Schedule 4

Performance Standards Schedule

Infusion Equipment and Infusion Supplies

IN 03-10

ARTICLE 1 - GENERAL

1.1 Documents Comprising the Performance Standards Schedule

(1) The Performance Standards Schedule consists of,

(a) the Performance Standards General Provisions; and

(b) the Performance Standards Schedule Chart.

(2) The Performance Standards Schedule Chart sets out the performance standards with reference to the Services Schedule Sections.

1.2 Supplementing the General Conditions and Services Schedule

The Performance Standards Schedule supplements the General Conditions and the Services Schedule for the purpose of providing greater specificity to the performance standards which the Service Provider is required to meet.

ARTICLE 2 - PERFORMANCE STANDARDS

2.1 General Service Provider Performance Obligations

(1) The Service Provider shall, at all times, carry out the Services,

(a) to the level of performance specified as the Quality Operating Standard; and

(b) to the level of performance specified in the Performance Standards Schedule Chart,

(the “Performance Standards”).

(2) If a specific standard of quality of performance has been set out in the Performance Standards Schedule Chart for a specific service, the Service Provider shall perform the specific service to the standard of Quality Operating Standard as set out in Section 2.1(3) of the Performance Standards Schedule in addition to performing the specific service to the specific standard.

(3) “Quality Operating Standard” means a standard of performance which,

(a) is duly diligent, competent, efficient, economical, timely and in accordance with the prevailing best practices in the community health care industry and the medical equipment and supplies industry;

(b) uses safe and effective Equipment and Supplies, which are new or the equivalent of new, as applicable, and free from defects in material or workmanship;

(c) uses Equipment and Supplies fit for the purposes intended by the manufacturer;

(d) is in accordance with Applicable Law;

(e) is in accordance with all standards, guidelines, procedures, policies, manuals and any other documentation produced and endorsed pursuant to the applicable College Standards and Guidelines;

(f) is in accordance with the Bill of Rights as set out in Part III of the *Long-Term Care Act*, as amended from time to time;

(g) protects the privacy of the Client and the confidentiality of Client Information;

(h) is in accordance with sound management, financial and commercial practices;

(i) uses appropriate technology;

(j) protects the interests of the CCAC; and

(k) is in accordance with the plans, programs and reports developed and implemented in accordance with the Services Schedule.

2.2 Services Schedule Description

The descriptions contained in the column of the Performance Standards Schedule Chart, entitled "Description of Service", are for the convenience of the Service Provider and do not supersede the actual wording of the Services Schedule.

2.3 Performance Standards Reporting

(1) For each row of the Performance Standards Schedule Chart the Service Provider shall include a report in respect of that Performance Standard and the applicable indicators for that Performance Standard in each Quarterly Report.

Performance Standards

Schedule Chart

Name of Service to which this Performance Standards Schedule applies: Infusion Equipment and Infusion Supplies

SERVICES SCHEDULE SECTION #	DESCRIPTION OF SERVICE	METHOD OF CALCULATION		REPORT	PERFORMANCE STANDARD	
Infusion Equipment and Infusion Supplies						
SS 3.3	Errors in Orders					
SS 3.3	• Fill Orders as specified	• # of Orders completed without error(s) in a month # Orders completed in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***95%*** or higher each month	Year 2 ***97%*** or h higher each month
SS 3.4	Fill Rate					
SS 3.4(3) SS 3.5(5)	• Failure to fill an Order as specified due to unavailability of Equipment or Supplies, including substitution	• # of Orders completed in a month # Orders submitted in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***90%*** or higher each month	Year 2 ***95%*** or higher each month
SS 3.8	**Responding to Repair or Replacement Requests**					
SS 3.8(1)	• Carry out Repair or Replacement Requests within the timeframes specified	• # of Repair or Replacement Requests carried out within specified timeframes in a month # of Repair or Replacement Requests submitted in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***90%*** or higher each month	Year 2 ***95%*** or higher each month

Name of Service to which this Performance Standards Schedule applies: Infusion Equipment and Infusion Supplies

SERVICES SCHEDULE SECTION #	DESCRIPTION OF SERVICE	METHOD OF CALCULATION		REPORT	PERFORMANCE STANDARD	
Infusion Equipment and Infusion Supplies						
SS 3.8	Responding to Emergency Repair or Replacement Requests					
SS 3.8(3)	• Carry out Emergency Repair or Replacement Requests within the timeframes specified	• # of Emergency Repair or Replacement Requests carried out within specified timeframes in a month / # of Emergency Repair or Replacement Requests submitted in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***90%*** or higher each month	Year 2 ***95%*** or higher each month
SS 4.1.2(1)(a)	Immediate Deliveries					
SS 4.1.2(1)(a)	• Complete Immediate Deliveries within the specified timeframes	• # of Immediate Deliveries completed on time in a month / # of Requests for Immediate Delivery submitted in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***92%*** or higher each month	Year 2 ***97%*** or higher each month
SS 4.1.2(1)(b)	Regularly Scheduled Deliveries					
SS 4.1.2(1)(b)	• Complete Regularly Scheduled Deliveries in the specified timeframes	• # of Regularly Scheduled Deliveries completed on time in a month / # of Requests for Regularly Scheduled Delivery submitted in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***95%*** or higher each month	Year 2 ***97%*** or higher each month

Name of Service to which this Performance Standards Schedule applies: Infusion Equipment and Infusion Supplies

SERVICES SCHEDULE SECTION #	DESCRIPTION OF SERVICE	METHOD OF CALCULATION		REPORT	PERFORMANCE STANDARD	
Infusion Equipment and Infusion Supplies						
SS 4.1.2	Individually Scheduled Deliveries					
SS 4.1.2(1)(c)-(f)	• Complete Individually Scheduled Deliveries in the specified timeframes	• # of Individually Scheduled Deliveries completed on time in a month / # of Requests for Individually Scheduled Delivery submitted in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***92%*** or higher each month	Year 2 ***97%*** or higher each month
SS 13.2	Sourcing Exception Items					
SS 13.2	• Source Exception Items within the timeframes specified	• # of Exception Items sourced within the specified timeframes in a month / # of Exception Items sourced in the same month	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 ***95%*** or higher each month	Year 2 ***97%*** or higher each month