Inconsistent adherence to requirements



Mandated participation does not reflect partnership values

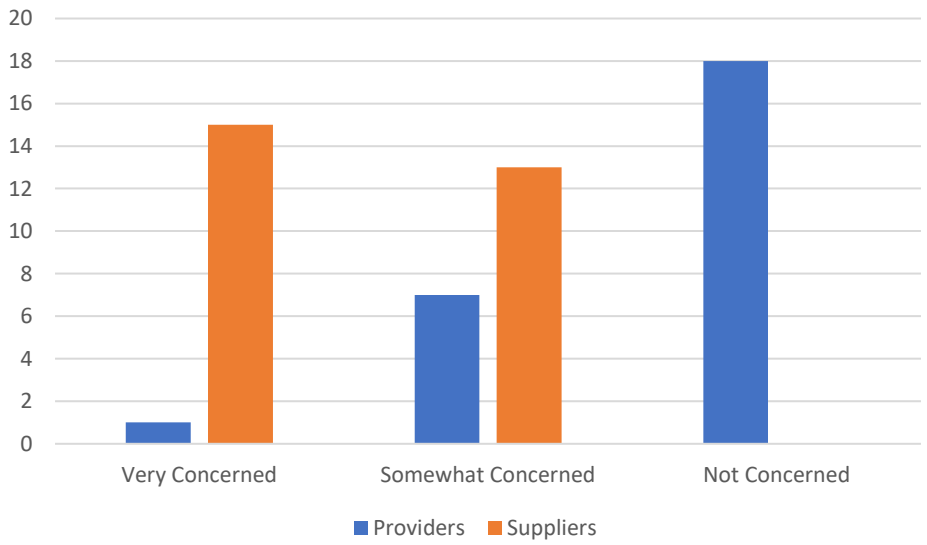


June 21, 2021, Quick Quiz Results

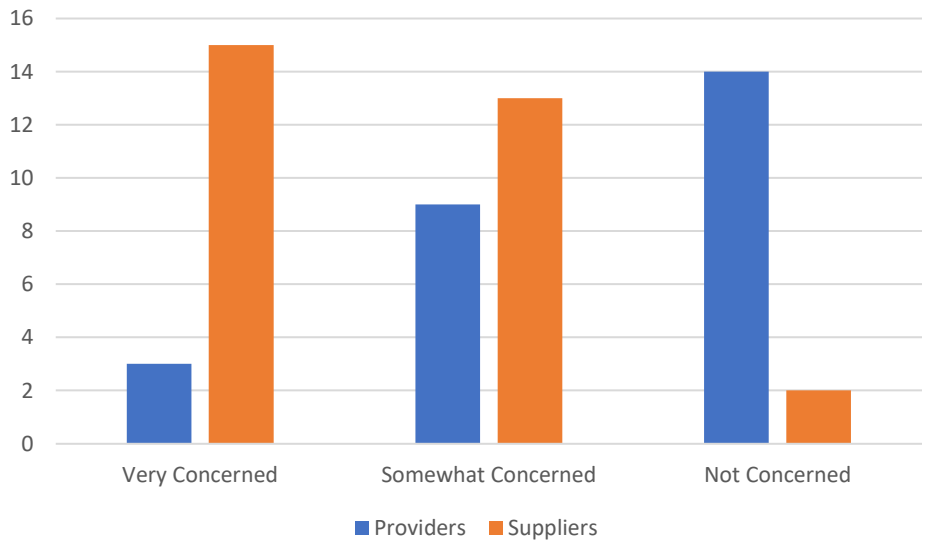
Vendor Credentialing Systems

Please share how concerned you are about each of the following issues related to a vendor credentialing system:

No return on my expense



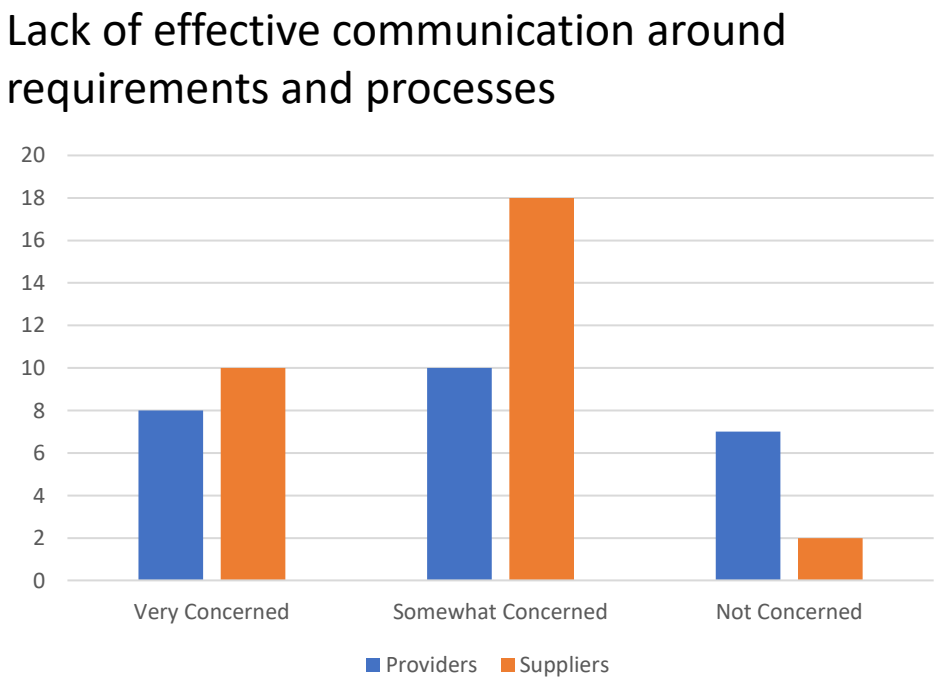
No return on time spent interacting with the system



June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

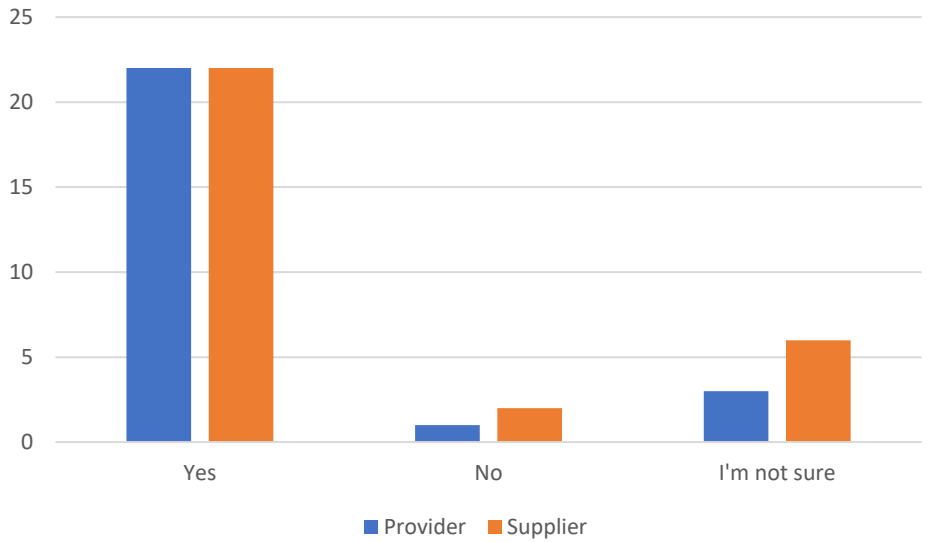
Please share how concerned you are about each of the following issues related to a vendor credentialing system:



June 21, 2021, Quick Quiz Results

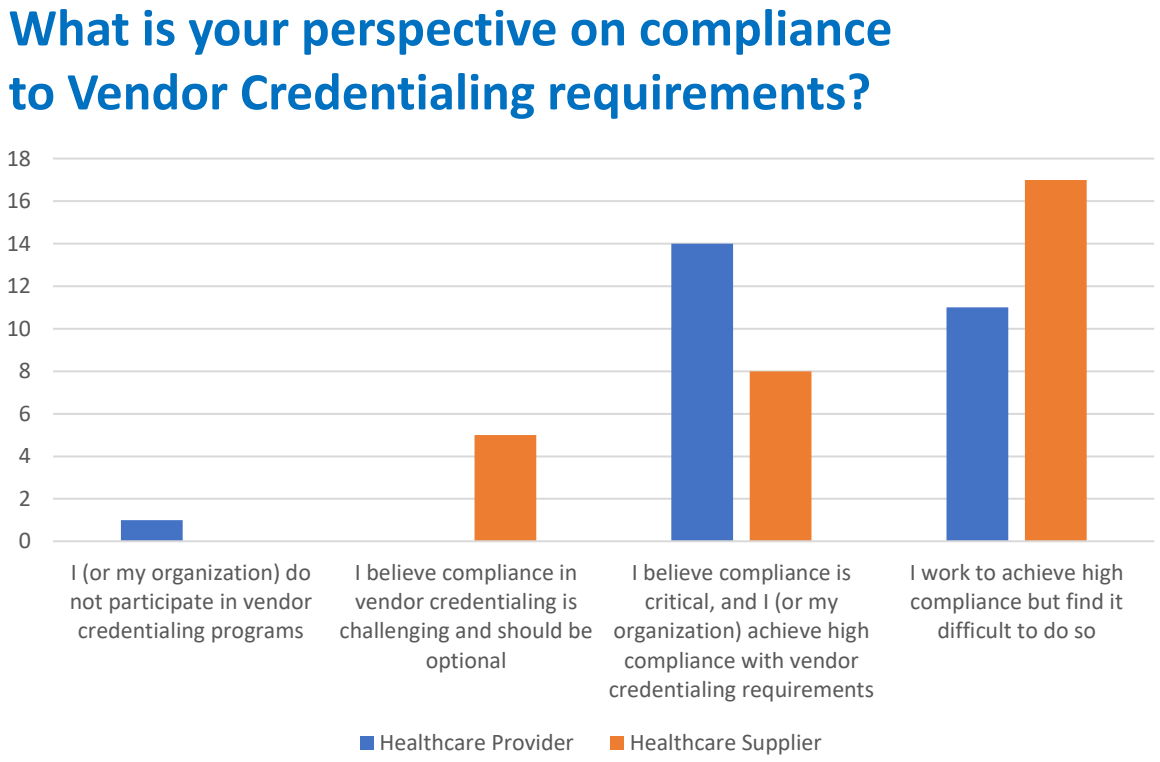
Vendor Credentialing Systems

Do you believe accepted industry standards (data requirements and process) are necessary for streamlining the vendor credentialing process across providers?:



June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems



June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

Are there any other features of a Vendor Credentialing System that you believe are critical? Providers weighed in with their thoughts:

It is critical to our Supply Chain to know what supplier have been or are currently in the facility and their compliance to all of our policies and standards.
to make appointments work: need to have data feeds / automation to setup the provider authorizing the rep visit and preferred out of the procedural scheduling system. Would be great if there were some type of temporary door access system tied into the credentialing system so that reps didn't receive a standard ID.
Standard requirements.
Ensuring policy and changes to those are readily available in the system and that the vendors are notified when changes are made.
Up-to-date information as well as checking the validity of documents uploaded.
immunizations
Commitment to transparency on manufacturing/resiliency.

The systems need to be easier to use, especially when it relates to requiring vendors have approved meetings in the system before they can sign in. I'd like to start having reps (especially pharmaceutical reps) arrested for trespassing if they are on the premises without an approved meeting request.
clear action when compliance is not met.
I think the criteria and importance of them is highly variable depending upon where a sales representative visits within a hospital. A representative in the OR or any procedural area presents more risk than a representative just attending a meeting or visiting with a physician/clinician.
Ease of signal for clinical staff on appropriate personnel in clinical/restricted areas (e.g message of No Badge - No Access)i
User friendly. Current photographs of sales reps, notification when they leave their position.
Validating the accuracy
Tracking who is on site, vaccinations, understanding site policies

June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

Are there any other features of a Vendor Credentialing System that you believe are critical? Suppliers offered their insights:

Like many things. Good concept and prudent. But not having uniform standards is a challenge. It is also a small money grab.

The ability to pull data from a single source. Providers should have the ability to customize requirements, but money is being wasted by suppliers having to share the same information over and over again...

A single license, could be obtained by competing companies but having to register and pay 3 K plus per person because each health system wants their own system adds cost with demished value.

Uniformity. Return on Investment. Keeping data current.

As a supplier, we comply simply because if we don't we can't meet with our customers. It brings no value to our company and seen as an extra activity and another expense we must keep up on.

Consistency in requirements across providers. Currently many Providers require Suppliers to agree to their individual policies which is hard to manage across many different health systems. One set of standards would be helpful.

Conformance to health system and site policies is important. Suppliers are selling widgets. The overreach in PHI and personal information is getting to be absurd in some instances. Heard recent joking between reps that DNA samples and social credit scoring is next. Extreme, certainly, though some truth in humor.

Should not be a profit center. One universal acceptance

Better consistency with visitor requirements. Why is that vendors must have numerous requirements on vaccines and preventative measures, yet visitors do not?

all these systems seem to be a One size fits all. Sales reps that call on supply chain and never interact with patients and direct care givers are expected to maintain same cost of credentialing as a supplier who lives in the OR with direct contact to patients. It is a dead expense for many of us that does not protect or serve the needs of the patient.

Knowledge of who is in facilities and that they understand that system's policies are the two benefits; how critical they are is another question. Frankly, rep credentialing is another leech on our industry and an incredible time suck for suppliers. It is not uncommon to have multiple credentialing services within a single geography and for managers they may need to manage 5 or more. It is literally nearly a full-time job to stay up to date. In my experience, nobody is really taking the time to read the material, but rather agreeing and moving on. There is a lot of money being sucked up into these when likely near 100% of the companies are doing background screens, drug tests, product training, etc. before the reps are even allowed in the field. Redundant and costly with no benefit to the supplier.

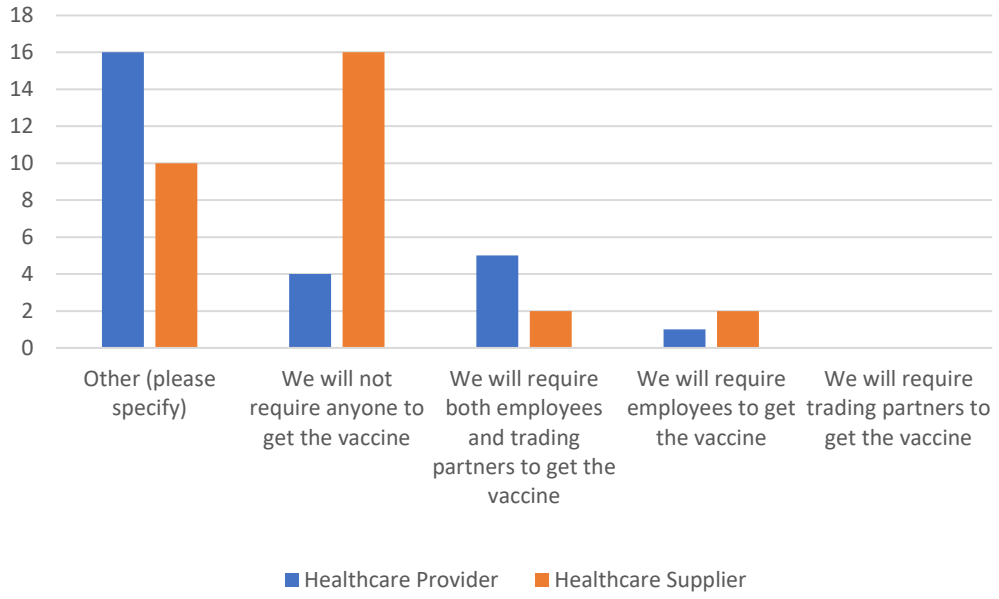
It should be standard and thru a industry portal and not a "for-profit" activity

E check in without a kiosk or computer from your phone.

June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

Will you be requiring employees and/or trading partners to get the COVID-19 vaccine?



Note: For “other” responses, see following pages

June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

Provider – "other" responses on requiring trading partners to have the vaccine:

We are currently discussing whether the healthcare institution will mandate the vaccine for our employees. If this occurs, we will extend this mandate to our suppliers.
Still under advisement and consideration for the EUAs.
Suppliers won't be required to get the Covid-19 vaccine until employees are. unclear when that will be. likely when the vaccines carry FDA approval
Like a flu shot. In a patient care area, must be vaccinated.
Unknown at this time
It is anticipated that both employees and trading partners, but this has not yet been formalized.
Recommended
As a national organization, we will likely follow local requirements

We will require employees to get the vaccine and are just starting to have the conversation around vendor reps.
Pending, do not know yet
tbd
No decision at this time.
We are not requiring at this time but this may change
Once the Vaccine has full FDA approval will work through process similar to how current Flu Vaccines are managed
undetermined at this time
We are not requiring it currently for employees or partners, however expect that will change when the vaccine has full FDA authorization

June 21, 2021, Quick Quiz Results

Vendor Credentialing Systems

And Supplier's "other" responses on requiring trading partners to have the vaccine:

Highly suggested, but not required
Not requiring it, but strongly encouraging.
To be determined, but I doubt it.
No requirement but highly recommended and restiction on those that do not
Vaccinations are not compulsory (and may technically be illegal) under EUA and without FDA approval. Our organization requires vaccinations and proof for removal of masks at facilities. We are considering therapeutics in lieu of vaccinations as studies continue to publish. Our position is fluid, though formalizing.

As a supplier we are looking to the provider community to require vaccines before we mandate them as a condition of any customer facing roles.
all employees that come in contact with customers are required to be vaccinated. once vaccines are fully approved and not EUA, we will reconsider whether all employees will be required to be vaccinated to maintain employment status.
Employees are strongly encouraged, but not mandated to receive the vaccine.
As a supplier, we are not mandating vaccines for our employees. But if our customers require it, the vaccine will be a job requirement.