Vendor Management

Monitoring performance of contracted clinical services at UConn Health
What Is Vendor Management at UConn John Dempsey Hospital

- Vendor Management is the process of developing and monitoring quality metrics of contracted clinical services vendors with the goal of improving patient care.
  - Involves physicians, Department of Quality Programs and Vendor Management team
The same level of care should be delivered to patients regardless of whether services are provided directly by the hospital or through contractual agreement. Leaders provide oversight to make sure that care, treatment, and services provided directly are safe and effective. Likewise, leaders must also oversee contracted services to make sure that they are provided safely and effectively.
Vision/Goal

- The vision of the Vendor Management program is to improve UConn John Dempsey Hospital business intelligence and vendor performance through programmatic analysis of current and future vendors.
- The goal of the Vendor Management program is to ensure that vendors provide the same quality level of service and care as UConn Health staff provides to the patients of UConn Health.
Vendor Management Cycle

Define Metrics

Incorporate into contract

Physicians, Clinicians, Quality Programs, Contracting

Improve Patient care vendors

Monitor Vendor performance

Report To Quality Programs, physicians, medical board
Vendor Management at UConn Health

- Serves as contracting liaison between UConn Health clinical departments, contracting areas and Department of Quality Programs to ensure compliance with all applicable contracting and vendor management requirements, laws and regulations.
- Ensures, through performance monitoring, that awarded contracts remain compliant with UConn Health policies and procedures, and with federal and state regulations and laws.
Affected Areas

- UConn John Dempsey Hospital (JDH)
- UConn Medical Group (UMG)
- Dental Clinics
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