8 Things You Can't Forget

Enforcing Your Vendor Credentialing Policy Checklist

Vendors are crucial healthcare partners, but hospitals and health systems continue to face challenges in ensuring their vendor policies are upheld. Here are 8 steps to help successfully strengthen compliance and improve your partnerships.

1 Review your vendor policy

The first step in driving vendor compliance is to ensure your vendor policy reflects your compliance standards, is up to date, and includes your expectations for both onsite and virtual interactions.

2 Check your communication methods with vendors

Ensure streamlined communication with all vendors/suppliers to keep them informed of policy changes. e.g. Use templates in vendor credentialing software for consistent, effective communication, ensuring vendors receive crucial updates efficiently.

3 Make it as easy as possible on vendors

Clear signage, visible check-in stations, efficient check-in processes, timely credential alerts, background checks, and centralized compliance information reduce vendor confusion by providing clear guidelines and accessible resources in one cohesive system.

4 Make compliance personal

Emphasize the importance of compliance by connecting it to the personal and relational aspects of healthcare. Communicate the "why" consistently across policies, trainings, emails, conversations, and your website to foster deeper understanding and commitment from both staff and vendors.

5 Educate your teams

Educate your teams cross-functionally, from supply chain and key departments, such as the OR, to the security team to ensure the loop is closed. Consider doing a departmental roadshow to educate on the importance of vendor compliance and how to be the first line of defense.

6 Guide your vendor policy with data

Frequently review check-in and internal compliance benchmarking data to spot trends like repeat offenders. Share key metrics with departments, report to leadership to gain support, and use insights to refine policies and practices.

7 Stay prepared

Prepare for audits by conducting mock surveys, audits, and meetings to review readiness. Ensure teams are familiar with vendor check-in dashboards to promptly address auditor queries about vendor compliance and onsite activities.

8 Address other populations

Address students, volunteers, contractors, visitors, and other groups who made need facility access in your policy. Ensure compliance and patient safety by including them in a holistic credentialing approach alongside vendors.

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