

## **Procurement Escalation Process-Flow Chart**



## Legend

- Procurement Escalation Lead (Lead): Nicole DeKort, President & CEO, Medtech Canada
- Procurement Escalation Expert (Expert): Pamela Robertson, Strategic Advisor
- Procurement Escalation Administrative Support (Admin): Katharine Ashford-Smith, Events & Operations Director, Medtech Canada

Medtech Canada cannot intervene where the concern relates to the commercial terms of a procurement while the procurement is still open. Medtech Canada will only intervene where the procurement issues have broad implications relating to healthcare system sustainability and/or, achieving optimal patient outcomes and/or, ensuring that Canadian patients have access to quality medical devices and/or the sustainability of the Canadian Medical Device Industry.

9. The Admin will contact the member who completed the Procurement Escalation Form to advise of the steps being taken.

10. The Admin will work with the Lead and Expert to ensure required actions/activities have been fulfilled.

11. The Admin will advise the member who completed the Procurement Escalation Form of any actions taken by Medtech Canada.

12. The Admin will actively track outcomes shared with Medtech Canada through the member (if the member company is willing to share such information). The tracking of outcomes will provide examples of possible future improvements.