

## Position Paper

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# Vendor Credentialing for Canadian Healthcare

Representatives of medical technology companies are often required to enter hospitals and other health care facilities for many different reasons, including: training health care professionals on the safe and effective use of technologies, demonstrating new and advanced innovations that can improve patient outcomes and increase system sustainability, or servicing vitally important medical equipment like an MRI scanner.

The members of Medtech Canada operate in the Canadian health care system in partnership with the medical community based on the strong foundation of Medtech Canada's Code of Conduct<sup>1</sup> and are deeply committed to patient safety.

Medtech Canada understands the desire by some health care institutions to implement credentialing requirements to coordinate admission to certain areas of their facilities by suppliers and external contractors.

### BACKGROUND

In the United States, in health care facilities where vendor credentialing is required, the credentialing process can be complicated and may include vendor training, health and safety training and background checks. Some hospitals are utilizing for-profit third-party companies to manage these programs. The inconsistency of credentialing requirements

across health care facilities, as well as the cost of implementation has created an unnecessarily large burden on the U.S. health care system.

The cost implications on the U.S. health care system have been staggering - primarily due to the inconsistency in credentialing requirements across health care facilities. Vendor credentialing has added estimated costs of more than \$800M<sup>2</sup> to the health care system in the U.S. and many companies have had to hire internal staff to track and manage the many differing training, background checks and health and safety requirements to become credentialed. Additional challenges are created by the differences in timelines required for each of the credentialing requirements (some ask for annual updates, others biannual etc.). This lack of consistency has burdened the U.S. health care system with considerable and avoidable costs and caused significant confusion that has led to a loss of focus towards everyone's shared objective of ensuring that patients receive the best possible care. (A group of health care providers, trade associations, and companies in the U.S. formed a coalition that seeks to spread the use of a vendor credentialing standard in their country, with the goal of streamlining the process for all stakeholders, while ensuring patient safety and confidentiality)<sup>3</sup>.

1. Code of Conduct ([medtechcanada.org](https://www.medtechcanada.org))
2. Mayo Clinic Supply Chain Management
3. The Consortium For Universal Healthcare Credentialing, Inc. - C4UHC

In Canada, the process of collecting and storing data for any credentialing system is influenced by several laws in the areas of privacy and human rights. These legal considerations, as well as the awareness of the aforementioned issues involving the vendor credentialing experience in the U.S., led to the establishment of a vendor credentialing standard in Canada.

As a result, in 2012 the Health care Supply Chain Network (HSCN), a Canadian association comprised of health care provider and supplier professionals (hospital representatives, shared services and group purchasing organizations and industry representatives), developed a Canadian National Standard for Vendor Credentialing.

With the dissolution of HSCN as an association on June 30, 2020, it was important to find the HSCN Vendor Credentialing Program and Standard a new home. Medtech Canada was fully supportive of the decision by HSCN to select Health Standards Organization (HSO)/Accreditation Canada (AC) as the new home for the Program and Standard.

### MEDTECH CANADA POSITION ON VENDOR CREDENTIALING IN CANADA

Medtech Canada fully endorses Health Standards Organization/Accreditation Canada taking on and maintaining the HSCN Vendor Credentialing Program and Standard.

The current Vendor Credentialing Program and Standard is a reasonable solution that allows for health care providers who have adopted the standard to view attestations by vendor companies who have completed the requirements of the Standard.



The Canadian National Standard for Vendor Credentialing :

- Creates consistency
- Avoids the excessive and unnecessary duplication and resulting costs experienced in the U.S.
- Addresses Canadian legal issues that form barriers for vendors to meet their credentialing requirements by allowing for the attestation process
- Is adaptable - there is an opportunity for HSO/AC, as a global system partner and leader, to collaboratively update the Standard as laws and practices change over time

The Canadian National Standard for Vendor Credentialing provides consistency and ensures that the privacy and human rights of supplier representatives are respected, while allowing Canadian health care organizations to achieve their credentialing objectives without overburdening the system with unnecessary costs. It is for these reasons that Medtech Canada continues to fully endorse the Canadian National Standard for Vendor Credentialing and uptake by HSO/AC.

### ABOUT MEDTECH CANADA

Medtech Canada is the national association representing the medical technology industry in Canada. Our association advocates for achieving patient access to leading edge, innovative technology solutions that provide valuable outcomes. Our members are committed to providing safe and innovative medical technologies that enhance the quality of patient care, improve patient access to health care, and help enable the sustainability of our health care system. The medical technology industry in Canada employs over 35,000 Canadians in approximately 1,500 facilities across the country.