

Policy Applies to:

Those Mercy Hospital Staff who are involved with negotiating or managing external service providers.

Related Standard:

- EQuIP Standard - 3.1.4 External Service Providers
- Food Standards Code and user Guide
- Health & Disability Sector Standards NZS 8134:2001

Rationale

Mercy Hospital is committed to ensuring that all external service providers and suppliers are managed effectively to ensure safe, reliable, sustainable and quality service delivery.

Definitions:

External service provider - The collective term for a person or firm, outside of Mercy Hospital who has special knowledge, skill and experience in a particular discipline and who receives payment from the organisation for the service provided. A formal Agreement between the external service provider and Mercy may or may not exist. If a formal Agreement does exist, the provider may also be termed a "contractor".

This does not include credentialed specialists and allied health professionals who are addressed under the Mercy Hospital Credentialing policy.

Supplier

An organisation or an individual that delivers materials, components, goods, or services to another organisation in return for payment. A formal agreement between the supplier and Mercy may or may not exist.

Objectives:

- To ensure a quality service is provided and maintained.
- To ensure that there is an agreed level of service expectation.
- To ensure standardised management of external service providers and suppliers.
- To ensure standardised coordination of induction procedures.
- To ensure that external service providers comply with relevant legislation and with Mercy Hospital's policies and procedures including health and safety and confidentiality.
- Where possible the contracted organisation / service provider be accredited to a recognised quality control standard.

Implementation:

- Training for Service Leaders and any senior staff who are responsible for negotiating and or managing service providers.
- Use of standard templates and associated documentation.

External Service Provider Induction

Risk categorisation

Service providers who work on the Mercy Hospital campus need an induction suitable to the impact of their work on Mercy's operations. Service providers should first be defined as A, B or C using the following criteria:

- **A type** service providers- Full induction - includes General Permit to Work (GPTW) and Infection Control Matrix, Working on Services, Asbestos information.
 - Frequently on-site
 - Access a variety of areas which may include Theatre Suite and Service Risers
 - Carry out work that may create hazards or infection control risks
 - Carry out work that may involve shutting off of services
 - **A1 type** - Similar to A but come in maybe once or twice a year.
- **B type** service providers - Need less information, but still in person, either as a group or one-one-on with area HOD - including smoke free, privacy, parking, signing in and out, hand hygiene, entering patient areas.
 - Frequently on site
 - Access a variety of areas which may include Theatre Suite
 - Carry out work that may create hazards
 - Do not carry out work that may be an infection control risk
 - Do not carry out work that involves shutting off services
 - **B1 type** - Similar to B but come in maybe once or twice a year.
- **C type** service providers - 'Drop off - pick up', or those that are mainly in 'front of house' areas. Work is not intrusive.

Induction Requirements

'A' type service providers should attend a full induction presentation. This can be either a scheduled session for several organisations or a single-organisation session with an appropriate Mercy Hospital staff member.

'B' type service providers should attend a reduced induction presentation. This can be either a scheduled session for several organisations or a single-organisation session with an appropriate Mercy Hospital staff member.

'C' type service providers should go through the *Service Provider Induction Summary* with their Mercy Hospital primary contact person, and should retain this document for their records.

All 'A' and 'B' type service providers should be given a full copy of the Mercy Hospital *Information Book for Contractors*. All 'C' type service providers should be provided with access to the *Information Book for Contractors*, or given a copy if they want it.

Confidentiality agreements

Once the induction is completed, all service provider staff should sign a copy of the *Confidentiality Statement and Acknowledgement of Information Book for Contractors*, which should then be scanned into the appropriate location on the F drive.

Record keeping and resources

The Contracts Manager will retain records of categorisation type and attendance dates for all service providers.

The Contracts Manager will provide Head of Departments with regular updates of inducted external service providers for the purpose of monitoring compliance.

Evaluation:

- External Service Providers Global Audit - 6 monthly by Contracts Manager
- External Service Provider Induction feedback form
- External Service Provider Group - quarterly meeting
- Standard KPI in Service Agreement for Contractors
- Incident forms
- Staff feedback
- Patient Feedback

Associated Documents

Internal

- Induction Resources: F:\Mercy Shared\Contracts\Support Services Contractor Induction\Induction Resources
- Contracts/Central Register: F:\Administration\Contracts Manager
- Agreement for Contract for Services F:\Administration\Contracts Manager\Templates
- Supplier Agreement F:\Administration\Contracts Manager\Templates
- Contractor Health & Safety Questionnaire F:\Administration\Contracts Manager\Templates
- Mercy Hospital Information Book for Contractors F:\Administration\Contracts Manager\Templates
- External Service Provider - Global Audits F:\Administration\Contracts Manager\Audits

Policies

- Contract Management Policy
- Delegations of Authority Policy
- Product Evaluation Policy
- Credentialing Policy
- Maintenance and Construction Work policy
- Visitors Policy
- Risk Management Policy
- Health and Safety Policy

External

- Health and Safety at Work Act 2015
- Hazardous Substances and New Organisms Act 1996
- Health and Safety at Work (Hazardous Substances) Regulations