

## **Schedule 4**

### **Performance Standards Schedule**

#### **Medical Supplies**

#### **MS 01-10**

## **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: Medical Supplies

SERVICES SCHEDULE SECTION #	DESCRIPTION OF SERVICE	METHOD OF CALCULATION	REPORT	PERFORMANCE STANDARD		
<b>Medical Supplies</b>						
SS 3.3 Errors in Orders						
SS 3.3	<ul style="list-style-type: none"> <li>Fill Orders as specified</li> </ul>	<ul style="list-style-type: none"> <li># of Orders completed without error(s) <u>in a month</u></li> <li># Orders completed in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 <b>95%</b> or higher each month	Year 2 <b>97%</b> or h higher each month
SS 3.4 Fill Rate						
SS 3.4(3) SS 3.5(5)	<ul style="list-style-type: none"> <li>Failure to fill an Order as specified due to unavailability of Equipment or Supplies, including substitution</li> </ul>	<ul style="list-style-type: none"> <li># of Orders completed <u>in a month</u></li> <li># Orders submitted in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 <b>90%</b> or higher each month	Year 2 <b>95%</b> or higher each month
SS 3.8 Responding to Replacement Requests						
SS 3.8(1)	<ul style="list-style-type: none"> <li>Carry out Replacement Requests within the timeframes specified</li> </ul>	<ul style="list-style-type: none"> <li># of Replacement Requests carried out within specified timeframes <u>in a month</u></li> <li># of Replacement Requests submitted in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 <b>90%</b> or higher each month	Year 2 <b>95%</b> or higher each month

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SERVICES SCHEDULE SECTION #	DESCRIPTION OF SERVICE	METHOD OF CALCULATION	REPORT	PERFORMANCE STANDARD				
<b>Medical Supplies</b>								
3.8 Responding to Emergency Replacement Requests								
SS 3.8(3)	<ul style="list-style-type: none"> <li>Carry out Emergency Replacement Requests within the timeframes specified</li> </ul>	<ul style="list-style-type: none"> <li># of Emergency Replacement Requests carried out within specified timeframes <u>in a month</u></li> <li># of Emergency Replacement Requests submitted in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis) <table border="1"> <thead> <tr> <th>Year 1</th> <th>Year 2</th> </tr> </thead> <tbody> <tr> <td>90% or higher each month</td> <td>95% or higher each month</td> </tr> </tbody> </table>	Year 1	Year 2	90% or higher each month	95% or higher each month
Year 1	Year 2							
90% or higher each month	95% or higher each month							
SS 4.1.2(1)(a) Immediate Deliveries								
SS 4.1.2(1)(a)	<ul style="list-style-type: none"> <li>Complete Immediate Deliveries within the specified timeframes</li> </ul>	<ul style="list-style-type: none"> <li># of Immediate Deliveries completed on time <u>in a month</u></li> <li># of Requests for Immediate Delivery submitted in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis) <table border="1"> <thead> <tr> <th>Year 1</th> <th>Year 2</th> </tr> </thead> <tbody> <tr> <td>92% or higher each month</td> <td>97% or higher each month</td> </tr> </tbody> </table>	Year 1	Year 2	92% or higher each month	97% or higher each month
Year 1	Year 2							
92% or higher each month	97% or higher each month							
SS 4.1.2(1)(b) Regularly Scheduled Deliveries								
SS 4.1.2(1)(b)	<ul style="list-style-type: none"> <li>Complete Regularly Scheduled Deliveries in the specified timeframes</li> </ul>	<ul style="list-style-type: none"> <li># of Regularly Scheduled Deliveries completed on time <u>in a month</u></li> <li># of Requests for Regularly Scheduled Delivery submitted in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis) <table border="1"> <thead> <tr> <th>Year 1</th> <th>Year 2</th> </tr> </thead> <tbody> <tr> <td>95% or higher each month</td> <td>97% or higher each month</td> </tr> </tbody> </table>	Year 1	Year 2	95% or higher each month	97% or higher each month
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SERVICES SCHEDULE SECTION #	DESCRIPTION OF SERVICE	METHOD OF CALCULATION	REPORT	PERFORMANCE STANDARD		
<b>Medical Supplies</b>						
SS 4.1.2 Individually Scheduled Deliveries						
SS 4.1.2(1)(c)-(f)	<ul style="list-style-type: none"> <li>Complete Individually Scheduled Deliveries in the specified timeframes</li> </ul>	<ul style="list-style-type: none"> <li># of Individually Scheduled Deliveries completed on time in a month _____</li> <li># of Requests for Individually Scheduled Delivery submitted in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 <b>92%</b> or higher each month	Year 2 <b>97%</b> or higher each month
SS 13.2 Sourcing Exception Items						
SS 13.2	<ul style="list-style-type: none"> <li>Source Exception Items within the timeframes specified</li> </ul>	<ul style="list-style-type: none"> <li># of Exception Items sourced within the specified timeframes in a month _____</li> <li># of Exception Items sourced in the same month</li> </ul>	x 100	Quarterly (with information broken down on a monthly basis)	Year 1 <b>95%</b> or higher each month	Year 2 <b>97%</b> or higher each month