



Human Resources

Portfolio Overview and Resources

Updated December 2017



Healthcare purchasing turning to innovative workforce solutions

With clinical workforce accounting for the biggest chunk of expenditures, seeking value in healthcare workforce-related purchasing is a "must." Advanced methods that achieve workforce-related efficiency are available for the business of healthcare.

Demand for permanent and temporary clinical staff is currently outpacing supply by about two to one. AMN Healthcare, the nation's leading healthcare staffing and workforce solutions company and a Premier-contracted supplier in the Workforce Solutions portfolio, saw orders for nurses and other healthcare professionals surge in 2014 and this continues strongly today. Federal labor data shows that the gap between healthcare job openings and job hires is widening. At the end of January 2016, about a half million healthcare jobs were unfilled.

When demand outstrips supply, particularly in a heated, competitive environment like healthcare today, costs will go up. Wages for permanent staff, bill rates for temporary staff and other workforce-associated costs are rising at all healthcare organizations.

Fortunately, AMN Healthcare has stayed ahead of these costly workforce challenges by developing innovative, cost-effective solutions for clients. Solutions include:

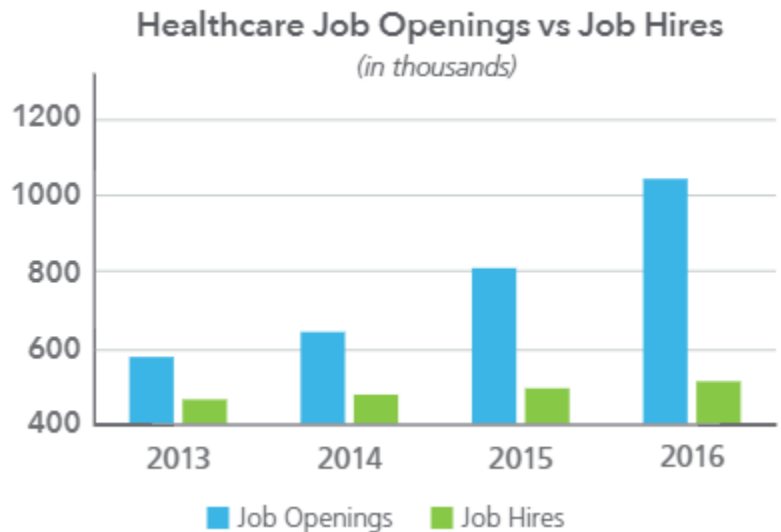
- Managed services program – Consolidates all administrative and management services for contingent labor in one program, leading to savings up to 20 percent.
- Recruitment process outsourcing – Optimizes the recruitment process resulting in 20 percent cost savings, improved quality of hire and best practice processes.

The cost and complexity of healthcare workforce challenges require the support of experts who are entirely focused on efficient solutions that enhance patient care quality. With all of the regulatory changes, competitive demands and quality imperatives in healthcare today, providers do not have the capacity to manage the worsening workforce supply and demand crisis. But expertise can be found in partnerships between healthcare providers and healthcare workforce experts like AMN Healthcare.



Learn more:

- Review the [Workforce Solutions – Human Resources Technology](#), [Workforce Solutions – Recruitment Process Outsourcing](#) and [Workforce Solutions – Staffing](#) categories to learn more about Premier contracted suppliers in this area.
- Contact Randy Sparks at randy.sparks@amnhealthcare.com for more information.



Overview of Premier, Inc.

Premier, Inc. is a leading healthcare improvement company, uniting an alliance of approximately 3,900 U.S. hospitals and 150,000 other providers to transform healthcare. With integrated data and analytics, collaboratives, supply chain solutions, and advisory and other services, Premier enables better care and outcomes at a lower cost. Premier plays a critical role in the rapidly evolving healthcare industry, collaborating with members to co-develop long-term innovations that reinvent and improve the way care is delivered to patients nationwide.

➤ **Our mission:**

To improve the health of communities

➤ **Our vision:**

Through the collaborative power of the Premier alliance, we will lead the transformation to high-quality, cost-effective healthcare.

➤ **How do we do it?**

Through our people, our data and our ability to connect healthcare organizations across the country.

Our people are dedicated to making healthcare better. We are passionate about what we do. We show the utmost integrity in our work. We seek out innovative ideas. And we focus on respect for each other.

Our database is one of the deepest and most comprehensive in the industry, with data on approximately 40 percent of U.S. hospital discharges and approximately \$50 billion in group purchasing volume.

Our ability to connect is our trademark. It's how we share best practices. It's how we solve pressing issues. It's how and why we build new technologies. Only by working together can we overcome today's fragmented system and really drive improvement.

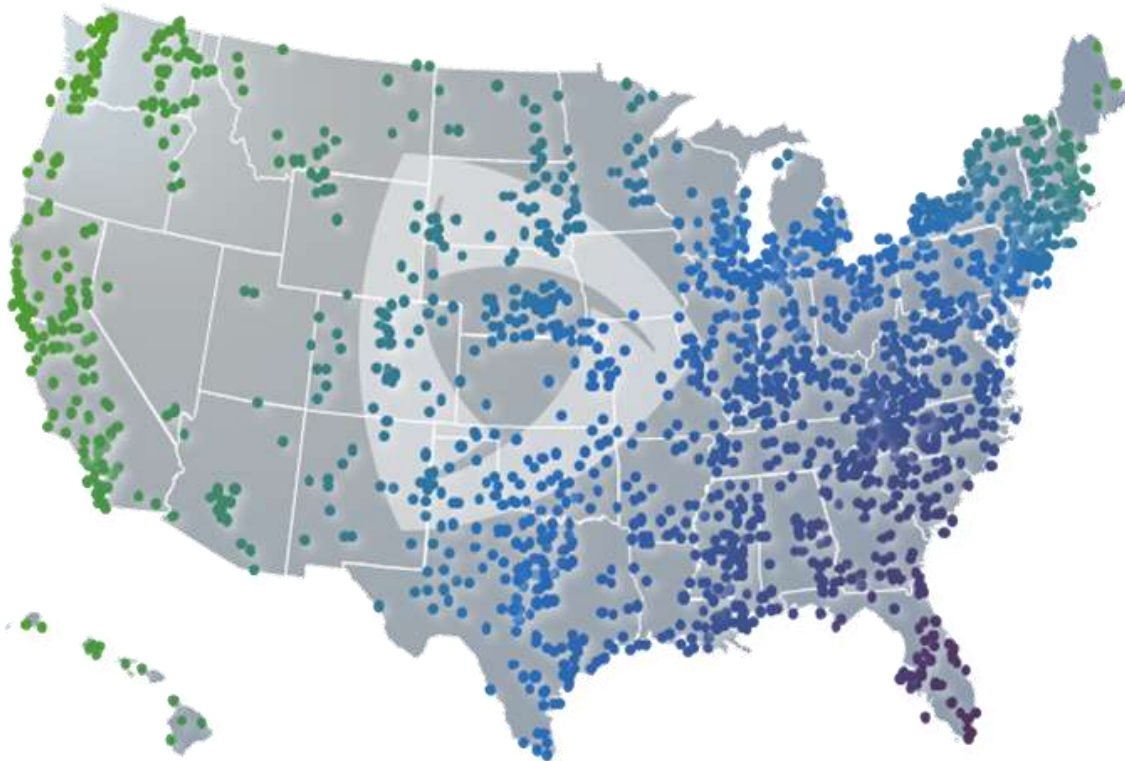




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^A ASCEND contract numbers are included where applicable. For materials that support ASCEND agreements, please visit the [ASCEND portal](#).



Background Check Services



Effective March 1, 2018 through February 28, 2021

Products and services available

This category provides prospective employers with background checks and pre-screening of candidates. Services include background checks, drug screenings, license verifications, reference verifications and pre-employment verification.

How to operationalize these agreements

A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with all suppliers.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

Other key value and terms

- Pricing is firm for the term of the agreement with all suppliers.
- Financial analysis reveals:
 - JD Palatine's new agreement pricing is flat compared to its expiring agreement pricing.
 - MBI Worldwide's new agreement pricing has an overall 11.9 percent savings compared to its expiring agreement pricing.
 - Pre-employ's new agreement pricing is flat compared to its expiring agreement pricing.
 - Private Eyes' new agreement pricing has an overall 1.6 percent savings compared to its expiring agreement.
- Available direct: Accutrace, JD Palatine, MBI Worldwide, PreCheck, Pre-employ, Private Eyes

Supplier contact information

- Accutrace Inc.: Ryan Wellman, 484.383.1821, rwellman@accu-trace.com
- JD Palatine LLC: Matthew McGregor, 877.745.8525, matthewmcgregor@jdpalatine.com
- Midwest Background Inc. dba MBI Worldwide: Brittany Bollinger, 727.592.8222 x2, bbolinger@mbiworldwide.com
- PreCheck Inc.: Chelsea Rivers, 888.247.3764, chelsearivers@precheck.com
- Pre-employ.com Inc.: James Glenn, 530.730.5815, jglenn@pre-employ.com
- Private Eyes Inc.: Sandra James, 925.927.333 extension 1044, sandra@backgroundchecks.com

Note: Supplier contact information is current as of December 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor.

Related categories

- Executive Recruiting: Recruiting services of personnel at the director level and above
- Workforce Solutions – Human Resources Technology: Software applications that improve and oversee talent management and performance
- Workforce Solutions – Managed Service Providers: All-inclusive contract labor management services that manage the procurement, selection, engagement and tracking of contract labor workers
- Workforce Solutions – Recruitment Process Outsourcing (RPO): Services provided where an employer transfers all or part of its recruitment processes to a third party
- Workforce Solutions – Staffing: Staffing services for temporary, contract and direct placement labor within the healthcare industry

Awarded suppliers		
Supplier	New contract	Expiring contract
 Accutrace, Inc.	PP-SV-177	New
 JDP	PP-SV-178	PP-SV-052
 MBI WORLDWIDE BACKGROUND CHECKS AND DRUG SCREENING	PP-SV-179	PP-SV-053
 PreCheck	PP-SV-180	New
 Pre-employ	PP-SV-181	PP-SV-055
 PRIVATE EYES	PP-SV-182	PP-SV-056

Pre-employ is a small business enterprise (SBE). Private Eyes is a woman-owned business enterprise (WBE).

Current agreements with eVerifile (SD-SV-001) and OPENonline (PP-SV-054) expire February 28, 2018.

ASCEND®: There is no ASCEND award in this category



Background Check Services



Effective March 1, 2018 through February 28, 2021

Full launch content and additional resources available in Supply Chain Advisor

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Executive Recruiting

Effective February 1, 2017

Expires January 31, 2020

Services available

This category includes the recruiting services of personnel at the director level and above. Examples of positions recruited include: chancellors, chief officer positions, clinical department chairs, deans, directors and vice presidents.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

Knight Group	Ray Knight	216.789.0182	rknight@theknightgroupinc.com
Synergy	Kenneth Cohen	267.983.6503	ken@synergyorg.com
Witt/Kieffer	Sally Del Beccaro	630.575.6143	sallyd@wittkieffer.com

Note: Supplier contact information is current as of October 28, 2016. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with The Knight Group and Witt/Kieffer.
- A PMDF/PA is not required with Synergy due to its single tier offering.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Other key value and terms


- Professional fee percentages are firm for the term of agreement with all suppliers.
- Recruiting firms calculate their fees based on a percentage of the candidate's estimated total cash compensation for the first year of work. Some include salary only, and some include bonuses. See the value analysis toolkit for more details. Professional fee percentages are:
 - Knight Group: As low as 22 percent
 - Synergy: 33 percent
 - Witt/Kieffer: As low as 28 percent
- The Knight Group offers a talent assessment tool and reference checks at no charge as value-adds.
- Witt/Kieffer has a minimum fee of \$55,000 per search.
- Available direct: Knight Group, Synergy, Witt/Kieffer

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

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Awarded suppliers

Supplier	New	Expiring
 THE KNIGHT GROUP	PP-SV-138	PP-SV-007
 THE SYNERGY ORGANIZATION	PP-SV-139	New
 WITT / KIEFFER	PP-SV-140	PP-SV-004

The Knight Group is a minority-owned business enterprise (MBE).

Current agreements with Kavaliro (PP-SV-005) and The Exeter Group of Illinois (PP-SV-006) expire January 31, 2017.

Financial considerations:

- Professional fees
- Minimum fee requirements
- Additional fees (travel, drug screenings, employee verification, etc.)

Service considerations:

- Positions recruited by firm
- Search time
- Candidate re-recruitment policies
- Performance guarantees
- Contingent versus retained firms

Roadblocks to conversion:

- Local relationships

Executive Recruiting

Effective February 1, 2017

Expires January 31, 2020

Related categories

- **Background Check Services:** Provides prospective employers with background checks and pre-screening of candidates
- **Temporary Information Technology (IT) Staffing:** Companies that provide IT skilled personnel for temporary engagements
- **Workforce Solutions – Staffing:** Staffing services for temporary, contract and/or direct placement labor
- **Workforce Solutions – Vendor Management:** Vendor neutral, all-inclusive contract labor management services capable of providing a sole point of contact for temporary, contract, and/or direct placement labor services for clinical and non-clinical positions

Support Services Outsourcing – Facilities Operations Effective April 1, 2016

Expires March 31, 2019

Services available

This category includes third party outsourcing of facilities management services, including housekeeping and environmental services, laundry and linen services, plant operations and patient transport.

Class of trade

- Agreements with all suppliers except Xanitos are available to acute care, continuum of care and Premier REACH™ members.
- Xanitos' agreement is available to acute care only.

ABM	Kevin Bray	813.455.4588	kbray@hhaservices.com
Aramark	Dave Canziani	562.547.0386	canziani-david@aramark.com
DSS	Calvin McCoy	678.381.1708	cmccoy@dss-staffing.com
MEDtegrity	Ed Westbury	405.203.3582	edwestbury@medtegrity.us
Rickman	Roderick Rickman	313.454.4000	prod@rickmanenterprise.com
SDB	Rhonna Endres	832.754.3044	endres@sdb.com
Southwest	Richard Mars	254.965.3145	richard@swlinen.com
Xanitos	Ron Glisk	484.654.2323	rglisk@xanitos.com

Note: Supplier contact information is current as of May 6, 2016. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Aramark and SDB
- A PMDF/PA is not required with DSS, MEDtegrity, Southwest Linen nor Xanitos due to single tier offerings.
- A PMDF/PA is not required with ABM nor Rickman because there are no pricing tiers associated with these agreements. A member agreement is required with ABM and Rickman.
- To access Premier negotiated terms and conditions, each supplier may require the completion of a separate member agreement, which is to be negotiated between the member and the supplier.

Aggregation opportunities

- Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers, except ABM.
- Aggregation is not allowed with ABM.

Awarded suppliers

Supplier	New	Expiring
	PP-SV-090	PP-MM-213
	PP-SV-092	PP-MM-212
	PP-SV-093	New
	PP-SV-095	New
	PP-SV-096	PP-MM-215
	PP-SV-097	New
	PP-SV-098	New
	PP-SV-099	New

* DSS and Rickman are both a minority-owned business enterprise (MBE).

Premier reserves the right to add suppliers at any time during the contracting cycle.

Financial considerations:

- Signing up for multiple services with a single supplier for reductions in total management fees

Patient safety and satisfaction:

- Use of environmentally-friendly products
- Response time
- Desired communication level

Roadblocks to conversion:

- Local relationships
- Geographic coverage
- In-house facilities operations

Support Services Outsourcing – Facilities Operations Effective April 1, 2016

Expires March 31, 2019

Other key value and terms

- Pricing is firm for the term of agreement with Aramark, SDB Contracting and Xanitos.
- Pricing is locally negotiated with ABM, DSS, MEDtegrity, Rickman and Southwest Linen.
- Due to the high degree of service customization in this category, a financial analysis is not available.
- Rickman and SDB Contracting offers a 10 percent discount off of various services as value-adds.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
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Related category

- **Clinical Equipment Repair and Maintenance Services:** Third party outsourcing of clinical biomedical engineering (the repair, maintenance and diagnostic services of clinical equipment), equipment management programs and parts-only service agreements

Translation and Interpretation Services

Effective July 1, 2017

Expires June 30, 2020

Services available

This category includes language translation (document translation, document typesetting) and interpretation services (in-person, via telephone, video conferencing).

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

Globo	Matthew Schuh	267.331.4330	matt@globolanguage.com
InDemand	Casey Zanetti	877.899.3824	czanetti@indemandinterpreting.com
LSA	Jerry Lotierzo	215.259.7000	jlotierzo@lsaweb.com
Propio	Jim Busby	303.818.9042	jbusby@propio-ls.com
Transperfect	John Yoder	213.965.0560	jyoder@transperfect.com

Note: Supplier contact information is current as of August 9, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with all suppliers.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Other key value and terms

- Pricing is firm for the term of agreement with all suppliers.
- Early payment discounts are available with Globo, InDemand, Propio and Transperfect.
- Globo's new agreement pricing offers 10.0 percent savings compared to its expiring agreement pricing.
- InDemand's new agreement pricing offers 0.5 percent savings compared to its expiring agreement pricing.
- Propio's new agreement pricing offers 2.8 percent savings compared to its expiring agreement.
- Members can earn free auxiliary aids from Propio. See value-adds in the value analysis toolkit for details.
- Available direct: Globo, InDemand, LSA, Propio, Transperfect

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

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Awarded suppliers

Supplier	New	Expiring
	PP-SV-150	PP-SV-021
	PP-SV-151	PP-SV-022
	PP-SV-152	New
	PP-SV-153	PP-SV-025
	PP-SV-154	New

Globo is a minority-owned business enterprise (MBE), LSA and Transperfect are woman-owned businesses (WBEs) and Propio is a small business enterprise (SBE).

Current agreements with Interpreters Unlimited (PP-SV-023), Language Line (PP-SV-028), Lazar & Associates (PP-SV-024) and Thebigword (PP-SV-026) expire June 30, 2017.

Financial considerations:

- Cost differences associated with the language translated
- Fees for leasing audio/video equipment
- Per word, per minute and per hour usage rates

Service considerations:

- Translation channels available
- Guaranteed response times
- Languages available
- Supplier insurance and liability

Roadblocks to conversion:

- Local relationships
- Geographic coverage
- In-house staff to translate/interpret

Products and services available

This category includes software applications, such as personnel sourcing and tracking, payroll, benefits administration, performance development and regulation compliance, that improve and oversee talent management and performance.

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

Medefis	Randy Sparks	469.524.5542	randy.sparks@amnhealthcare.com
ShiftWise	Randy Sparks	469.524.5542	randy.sparks@amnhealthcare.com

Note: Supplier contact information is current as of November 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is not required with Medefis or ShiftWise due to single tier offerings.
- A member agreement is required with both suppliers to capture the scope of the work agreed upon.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with both suppliers.

Other key value and terms

- Pricing is locally negotiated with both suppliers.
- Medefis and ShiftWise are AMN Healthcare companies, and they both offer vendor management systems.
- Available direct: Medefis, ShiftWise

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

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- [Workforce solutions guide](#): A best practice guide written by Premier staff and subject matter experts to help you negotiate workforce solutions agreements

Related categories

- **Workforce Solutions – Managed Service Providers:** All-inclusive contract labor management services that manage the procurement, selection, engagement and tracking of contract labor workers
- **Workforce Solutions – Recruitment Process Outsourcing (RPO):** Services provided where an employer transfers all or part of its recruitment processes to a third party
- **Workforce Solutions – Staffing:** Staffing services for clinical temporary, contract and/or direct placement labor

Awarded suppliers		
Supplier	New	Expiring
 Medefis	PP-SV-174	New
 ShiftWise	PP-SV-187	New

Workforce Solutions – Managed Service Providers

Effective August 1, 2017

Expires March 31, 2021

Products and services available

This category includes all-inclusive contract labor management services that manage the procurement, selection, engagement and tracking of contract labor workers.

Suppliers do not provide actual staff.

This category was previously sourced as Workforce Solutions – Vendor Management.

Class of trade

The agreement is available to acute care, non-acute healthcare and non-healthcare facilities.

AMN	Randy Sparks	469.524.5542	randy.sparks@amnhealthcare.com
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Note: Supplier contact information is current as of August 9, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize this agreement

- A Participating Member Designation Form (PMDf) or electronic price activation (PA) is not required due to single tier offering.
- A service agreement is required.

Aggregation opportunity

Aggregation is not applicable due to single tier offering.

Other key value and terms

- Pricing is locally negotiated.
- While facilities do pay costs on labor from staffing agencies, facilities do not pay for the labor management service itself. Labor management service suppliers receive their fee from a negotiated percentage of the labor payment. Staffing companies receive the remainder of that labor payment. Because facilities do not pay for labor management services, there is no financial analysis.
- Available direct: AMN


Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

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Related categories

- **Background Check Services:** Background checks and pre-screening of candidates
- **Executive Recruiting:** Recruiting services of personnel at the director level and above
- **Workforce Solutions – Staffing:** Staffing services for temporary, contract and/or direct placement labor
- **Workforce Solutions – Human Resources Technology:** Software applications that improve and oversee talent management and performance

Awarded supplier		
Supplier	New	Expiring
 AMN[®] Healthcare	PP-SV-165	PP-SV-029*

*AMN acquired Medefis in January 2015.

Current agreements with Medefis (PP-SV-029), RightSourcing (PP-SV-030), Stay Staffed (PP-SV-032) and Workspend (PP-SV-033) expire July 31, 2017.

Workforce Solutions – Recruitment Process Outsourcing

Effective November 15, 2017

Expires March 31, 2021

Products and services available

This category includes services provided where an employer transfers all or part of its recruitment processes (including candidate recruiting, screening, interviewing and employment offers) to a third party.

Class of trade

Agreement is available to acute care, non-acute healthcare and non-healthcare facilities.

Awarded supplier		
Supplier	New	Expiring
	PP-SV-173	New

AMN	Randy Sparks	469.524.5542	randy.sparks@amnhealthcare.com
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ASCEND: There is no ASCEND award in this category.

Note: Supplier contact information is current as of November 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize this agreement

- A Participating Member Designation Form (PMDf) or electronic price activation (PA) is not required due to AMN's single tier offering.
- A member agreement is required with AMN to capture the scope of the work agreed upon.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities.

Other key value and terms

- Pricing is locally negotiated.
- There is no financial analysis due to the fact that rates vary widely according to job title and geographic location.
- Available direct: AMN Healthcare

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

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- **Executive Recruiting:** Recruiting services of personnel at the director level and above
- **Workforce Solutions – Human Resources Technology:** Software applications that improve and oversee talent management and performance
- **Workforce Solutions – Managed Service Providers:** All-inclusive contract labor management services that manage the procurement, selection, engagement and tracking of contract labor workers.
- **Workforce Solutions – Staffing:** Staffing services for temporary, contract and direct placement labor within the healthcare industry

Workforce Solutions – Staffing

Effective January 1, 2018

Expires March 31, 2021

Products and services available


This category includes staffing services for temporary, contract and direct placement labor within the healthcare industry.

Class of trade

Agreement is available to acute care, non-acute healthcare and non-healthcare facilities.

AMN	Randy Sparks	469.524.5542	randy.sparks@amnhealthcare.com
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Note: Supplier contact information is current as of November 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

Awarded supplier		
Supplier	New	Expiring
	PP-SV-175	PP-SV-051

ASCEND: There is no ASCEND award in this category.

How to operationalize this agreement

- A Participating Member Designation Form (PMDf) or electronic price activation (PA) is not required due to AMN's single tier offering.
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- **Workforce Solutions – Managed Service Providers:** All-inclusive contract labor management services that manage the procurement, selection, engagement and tracking of contract labor workers.
- **Workforce Solutions – Recruitment Process Outsourcing (RPO):** Services provided where an employer transfers all or part of its recruitment processes to a third party

Service Awards and Promotional Products

Effective June 1, 2016

Expires August 31, 2019

Products and services available

This category includes products and offerings for rewarding staff, such as service and recognition awards and incentive points programs.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™.

American Solutions for Business	Sarah Thomas	215.688.2334	stthomas@americanbus.com
Office Depot	Jim Czajka	630.679.1649	Jim.czajka@officedepot.com
Positive Promotions	Luke Marchese	877.258.1225	lmarchese@positivepromotions.com
Proforma Promographix	Kevin Dovel	919.846.1379 x127	kevin.dovel@proforma.com
Standard Register	Patrick Kennedy	937.221.1516	pat.kennedy@taylorcommunications.com
Staples	Shelley Haaker	214.215.2936	Shelley.haaker@staples.com

Note: Supplier contact information is current as of August 1, 2017. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

A Participating Member Designation Form (PMDF)/electronic price activation (PA) is required for Tier 2 or higher with all suppliers.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks with all suppliers.

Other key value and terms

- Pricing or pricing discounts are firm for the term of agreement with all suppliers except Office Depot.
 - Office Depot's pricing is firm for the first 12 months of the agreement and afterwards may increase up to 3 percent in aggregate.
- All contractors provide waived or discounted employee incentive points program fees.
- A variety of additional service fees are discounted or waived with all contractors.
- All contractors except Standard Register offer an early payment discount.
- Available direct: American Solutions, Office Depot, Positive Promotions, Proforma Promographix, Staples and Standard register

Full launch content available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken. To maintain link integrity please use the PDF value analysis toolkit.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Awarded suppliers

Supplier	New	Expiring
	PP-MM-425	New
	PP-MM-426	New
	PP-MM-423	PP-MM-221
	PP-MM-422	PP-MM-223
	PP-MM-424	PP-MM-222
	PP-MM-427	New

*Positive Promotions Inc. is a small business enterprise (SBE).

Financial considerations:

- Supplier discounts off end quantity price (EQP)
- Additional fees that may be incurred
- Price protection
- Payment terms
- Early payment discounts
- Value-adds

User satisfaction:

- Correct spelling on awards
- Quality of the products
- Quick turnaround

Roadblocks to conversion:

- Product customization offerings
- If additional services are available, such as art design
- Duration required for customized product design and completion
- Employee incentive points program structure and fees

Moving Services

Effective August 1, 2017

Expires July 31, 2020

Products and services available

This category includes services to aid in interstate and intrastate, residential and commercial moves. Packing/unpacking, crating/uncrating, moving heavy furniture and medical equipment, long-term container storage services, rentals and logistics are also included.

This category was previously sourced as two separate categories:

- Moving Services
- Healthcare Transition Planning and Coordination Services

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

Armstrong	Leslie Coleman	256.509.9002	lesliecoleman@goarmstrong.com
Beltmann	Jim Mauch	201.274.3312	jim.mauch@beltmann.com
Ewing	Zanity Steward	901.774.2197	zsteward@ewingmovingservices.com
HCR	David Morris	888.826.8652	dave@hcr-moves.com
SIRVA	Josh Anderson	713.725.6285	john.anderson@sirva.com
Stevens	Vicki Bierlein	989.392.2918	vicki.bierlein@stevensworldwide.com
Wheaton	AJ Schneider	317.558.0746	aj_schneider@wvlcorp.com

Note: Supplier contact information is current as of June 15, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Armstrong, Ewing and Wheaton.
- A PMDF/PA is not required with Beltmann, HCR, SIRVA and Stevens due to single tier offering.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Other key value and terms

- Pricing is firm for the term of agreement with all suppliers.
- Due to the customizable nature of this category, a financial analysis is not available.
- Available direct: Armstrong, Beltmann, Ewing, HCR, SIRVA, Stevens, Wheaton

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

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Awarded suppliers

Supplier	New	Expiring
	PP-SV-156	PP-SV-034
	PP-SV-158	PP-SV-048**
	PP-SV-159	PP-SV-036
	PP-SV-161	PP-SV-057**
	PP-SV-162	PP-SV-050
	PP-SV-163	New
	PP-SV-164	PP-SV-039

*Armstrong is a woman-owned business enterprise (SBE) and Ewing is a minority-owned business enterprise (MBE).

Current agreements with Atlas (PP-SV-035) and Graebel (PP-SV-038) expire July 31, 2017.

**Beltmann and Health Care Relocations were previously sourced under Healthcare Transition Planning and Coordination Services.


Vehicle Rental Services

Effective November 1, 2017

Expires October 31, 2020

Products and services available

This category includes the rental of vehicles for business and personal use. Vehicle subcategories include cars (economy, compact, intermediate, standard, full, premium, luxury), sports utility vehicles (SUVs), vans and trucks.

Awarded supplier		
Supplier	New	Expiring
	PP-SV-168	PP-SV-041

Class of trade

Agreement is available to acute care, non-acute healthcare and non-healthcare facilities.

Hertz	Matthew Reinke	571.992.2478	mreinke@hertz.com
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Note: Supplier contact information is current as of June 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize this agreement

- A unique CDP-ID number is required to access Hertz's agreement.
 - Members without a CDP-ID number must submit a Participating Member Designation Form (PMDF) or a similar enrollment form to be assigned a unique CDP-ID number. The PMDF may be attached to an electronic price activation.
 - A PMDF or electronic price activation is not required for members who already have a unique CDP-ID number; the CDP-ID number will be required at the time of vehicle reservation.

Aggregation opportunities

Aggregation is not applicable because there are no pricing tiers associated with this agreement.

Other key value and terms

- Pricing is firm for the term of agreement.
- Hertz's new agreement pricing offers an overall 9.12 percent savings compared to its expiring agreement pricing.
- Members have guaranteed availability on car classes A (economy), B (compact), C (midsize), D (standard), F (full-size) and G (luxury) provided the reservation has been booked at least 24 hours in advance of the rental.
- If the vehicle is not returned to the renting city, the appropriate corporate daily rate will apply plus a one-way charge of \$0.30 per mile driven.
- A \$3.00 surcharge applies to all one-day rentals.
- Hertz has a refueling service charge of \$2.00 per gallon above the U.S. retail regular gasoline three-week average price per gallon.
- Hertz offers leisure rate discounts to Premier employees and Premier member employees.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

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Related category

- **Patient and Public Ground Transportation Vehicles:** Shuttle buses, handicap accessible vehicles, full-sized vans and school, municipality and prison buses

AP Audit Services

Effective September 1, 2016

Expires August 31, 2019

Services available

This category includes accounts payable (AP) audit service providers who identify potential price discrepancies, duplicate payments and loss of cash terms through validation of claims and successful resolution to receive payment back in the form of a credit or re-billing.

This category was previously sourced under the name Audit Services – Pharmacy/Materials Management. Pharmacy audit services are no longer included in this category. Premier now offers a joint venture program with S/T Health Group for [pharmacy contract management and price verification](#).

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

BSI	Teri Harkins	616.389.5477	tharkins@bsihealthcare.com
CMS	Vern Mann	949.244.1609	vmann@contractmgmt.com
SAS	James Paolucci	732.626.9714	jpaolucci@sasrecovery.com
TAG	Ben Johnson	636.812.0286	benj@theauditgroup.com

Note: Supplier contact information is current as of July 20, 2016. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with all suppliers.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.





- Systems, GPOs and networks must have total operating expenses dispersed from a single centralized accounts payable function for The Audit Group to allow aggregation.

Other key value and terms

- Service fee percentages are firm for the term of agreement with all suppliers.
- AP audit services are available direct from all suppliers.
- BSI's service fees range from 20 percent to 35 percent.
- BSI's new agreement service fees offers up to 3 percent savings compared to its expiring agreement service fees.
- CMS's service fees range from 20 percent to 35 percent.
- CMS's new agreement service fees are flat compared to its expiring agreement service fees.
- SAS's service fees range from 18 percent to 27 percent.
- TAG's service fees range from 25 percent to 40 percent.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Awarded suppliers

Supplier	New	Expiring
 BSI Healthcare Services	PP-SV-117	PPPH16BSI01
 CMS	PP-SV-116	PPPH16CMS01
 SAS	PP-SV-118	New
 THE AUDIT GROUP	PP-SV-119	New

The current agreement with S/T Health Group (PPPH16SHG01) expires August 31, 2016. Premier now offers a joint venture program with S/T Health Group for [pharmacy contract management and price verification](#).

Financial considerations:

- Revenue recovery fee split (the revenue share per amount collected)

Service considerations:

- Recovery areas typically addressed
- Time needed to complete audit and to recover pricing discrepancies
- Report out of findings and best practices

Roadblocks to conversion:

- In-house audit team
- Local relationships
- Audit length

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
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Billing and Debt Collection Services

Effective August 1, 2016

Expires July 31, 2019

Products and services available

This category includes billing processing service providers and debt collection agencies that collect invoice information from buyers, generating bills on their behalf and help collect payments on accounts that are past due or in default.

This category does not include debt buyers, which are companies that buy debt at reduced rates from creditors or debt collection agencies and then retain all money collected from accounts.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

EGS	Zachary Madrigal	800.252.3996	zach.madrigal@egscorp.com
GCA	Mark Bodnar	972.743.2020	mbodnar@globalcareadministrators.com
Magellan	Mark Hess	415.867.8074	mhess@magellanresourcepartners.com
NorthWind	Gary Norris	844.413.2243	gary@northwindcompaniesllc.com
Signature	Chris Vairo	402.343.0300	sphealthcare@signatureperformance.com
SOS	John Prologo	800.228.4323	jprologo@hmcgrp.com
TSI	Laurie Boisclair	513.260.3207	laurie.boisclair@transworldsystems.com

Note: Supplier contact information is current as of September 15, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 with Signature, SOS and TSI.
- Premier recommends that members complete a PMDF/PA at all tiers with all suppliers. A member agreement is required with all suppliers.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Other key value and terms

- Contingency and flat rate fees are firm for the term of agreement with all suppliers.
- For a comparison of the suppliers' contingency fees, see the financial analysis section of the value analysis toolkit.
- NorthWind, Signature Performance and SOS offer 2 percent early payment discounts.

Awarded suppliers

Supplier	New	Expiring
 EGS Expert Global Solutions	PP-SV-126	New
 GCA	PP-SV-176	New
 Magellan	PP-SV-127	New
 NorthWind	PP-SV-128	New
 SIGNATURE Performance	PP-SV-129	New
 SOS Strategic Outsourcing Solutions	PP-SV-130	New
 tsi	PP-SV-131	New

Signature Performance and SOS are small business enterprises (SBE).

Update October 2017: Global Care Administrators (GCA), was added to the category effective October 1, 2017. For details see the category update document.

Update August 2017: EGS Financial Care has given Premier notice of its cancellation of contract PP-SV-126 in the Billing and Debt Collection Services category. The cancellation is effective October 25, 2017.

Financial considerations:

- Pricing model: Percentage-based versus fee-based
- Incidental costs incurred while recovering debt

Service considerations:

- Follow-up process and debt collection tactics
- Licensed, insured and bonded
- Industry experience

Roadblocks to conversion:

- In-house billing and debt collection services
- Local relationships
- Geographic location

Billing and Debt Collection Services

Effective August 1, 2016

Expires July 31, 2019

Other key value and terms (continued)

- NorthWind will waive the monthly service fee for the first 90 days as a value-add.
- SOS offers account volume discounts, a maximum recovery fee and guaranteed savings as value-adds.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.
- [Category update](#): A PDF update document providing information about new supplier(s) added to the category. This document is unable to be edited.



Effective March 1, 2018 through February 28, 2021

Products and services available

This category includes equipment (such as point-of-sale credit card terminals) and services for processing credit card transactions and secure online payments.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Paymentus and Sun Communications.
- A PMDF/PA is not required with Solupay or USPAY due to single tier offerings.
- All suppliers require a signed Member Processing Agreement.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

Other key value and terms

- Pricing fees are firm for the term of the agreement with all suppliers. However, the interchange rate (which is controlled by the credit card company, not by the Premier-contracted supplier) can vary, which will impact the total rate that the member is paying per transaction.
- The pricing shown in each supplier's Exhibit A-3 Price List may vary based on the specific needs and processing volume of the member. The price presented is a guide to help show members where the pricing fees should be.
- Financial analysis reveals that every incumbent supplier's new agreement pricing is flat compared to their expiring agreement pricing.
- Based on pricing scenarios, there are multiple low-cost suppliers:
 - Paymentus is the low-cost supplier for the physician private practice scenario.
 - Solupay is the low-cost supplier for members with a current credit card processing agreement who are seeking a contract with a new credit card processing supplier scenario.
 - Sun Communications is the low-cost supplier for a large healthcare system with facilities in multiple states scenario.
 - USPAY is the low-cost supplier for the small, rural hospital and large, non-profit teaching hospital scenarios.
- Available direct: Paymentus, Solupay, Sun Communications, USPAY

Supplier contact information

- Paymentus Corporation: Chris Trainor, 980.272.2101, ctrainor@paymentus.com
- Solupay Consulting Inc.: Lisa Smith, 330.388.3072, lisa.smith@solupay.com
- Sun Communications Inc.: Greg Schneider, 866.588.1113, gschneider@suncommunications.com
- USPAY Group LLC: Shawn Ecksel, 866.725.8500 extension 104, shawne@uspaygroup.com

Note: Supplier contact information is current as of December 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor.

Related category

Purchasing Cards and Electronic Payables: Purchasing cards that provide an electronic accounts payable solution that operate on various platforms

Awarded suppliers		
Supplier	New contract	Expiring contract
	PP-SV-185	PP-SV-044
	PP-SV-183	PP-SV-045
	PP-SV-184	PP-SV-046
	PP-SV-186	PP-SV-043

Sun Communications and USPAY are small business enterprises (SBE).

Premier reserves the right to add suppliers at any time during the contract.

ASCEND®: There is no ASCEND award in this category.



Effective March 1, 2018 through February 28, 2021

Full launch content and additional resources available in Supply Chain Advisor

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Equipment Leasing and Financial Services

April 1, 2016

March 31, 2019

Products and services available

This category includes third party leasing services that provide innovative capital equipment acquisition options and solutions to assist members with adopting the latest technology and/or upgrades while protecting against equipment obsolescence.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

Supplier name	Contact name	Phone	Email
First Financial	Larry Arias	714.646.1624	larias@ffcsi.com

Note: Supplier contact information is current as of August 9, 2017. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

A Participating Member Designation Form (PMDF) or electronic price activation (PA) is not required due to single tier offering.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities.

Other key value and terms

- Pricing is locally negotiated.
- Due to pricing being locally negotiated, a financial analysis is unavailable.
- First Financial has a \$20,000 minimum order policy. Speak with supplier for additional details.
- Available through distribution: None.
- Available through direct: First Financial.


Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

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Related categories

- **Refurbished Capital Equipment:** Capital equipment that has been either refurbished or remanufactured and is available for purchase. Equipment consists of items such as operating room (OR) tables, OR lights, surgical microscopes and sterilizers.

Awarded supplier		
Supplier	New	Expiring
	PP-MM-418	New

Financial considerations:

- Warranties
- Cost of maintenance
- Leasing terms
- Current equipment

Service considerations:

- Assurance that equipment has specified functionality

Roadblocks to conversion:

- Staff education on latest technologies and upgrades

Purchasing Cards and Electronic Payables

Effective November 1, 2015

Expires December 31, 2018

Products and services available

The purchasing cards in this category provide an electronic accounts payable solution that operate on various platforms. Purchasing cards improve cash flow, reduce administrative expenses and allow facilities to retain a high degree of centralized control while earning rebates on purchases.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members of Premier, based on credit qualifications determined by the service provider.

American Express	Bill Vaughn	772.600.7186	william.r.vaughn@aexp.com
Bank of America	Rick Mason	404.607.5099	richard.j.mason@baml.com
PNC Bank	Robbin Sheffield	410.237.5205	robbin.sheffield@pnc.com

Note: Supplier contact information is current as of November 19, 2015. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

Members interested in these agreements should contact the awarded service providers to arrange a credit evaluation to determine their organization's agreement eligibility. They should also identify themselves as a Premier member.

Other key value and terms

- Each service provider offers a fee and rebate schedule. Please see the value analysis toolkit for details.
- For American Express and PNC, the rebate structure benefits all participating members as the aggregated Premier-wide volume increases.
- Bank of America's Premier agreement does not include language for indemnification or the Health Insurance Portability and Accountability Act (HIPAA). Please discuss this at the local level to have it included in your card agreement.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.




Full launch content available

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Related category

- **Credit Card Services:** Equipment and services for processing credit card transactions, as well as secure online payment solutions

Awarded suppliers

Supplier	New	Expiring
	PP-SV-066	New
	PP-SV-065	New
	PP-SV-064	PP-DS-073

Financial considerations:

- Rebates
- Card fees
- 15 to 20 day float extension over standard checks
- Partnerships with medical suppliers for better payment terms and benefits

Service considerations:

- Billing cycle period
- Reports available
- Online resources

Roadblocks to conversion:

- Local relationships
- State-exclusive relationships

Reimbursement Software

Effective August 1, 2015

Expires July 31, 2018

Products and services available

This category includes coding and reimbursement systems used to support healthcare reimbursement coders to evaluate and apply coding and grouping rules to individual patient records.

Reimbursement subcategories include:

- Coding software (inpatients)
- Grouper software (outpatients)
- DRGfinder software
- Reimbursement calculation software
- APCfinder software (ambulatory payment classification)
- HCPCS/CPTfinder software (outpatients)

Class of trade

The agreement is available to acute care, continuum of care and Premier REACH™ members.

3M	Dejan Karic	801.265.4448	dkaric@mmm.com
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Note: Supplier contact information is current as of June 12, 2017. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize this agreement

- A Participating Member Designation Form (PMDF) is not required for this agreement. Price activation is not available.
- A three-year software license member agreement or extension is required to receive pricing discounts.

Aggregation opportunities

3M has one tier where aggregation is not applicable.

Other key value and terms

- Discount percentages are firm for the term of the agreement. 3M has the right to modify list prices.
- Discount percentages have decreased by 8 percent compared to the expiring agreement.
- Products are available direct from 3M.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content available

- [PDF category summary](#): A PDF version of the summary that maintains the integrity of links to Premier resources. This document is unable to be edited.
- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken. To maintain link integrity please use the PDF value analysis toolkit.

Awarded supplier

Supplier	New	Expiring
3M	PP-IT-146	PP-IT-082

Financial considerations:

- Software license agreement is required to receive the discounts offered in this agreement
- Complete and accurate coding can increase your case mix index (CMI) which affects reimbursement levels

Product considerations:

- Inpatient and outpatient configurations
- ICD-10 integration
- 3M's computer-assisted coding (3M™ 360 Encompass™ System) is not currently included in the Premier agreement

Roadblocks to conversion:

- Outsourced reimbursement support

Advertising and Marketing Services

Effective January 1, 2016

Expires December 31, 2018

Products and services available

This category includes market research, advertisement development (print, online, mobile, radio and television), corporate branding, reputation and review management, trade show booths, search engine optimization, direct mailing, billboards, stationary, social media marketing, Yellow Pages/directories and telesales.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

American Solutions for Business	Sarah Thomas	215.688.2334	stthomas@americanbus.com
Berry Network	Matthew Garrett	937.296.2121	matthew.garret@berrynetw.ork.com
Big Mountain Imaging	Steven Saltzman	877.229.4050	stevens@bigmountain.com
Burton & Mayer	Mary Molloy	262.703.9168	mmolloy@burtonmayer.com
BVK Direct	Dawn Sanderson	610.640.1454 extension 224	dsanderson@dsgssi.com
ST Printing	Jeffrey Reyes	407.478.7478	jreyes@stprintco.com
Wendling Printing	Nick Baum	859.261.8300	nick@wendlingprinting.net

Note: Supplier contact information is current as of March 27, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Big Mountain Imaging.
- A PMDF/PA is not required with American Solutions for Business, Berry Network, Burton & Mayer, BVK Direct nor Wendling Printing due to single tier offerings.

Aggregation opportunities

- Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with Big Mountain Imaging.
- Aggregation is not applicable with American Solutions for Business, Berry Network, Burton & Mayer, BVK Direct nor Wendling Printing due to single tier offerings.

Awarded suppliers

Supplier	New	Expiring
	PP-SV-067	PP-AC-073
	PP-SV-068	New
	PP-SV-069	New
	PP-SV-070	New
	PP-SV-071 AS-SV-071	PP-MM-177
	SD-SV-002	New
	PP-SV-072	New

Big Mountain Imaging and Burton & Mayer are small business enterprises (SBE).

ST Printing & Communications is a [SEEDS™](#) supplier; veteran-owned business enterprise (VET) effective June 15, 2016.

The current agreement with Marketing Resource Solutions (SD-AC-002) expires March 31, 2016.

Financial considerations:

- Value-adds, including rebates, no charge services and multi-service discounts

Service considerations:

- Types of services offered
- Target region and demographics
- Ability to meet deadline

Roadblocks to conversion:

- Geographic coverage
- Local relationships
- In-house marketing and advertising capabilities

Other key value and terms

- Pricing is firm for the term of agreement with all suppliers.
- Berry Network offers no-charge services and a Yellow Pages rebate as value-adds.
- Big Mountain Imaging and BVK Direct offer no-charge services as value-adds.
- Wending Printing offers rebates as a value-add.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

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- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.
- [SEEDS update summary](#): A PDF update document providing information about SEEDS supplier(s) added to the category. This document is unable to be edited.

Digital Media and Resource Materials

Effective September 1, 2017

Expires August 31, 2020

Products and services available

This category includes printed and web-based publications as well as reference, research and information resources for health, non-health, scientific, educational, financial, compliance/legal and technical products. Also included are association management services and library management services.

Class of trade

- Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.
- J.A. Majors' agreement excludes academic libraries.

HPC	Carla Hawkins	219.292.4295	chawkins@hiltonpub.com
J.A. Majors	Margaret Lane	704.998.3325	margaret.lane@baker-taylor.com

Note: Supplier contact information is current as of August 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

A Participating Member Designation Form (PMDF) or electronic price activation (PA) is not required due to single tier offerings.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with both suppliers.

Other key value and terms

- Pricing is firm for the term of agreement with both suppliers.
- HPC's new agreement offers discounts up to 90 percent off list price. Discounts vary by sub-category.
- HPC offers an association management service and a library management service as value-adds.
- HPC offers an early payment discount on orders paid with 15 days of product delivery, invoice receipt or acceptance, whichever date is later.
- J.A. Majors' new agreement offers discounts up to 40 percent off list price. Discounts vary by sub-category.
- Available direct: HPC, J.A. Majors

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Awarded suppliers

Supplier	New	Expiring
	PP-MM-485	PP-MM-270
	PP-MM-487	PP-MM-271

HPC and J.A. Majors are a minority-owned business enterprise (MBE).

Note: Premier reserves the right to add suppliers at any time during the contract cycle.

Cellular Voice and Data Services

Effective August 1, 2015

Expires July 31, 2018

Products and services available

This category includes mobile/wireless voice and data communication devices, plans and services. Pagers are not included in this category.

Class of trade

These agreements are available to specified acute care, continuum of care and Premier REACH™ members.

- AT&T is available to healthcare facilities only.
- Sprint and Verizon are available to specified healthcare and non-healthcare facilities.

AT&T	Carla Pabon	940.284.5535	cp9320@att.com
Sprint	Micki Hammond	704.557.1111	micki.hammond@sprint.com
Verizon	Denise Marcellt	843.696.4900	denise.marcellt@verizonwireless.com

Note: Supplier contact information is current as of October 16, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

Facilities must sign a member agreement to access the discounts included in these agreements. **AT&T and Verizon customers with existing member agreements under previous Premier agreements do not need to sign a new agreement.**




- AT&T Exhibit A-1
- Sprint Exhibit K-1 or K-2 (medical management or holding company)
- Verizon Exhibit A (healthcare) A-1 (non-healthcare)

Other key value and terms

- Facilities and their employees are eligible to purchase from these agreements.
- Discount percentages are firm for the term of the agreement.
- AT&T offers a 25 percent discount for both corporate and employee healthcare lines.
- Sprint healthcare: Sprint offers a 24 percent discount for corporate lines and a 23 percent discount with enrollment in e-billing for employee lines (19 percent discount without e-billing enrollment).
- Sprint non-healthcare: Sprint offers a 17 percent discount for corporate lines and a 12 percent discount with enrollment in e-billing for employee lines (8 percent discount without e-billing enrollment).
- Verizon healthcare: Verizon offers a 22 percent discount for corporate lines and a 22 percent discount with enrollment in e-billing for employee lines (19 percent discount without e-billing enrollment).
- Verizon non-healthcare: Verizon offers a 20 percent discount for corporate lines and a 15 percent discount with enrollment in e-billing for employee lines (12 percent discount without e-billing enrollment).
- Available direct: AT&T, Sprint and Verizon

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Awarded suppliers

Supplier	New	Expiring
 at&t	PP-IT-143	PP-IT-083
 Sprint	PP-IT-145	New
 verizon	PP-IT-144	PP-IT-084

There is no ASCEND® award in this category.

Financial considerations:

- Discount off list pricing
- Discounts available on equipment and accessories as applicable
- Facilities who currently have an employee discount program will likely see greater savings with the Premier agreements

Product considerations:

- Which plan fits your particular voice and data needs
- Phone brands available through the carrier
- New technology considerations (e.g. machine to machine)

Roadblocks to conversion:

- Coverage areas/reception including 4G coverage
- Classes of trade by supplier included in the Premier agreements

Cellular Voice and Data Services

Effective August 1, 2015

Expires July 31, 2018

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.
- [Healthcare summary](#): A high-level PDF overview intended for healthcare facilities.
- [Non-healthcare summary](#): A high-level PDF overview intended for non-healthcare facilities.

Custom Whiteboards

Effective September 1, 2017

Expires August 31, 2020

Products and services available

This category is open to the manufacturers of custom whiteboards. These whiteboards can be used in healthcare to improve patient, family and staff communication; education for easy updates/announcements, display of calendar due dates and recognition of achievements; with athletic departments and teams to illustrate plays, post practice and game times and the starting lineup; restaurants to post menus, daily specials, promote happy hours, post employee schedules and track inventory; and in corporations and government for brainstorming, communication, charts and graphs, goals and policies. Accessories include markers, erasers, stands, mounts, magnets and cleaners.

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

Chameleon	Matthew Green	615.656.3280	matt@chameleonwhiteboard.com
Clarus	Kevin Froehlich	817.541.8147	kevin@clarusglassboards.com
Viscot	Gary Pieringer	973.887.9273	b32@viscot.com

Note: Supplier contact information is current as of September 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Viscot.
- A PMDF/PA is not required with Chameleon or Clarus due to single tier offering.

Aggregation opportunities

- Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with Viscot.
- Aggregation with Chameleon and Clarus is not applicable due to single tier offerings.

Other key value and terms

- Pricing is firm for the term of agreement with all suppliers.
- Chameleon offers a free insert (front-sided print) at no added charge with the purchase of a custom board (\$32 value).
- **Pricing scenarios reveal Chameleon is the low-cost supplier.**
- Available through distribution: Clarus
- Available direct: Chameleon, Clarus, Viscot

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Related category

- **Office Supplies and Business Services:** Routine office supplies plus products and services that help run your business, including paper, toner, break room/janitorial supplies, technology, furniture, print service and promotional products

Awarded suppliers

Supplier	New	Expiring
	PP-MM-598 AS-MM-598	New
	PP-MM-599	New
	PP-MM-600	New

Clarus is a small business enterprise (SBE).
Viscot is a veteran-owned business enterprise (VET).

ASCEND®: This category has been designated as base. Visit the [ASCEND portal](#) for ASCEND launch materials.

Document Management Solutions

Effective August 1, 2016

Expires July 31, 2019

Products and services available

This category includes software-based systems and solutions that organize and manage electronic and paper documents throughout an organization (including preprinted paper forms).

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

IBSA	Mark McKinney	937.853.0347	mark_mckinney@ibsonline.com
Ricoh	Scott Petraglia	858.495.1050	scott.petraglia@ricoh-usa.com
Standard Register	Patrick Kennedy	937.221.1516	pat.kennedy@taylorcommunications.com

Note: Supplier contact information is current as of August 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

A Participating Member Designation Form (PMDF), or electronic price activation (PA) where available, is required for Tier 2 or higher.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks with all suppliers.

Other key value and terms

- Pricing is firm for the term with IBSA and Ricoh.
- Pricing is firm for 12 months with Standard Register; thereafter, pricing may be increased up to 3 percent upon mutual consent between Standard Register and Premier.
- Scenario analysis reveals the low-cost supplier varies by facility type and subcategory.
- Available through distribution: IBSA and Ricoh
- Available direct: IBSA, Ricoh and Standard Register

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.




Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Related categories

- **Hard Copy Document Shredding and Media Destruction Services:** Onsite and offsite shredding and the destruction of confidential hard copy paper and media, such as hard drives
- **Managed Print Services, Devices and Accessories:** Professional services, software, hardware, equipment and accessories used to both execute as well as manage costs and efficiencies of printing, faxing and scanning of electronic and paper images via a device

Awarded suppliers

Supplier	New	Expiring
	PP-IT-159	PP-IT-114
	PP-IT-160	PP-IT-115
	PP-IT-161	PP-IT-116 PP-IT-117*

Taylor [acquired](#) Standard Register in August 2015.
*Standard Register [acquired](#) WorkFlowOne in 2013.

IBSA is a small business enterprise (SBE).

The current agreement with Xerox (PP-IT-118) expires July 31, 2016.

Financial considerations:

- Pricing is customized based on facility requirements
- Cost reduction associated with eliminating paper documents
- Initial software investment
- License fees

Product/service considerations:

- Integration capabilities
- Scalability
- Ease of use
- Mobile access
- Security
- Search capabilities
- Workflow
- Collaboration tools

Data security considerations:

- Existing supplier relationships
- Regulatory compliance for immediate access to records
- Security and access control

Products and services available

This category includes items used in documentation, such as pre-printed orders, home health mandated documentation tools, binders, labels, signage and medical surgical products.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

Briggs	Pamela Hardy	515.327.6429	hardy.pam@briggscorp.com
Rx Security	Krista McLellan	800.667.9723	kmclellan@rxsecurity.com

Note: Supplier contact information is current as of October 1, 2015. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Briggs.
- A PMDF/PA is not required with Rx Security due to a single tier.

Aggregation opportunities

- Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with Briggs.
- Aggregation is not applicable with Rx Security due to its single tier offering.

Other key value and terms

- Pricing is firm for the term of agreement with both suppliers.
 - For products not manufactured by Briggs, prices may increase by no more than 3 percent per line item when compared to pricing during the previous year.
- Briggs' new agreement pricing offers an overall 6.36 percent savings compared to its expiring agreement pricing.
- For Briggs, orders over \$300 of in-stock merchandise will be shipped freight free within the continental U.S.
- Briggs offers documentation materials, workflow devices, prescription pads and papers and medical products.
- Rx Security offers prescription pads and paper.
- Available through distribution: Briggs
- Available direct: Briggs, Rx Security

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.



Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Related categories

- **Document Management Solutions:** Software-based solutions that organize/manage documents
- **Office Supplies:** Paper, toner, routine office supplies, furniture and janitorial and sanitation supplies

Awarded suppliers

Supplier	New	Expiring
	PP-AC-112	PP-AC-065
	PP-AC-113	New

Briggs is a small business enterprise (SBE).

Financial considerations:

- Price protection
- Payment terms and early payment discounts
- Minimum orders

Product considerations:

- Documents and forms currently being used in your facility
- Customizable options

Roadblocks to conversion:

- Local relationships

Hard Copy Document Shredding and Media Destruction Services

Effective August 1, 2016

Expires July 31, 2019

Products and services available

This category includes onsite and offsite shredding and the destruction of confidential hard copy paper and media, such as hard drives.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

AMS	Louis Rofrano	847.658.0497	lou@amsstoreandshred.com
Shred-it	Shelly Eddy	513.699.0825	shelly.eddy@stericycle.com

Note: Supplier contact information is current as of August 21, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Shred-it.
- A PMDF/PA is not required with AMS due to its single tier offering.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with both suppliers.

Other key value and terms

- Pricing is firm for the term of agreement with both suppliers.
- AMS offers a silver rebate as a value-add.
- Shred-it's new agreement pricing offers between 1.1 and 19.0 percent overall savings (depending on class of trade and type of service) compared to the Shred-it expiring agreement.
- Shred-it's new agreement pricing offers between 11.2 and 24.5 percent overall savings (depending on class of trade and type of service) compared to the Cintas expiring agreement.
- Shred-it has minimum stop charges which are outlined in Exhibit A-3 Price List. Additionally, for acute and non-acute locations in Puerto Rico and Hawaii, the minimum service charge will be \$75 for regular onsite services and \$60 for regular offsite services.
- Shred-it will apply a surcharge to facilities located in metropolitan areas (New York City, NY; Los Angeles, CA; and Washington, D.C.).
- **Shred-it is the low-cost supplier.**

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Awarded suppliers

Supplier	New	Expiring
	PP-SV-114	New
	PP-SV-115 AS-SV-115	PP-FA-404* PP-FA-406

AMS is a small business enterprise (SBE).

Current agreements with Carolina Records (PP-FA-403) and Secure Document Alliance (PP-FA-405) expire July 31, 2016.

[*In May 2014, Shred-it combined with Cintas Corporation's document shredding business.](#)

Financial considerations:

- Minimum order requirements
- Scheduled services compared to rush/unscheduled/emergency service fees
- Silver rebates

Service considerations:

- [HIPAA](#) compliance
- [National Association of Information Destruction](#) certification
- Destruction documentation requirements

Roadblocks to conversion:

- Supplier relationships
- Geographic coverage
- Cost of converting storage containers

Hard Copy Document Shredding and Media Destruction Services

Effective August 1, 2016

Expires July 31, 2019

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Related categories

- **Document Management Solutions:** Software-based solutions that organize and manage electronic and paper documents
- **Waste Management Products and Services:** Waste disposal, reusable sharps container services and recycling (of light bulbs, batteries, hard drives, backup magnetic tapes, optical media, x-rays and video/cassette tapes)

Mailing Services

Effective May 1, 2017


Expires April 30, 2020

Products and services available

This category includes mailing services that aid business productivity by reducing time spent on mailing activities such as labeling, inserting, sorting and metering.

Class of trade

The agreements is available to acute care, non-acute healthcare and non-healthcare facilities.

Awarded supplier		
Supplier	New	Expiring
	PP-SV-147	New

OMG	Missy Thacker	502.515.7693	missyt@omgservices.com
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Note: Supplier contact information is current as of May 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize this agreement

A Participating Member Designation Form (PMDF) or electronic price activation (PA) is not required with OMG due to a single tier offering.

Aggregation opportunity

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with OMG.

Other key value and terms

- Upon mutual agreement, OMG may increase prices by 1 to 3 percent.
- Due to the customizable nature of this category, a financial analysis is not available.
- Available direct: OMG

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Related categories

- **Postage Meters and Mailing Systems:** Postage meters and mailing systems that are licensed by the United States Postal Service
- **Inbound and Outbound Freight:** Shipping services across the United States, Puerto Rico and Canada

Office Supplies and Business Services

Effective August 1, 2017

Expires July 31, 2020

Products and services available

This category includes routine office supplies plus products and services that help run your business. This could include paper, toner, break room and janitorial supplies, technology, furniture, print service and promotional products.

Class of trade

Agreements are available to acute care, non-acute healthcare and non-healthcare facilities.

AOPD	Mark Leazer	980.262.3634	mark.leazer@formsandsupply.com
Friends Office	Betsy Hughes	419.427.1704	betsy@friendsoffice.com
Guy Brown	Steve Creed	513.829.0916	steve.creed@guybrown.com
MMS	Ron Love	313.365.1290	rlove@mms-inc.com
Office Depot	Jim Czajka	630.679.1649	jim.czajka@officedepot.com
Staples	Jenifer Ren	919.632.1013	jenifer.ren@staples.com

Note: Supplier contact information is current as of May 1, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with AOPD, FriendsOffice, Guy Brown, MMS and Office Depot.
- A PA/PMDF is required at all tiers with Staples unless otherwise waived.

Aggregation opportunities

- Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.
 - With Staples, members must also commit 75 percent of their office products to be eligible for aggregation.

Other key value and terms

- Pricing varies by product type. See price protection in the value analysis toolkit for details.
- All suppliers offer early payment discounts. See terms and conditions in the value analysis toolkit for details.
- AOPD's new agreement pricing offers 2.12 percent savings compared to its expiring agreement pricing.
- AOPD offers multiple value-adds, including a minimum order rebate, non-core toner discount and dock vs. desktop department delivery incentive. See value-adds in the value analysis toolkit for details.
- FriendsOffice's new agreement pricing offers 1.45 percent savings compared to its expiring agreement pricing.
- FriendsOffice offers multiple value-adds, including an optimized delivery program incentive, warehouse dock delivery rebate and volume rebate. See value-adds in the value analysis toolkit for details.
- Guy Brown offers a recycled cartridge program, employee purchase program and core product list customization as value-adds. See value-adds in the value analysis toolkit for details.
- Orders below \$25 are subject to a \$5.99 fee with Guy Brown.

Awarded suppliers

Supplier	New	Expiring
 <small>American Office Products Distributors, Inc.</small>	PP-MM-479	PP-MM-236
 <small>Everything for people@work</small>	PP-MM-476	PP-MM-231
 <small>Diverse Business Solutions</small>	PP-MM-477	New
 <small>MATERIALS MANAGEMENT SERVICES</small>	PP-MM-478	SD-MM-019
	PP-MM-481 AS-MM-481	PP-MM-232 PP-MM-233** AS-MM-232
	PP-MM-480	PP-MM-234 PP-MM-235***

*AOPD, FriendsOffice and Guy Brown are small business enterprises (SBE). MMS is a minority-owned business enterprise (MBE).

**Office Max has [merged](#) with Office Depot and now operate under Office Depot.

***Sun Office Solutions has been acquired by Staples.

ASCEND: This category has been designated as ridge. Visit the [ASCEND portal](#) for ASCEND launch materials.

Other key value and terms (continued)

- MMS's new agreement pricing offers 11.51 percent savings compared to its expiring agreement pricing.
- MMS offers multiple value-adds, including order value incentives, a sub-category rebate and green delivery service. See value-adds in the value analysis toolkit for details.
- Office Depot's new agreement pricing offers 17.15 percent savings compared to its expiring agreement pricing.
- Office Depot offers an employee purchase program, special Boise X9 copy paper pricing, assistance with HP Big Deals and core product list customization as value-adds. See value-adds in the value analysis toolkit for details.
- Staples' new agreement pricing offers 9.80 percent savings compared to its expiring agreement pricing.
- Staples' offers multiple value-adds, including a savings guarantee, continuum of care program option and line of business incentives. See value-adds in the value analysis toolkit for details.
- Staples has a minimum order requirement of \$35.
- Orders to Alaska or Hawaii that are over 159 pounds or cannot be shipped via UPS are shipped ocean freight with Staples.
- **Office Depot is the low-cost supplier on crossed items.**
- Available through distribution: AOPD
- Available direct: FriendsOffice, Guy Brown, MMS, Office Depot, Staples

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.
- [Product cross reference](#): An Excel spreadsheet reference identifying product comparisons and functional equivalents. Both non-awarded supplier and awarded supplier product information are included.

Related categories

- **Furniture and Systems, Casegoods, Seating and Accessories:** Furnishings, furniture, cabinetry, casegoods, seating, ergonomics, fabric, artwork and related accessories
- **Paper and Janitorial Supply Distribution:** Distributors that provide products and services in the Jan/San supply arena. Paper products in this category include items such as paper towels and tissue
- **Managed Print Services, Devices and Accessories:** The professional services, hardware, equipment and accessories used to execute and manage costs and efficiencies of printing, faxing and scanning electronic and paper images via a device
- **Hardware and Software Resellers:** Companies that sell products and services such as computer accessories and professional services

Offsite Storage Services

Effective February 1, 2017

Expires January 31, 2020

Products and services available

This category includes secure offsite storage, archiving services and temporary secured document storage units.

Class of trade

Agreements with all suppliers are available to acute care, non-acute healthcare and non-healthcare facilities.

2-20	Patrick McKillop	732.902.2658 x123	pmckillop@2-20rm.com
AMS	Louis Rofrano	847.458.3806	lou@amsstoreandshred.com
Vital Records	Danny Palo	901.363.6555	dpalo@vrcnetwork.com

Note: Supplier contact information is current as of January 27, 2017. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with AMS and Vital Records.
- A PMDF/PA is not required with AMS due to single tier offering.

Aggregation opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Other key value and terms

- Pricing is firm for the term of agreement with all suppliers.
- 2-20 and AMS do not charge permanent removal fees.
 - Vital Records charges \$1.50 per container to be removed.
- 2-20 offers conversion/permanent removal assistance as a value-add.
- 2-20 has a limitation of liability. See the terms and conditions section of the value analysis toolkit for details.
- AMS offers a silver rebate as a value-add.
- Vital Records offers conversion/permanent removal assistance as a value-add.
- Vital Records has a \$50 monthly fee for accounts that have less than 395 cubic feet of storage.
- Financial analysis reveals the following low-cost suppliers:
 - Per cubic foot per month: 2-20
 - Retrieval per container: 2-20
 - Retrieval per file: Vital Records
 - Adding a new container: Vital Records
 - Permanent removal: 2-20 and AMS (who do not charge permanent removal fees)
- Available direct: 2-20, AMS, Vital Records

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Awarded suppliers

Supplier	New	Expiring
	PP-SV-141	New
	PP-SV-143	New
	PP-SV-144	New

AMS is a small business enterprise (SBE).

Financial considerations:

- Minimum order requirements
- Additional fees
- Permanent removal and conversion assistance
- Silver rebate
- Limitation of liability

Service considerations:

- Security and protection of documents
- Quantity and size of stored items
- Length of storage needed
- Tracking methods

Roadblocks to conversion:

- Supplier relationships
- Onsite document storage
- Geographic coverage and staff's accessibility to documents

Offsite Storage Services

Effective February 1, 2017

Expires January 31, 2020

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Related categories

- **Document Management Solutions:** Software-based solutions that organize and manage electronic and paper documents
- **Hard Copy Document Shredding and Media Destruction Services:** Onsite and offsite shredding and the destruction of confidential hard copy paper and media, such as hard drives
- **Mobile Storage Services:** Portable storage solutions, including self-storage containers, shipping containers and mobile offices

Postage Meters and Mailing Systems

Effective June 1, 2016

Expires May 31, 2021

Products and services available

This category includes postage meters and mailing systems that are licensed by the United States Postal Service.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

FP Mailing	Andre Randle	336.589.6992	andre@pds-x.com
Pitney Bowes	Jane Friddell	757.470.9826	jane.friddell@pb.com

Note: Supplier contact information is current as of June 15, 2016. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is not required as there are no pricing tiers associated with these agreements.
 - Price activation is available for members purchasing supplies only from Pitney Bowes.
- FP Mailing Solutions and Pitney Bowes require member agreements. Services agreements are optional. See each supplier's Exhibit K for details.

Aggregation opportunities

Aggregation is not applicable with suppliers as there are no pricing tiers associated with these agreements.

Other key value and terms

- FP Mailing and Pitney Bowes offer lease agreements for 24, 30, 39, 51 and 63 months. Pricing and discount percentage is firm for the term of agreement with FP Mailing Solutions.
- FP Mailing's new agreement pricing offers 20 to 50 percent savings on equipment lease and purchase and 33 percent savings on supplies purchases compared to list price.
- Discount percentage is firm for the term of agreement with Pitney Bowes; pricing may change annually.
- Pitney Bowes' new agreement pricing offers 25 percent savings on equipment lease, 14 percent savings on equipment purchase and 25 percent savings on supplies purchases compared to list price.
- Pitney Bowes offers various value-adds, including replacement of equipment from different manufacturers, free mail management seminars and a subscription to their online postage and shipping solution pbSmartPostage.
- Available through distribution: FP Mailing Solutions
- Available direct: FP Mailing Solutions, Pitney Bowes

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.

Awarded suppliers

Supplier	New	Expiring
	PP-AC-131	New
	PP-AC-130	New

FP Mailing Solutions is a small business enterprise (SBE).

Financial considerations:

- Cost of consumables (ink, envelopes, tape, sealing solution)

Product considerations:

- Volume of mailings needed to be sent per month
- Feature needed (such as folding and sealing options)

Roadblocks to conversion:

- Consumables (i.e. ink) are proprietary to machine
- Geographic coverage of service technicians

Transcription Services

Effective January 1, 2016

Expires December 31, 2018

Products and services available

This category includes companies that provide the technology, resources, and services that will allow healthcare providers to outsource their medical transcription services and software requirements to third parties for processing.

Class of trade

Agreements are available to acute care, continuum of care and Premier REACH™ members.

Accutype	Ed Garven	913.384.3000	egarven@accutype.com
Acusis	Robert McClelland	412.209.1311	bob.mcclelland@acusis.com
AHDPG	Peter Reilly	509.925.5400	peter.reilly@ahdpg.com
Chase	Paul Geaney	954.224.1950	pgeaney@chasetranscriptions.com
Healthcare Global	David Ebenezer	781.329.6620	de@healthcareglobal.net
Keystrokes	Lee Tkachuk	630.385.7504	lee@keystrokesmt.com
MDOffice Manager	Phil Benninger	812.248.9206	phil@mdofficemanager.com
RecordsOne	Isabella Sperapani	301.363.4440	iz@recordsonetranscription.com
SoftScript	Howard Levine	310.570.2054	hlevine@softscript.com

Note: Supplier contact information is current as of September 28, 2015. For up-to-date contact information, see the supplier's detail tab in Supply Chain Advisor®.

How to operationalize these agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with Accutype, Acusis, Healthcare Global, Keystrokes, MDOfficeManager and RecordsOne.
- A PMDF/PA is not required with American Healthcare Documentation Professionals Group (AHDPG), Chase or SoftScript due to single tier offerings.

Aggregation opportunities

- Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with Accutype, Acusis, Healthcare Global, Keystrokes, MDOfficeManager and RecordsOne.
- Aggregation is not applicable with AHDPG, Chase or SoftScript due to single tier offerings.

Awarded suppliers

Supplier	New	Expiring
 ACCUTYPE	PP-SV-073	PP-IT-092
 ACUSIS	PP-SV-074	PP-IT-093
 American Healthcare Documentation Professionals Group	PP-SV-075	New
 Chase Clinical Transcription	PP-SV-076	New
 healthcare global	PP-SV-077	PP-IT-095
 KEYSTROKES	PP-SV-079	New
 MDOfficeManager	PP-SV-080	New
 RECORDS ONE	PP-SV-081	PP-IT-098
 SoftScript	PP-SV-082	New

AHDPG, Chase Transcriptions, MDOfficeManager and RecordsOnes are small business enterprises (SBE). Healthcare Global is a minority-owned business enterprise (MBE). Keystrokes is a woman-owned business enterprise (WBE).

Current agreements with Breitner Transcription Services (PP-IT-094), iMedX (PP-IT-097), Integrated Document Solutions (PP-IT-096), MD Online (PP-IT-107) and Saince (PP-IT-099) expire December 31, 2015.

Financial considerations:

- How a line is defined determines pricing
- Standard turnaround times

Satisfaction and information security:

- [HIPAA](#) confidentiality compliance
- Quality assurance and data security of transcribed reports
- Ability to use only domestic transcriptionists

Roadblocks to conversion:

- In-house transcription services

Transcription Services

Effective January 1, 2016

Expires December 31, 2018

Other key value and terms

- Pricing is firm for the term of agreement with all suppliers.
- In order to compare supplier pricing, Premier analyzed pricing scenarios using three pricing methodologies and six reports. Chase and MDOfficeManager were the low-cost suppliers. See the value analysis toolkit for details.
- Acusis offers various no-charge implementation items, such as software licenses and workflow applications, as value-adds.

Note: Key value and terms are current at time of launch. For up-to-date information, see Supply Chain Advisor.

Full launch content and additional resources available

- [Modifiable value analysis toolkit](#): A Microsoft Word version of the toolkit that allows for edits and customization for member specific needs. Please note that the links in the Word version to Premier resources may be broken. To maintain link integrity please use the PDF value analysis toolkit.
- [PDF value analysis toolkit](#): A PDF version of the toolkit that maintains the integrity of links to Premier resources. This document is unable to be edited.



Employee Discounts

As a Premier member organization, the purchasing power of the alliance allows your facility to reduce costs on products and services. Premier would like to offer your employees the opportunity to access exclusive discounts from Premier vendor partners and contracted suppliers. Access to these programs requires PremierConnect® registration.



GPO-contracted employee discounts

Employee discounts are available from a variety of Premier contracted vendors. Offers range from cell phones to scrubs to rental cars. The employee discount [web page](#) contains a list of the discounts you may choose to offer to your employees.

Alongside each offering on the web page, you will find detailed vendor information, discount overviews and communication materials, including customizable fliers, to help you inform your employees of any discounts you choose to offer. For an overview of discounts available, see the next page.

This web page is designed for personnel responsible for implementing employee discounts. *Please do not provide this page directly to employees.*

Employee Discount Mall







Online shopping malls with discount codes are available for a variety of products (car rental, clothes, department stores, dining, electronics, flowers, shoes, tickets, etc.). Sign up here:

- Corporate Shopping: <http://corporateshopping.com/login/premier>
- Corporate Perks: <https://premierinc.corporateperks.com/login>

Learn more:

- ➡ **Contact** your Premier representative or the Premier Solution Center at 877.777.1552 of solutioncenter@premierinc.com.
- ➡ **Visit** <https://communities.premierinc.com/display/CP/GPO+Employee+Discounts> for employee discounts.

As a Premier member organization, the purchasing power of the alliance allows your facility to reduce costs on products and services. Premier would like to offer your employees the opportunity to access exclusive discounts from Premier vendor partners and contracted suppliers.

Category	Suppliers <i>(ctrl + click on supplier logo to view contract in SCA)</i>	Overview	Additional requirements for use
Cellular voice and data services Expires 7/31/18		25% discount on voice and data plans for eligible healthcare classes of trade Excludes unlimited data plans. Varying discounts on devices	Corporate agreement
		23% discount on voice and data plans for eligible healthcare classes of trade \$5 discount off unlimited plans. 12% discount for eligible non-healthcare classes of trade	Corporate agreement
		Up to a 22% discount on voice and text plans for eligible healthcare classes of trade (19% without e-billing enrollment) 15% discount for eligible non-healthcare classes of trade (12% without e-billing enrollment) Note: The above discounts do not apply to unlimited data plans 25% discount on accessories Enrollment in e-billing is required to receive full discount	Corporate agreement
Vehicle rental services Expires 10/31/20		Discounts up-to 10% on leisure and professional travel rates and benefits	Corporate agreement
Office supplies and business services Expires 7/31/20		10% off nearly all office supplies, including furniture, ink and toner. Discounts do not apply to technology, software or gift cards. If item is on sale at the store, customer will receive a 10% discount or sale price, whichever is cheaper.	None
	 that was easy:	Varying discounts on product offerings from the supplier. Members must register an authorized credit card with Staples. A corporate agreement is required.	Corporate agreement

Employee Discount Opportunities

Category	Suppliers <i>(ctrl + click on supplier logo to view contract in SCA)</i>	Overview	Additional requirements for use
Reusable textiles and textile services Expires 11/30/18		Varying discounts on scrubs, lab wear, and performance attire Note: To take advantage of this opportunity, visit www.scrubs4me.com and enter your facility's entity code.	Premier entity code
Identity theft protection		Preferred pricing on identity theft solutions offering full resolution, including advanced monitoring programs and complete identity management and protection programs	None
Moving services Expires 7/31/20	  	Varying discounts on moving and storage services	None
Paint and related supplies Expires 2/28/19	 	25% discount on paint purchases 30% discount of PPG paint products and 15% discount off a full line of paint supplies. Please see the following link for the PPG store locator: https://www.ppgpaints.com/store-locator	None
Pest elimination Expires 12/31/19		Varying discounts on annual pest elimination service agreements	None

*Woman business enterprise (WBE), **Minority business enterprise (MBE)

For an overview of discounts available, click [here](#). Note: This Web page is designed for personnel responsible for implementing employee discounts. Questions? Contact the Premier Solution Center at 877.777.1552 or solutioncenter@premierinc.com



Premier Insurance Management Services (PIMS)

➔ Ancillary Employee Benefits Program

For organizations with over 2,000 full time employees: We provide a complimentary in-depth financial analysis through a proprietary model to help organizations identify opportunities for savings, improve plan design, and enhance performance guarantees with insurance carriers. The analysis includes an audit of Life, Disability, Dental and Vision plan experience and provides customers with a full transparent understanding of all costs.

For organizations with 500 – 2,000 full time employees: Exclusive programs with highly rated national insurance carriers provides exclusive Premier discounts, extended rate guarantees and enhanced platform of services for employer paid life, accident, disability, dental and vision insurance.

➔ Voluntary Benefits

Enhance your overall employee benefits package with voluntary products. Employees can take advantage of better rates and select the products that meet their individual needs.

➔ Directors & Officers/Employment Practices Liability

Exceptional coverage for hospitals through two top commercial carriers offering risk management premium credits, a five percent premium credit that provides savings to the hospital, strategies, tools and resources, recovery audit contractor (RAC) audit assistance and educational programs.

➔ Excess Workers' Compensation

A combination of exclusive coverage enhancements, profit sharing up to 30 percent of premium and comprehensive risk management services. Since the inception of this program nearly \$19M in profit sharing has been returned to program participants.

➔ Group Personal Excess Liability

Personal liability coverage for key personnel, managers and employees who want to ensure their personal assets are protected in the event of a lawsuit. Significant group discount, payroll deduction, and portability from a highly rated national insurance carrier.

➔ Identity Theft Protection - Restoration, Resolution & Recovery

Complete and total identity theft protection for employees and their families for a special discounted rate. Full resolution and preferred pricing for Premier members and their employees are the keys to this offering. Experienced professionals – not your employees – deal with the most frustrating and labor intensive part of identity theft.

➔ Physician Medical Malpractice Liability

Exclusive premium credits offer savings up to 25 percent on the cost of professional liability coverage for employed and affiliated physicians of not-for-profit Premier alliance members. Risk education support and services are included in this comprehensive and affordable insurance program.

Cyber breach response solution “comforts” chief risk officer.

[Read more here](#)

Hospitals in Premier, Inc. insurance program receive nearly \$3 million.

[Read more here](#)

Learn more:

➔ **Contact:** Tom Green, 704.816.5364, thomas_green@premierinc.com

➔ **Web page:** www.premierinc.com/insurance

Unique PBM Solutions: Hospitals and Health Systems

SPECIALTY PHARMACY

Background on Premier and MedImpact

Premier is a member-owned performance improvement alliance with a mission of reducing cost and improving quality for our health care systems. Premier's Pharmacy Benefit Management (PBM) program, jointly developed by Premier and a cross-functional, executive task force of Premier members, utilizes one of the nation's largest independent and transparent pharmacy benefit administrators, MedImpact, to help Premier members manage the rising prescription drug costs for their employee benefit and commercial health plans.

MedImpact, founded in 1989, is a stable, independently owned company with more than 1,300 employees focused on client retention and organic growth nationwide. With a single, proprietary claims processing platform, they manage programs for more than 50 million lives. They are the nation's largest privately held PBM, serving self-funded employers, hospitals and health systems, commercial health plans, managed Medicaid, and Medicare Part D health plans, and government entities.

Premier partnered with MedImpact due to their transparent, pass-through, conflict free model (they do not own any pharmacy dispensing channels). Today Premier PBM covers more than 500,000 member lives. Our flexible

model focuses on working with our member hospitals to help them optimize their purchasing price via their 340B program, and Group Purchasing Organization (GPO) pricing, as well as leveraging their in-house pharmacies as a dispensing site for their employee population.

We offer a transparent, pass-through pricing model where all the network discounts and manufacturer rebates are passed 100% on to our member health systems. Another consideration is that Premier's business model is free of the conflicts of interest that exist with the large PBMs, allowing you to have more visibility and control over your employee pharmacy program. We also offer customer branding to specialty pharmacy prescriptions which promotes provider awareness and loyalty, and can enhance your own retail pharmacy visibility and marketing initiatives.

Extensive, Specialized Hospital Expertise

Premier and MedImpact have extensive experience working with hospitals, health systems and hospital-owned managed care organizations. Serving more than 230 hospitals, MedImpact has delivered savings and value to hospital clients. Together, we effectively manage pharmacy benefit costs, help improve population health and increase employee satisfaction.





Our key objective is to keep dollars in your hospital and health system. We tailor our programs to steer utilization to in-house pharmacies to reduce pharmacy benefit costs and enhance our member's pharmacy utilization.

Premier PBM Features:

- Custom claim adjudication
 - Drug acquisition price
 - Group Purchasing Organization (GPO) pricing
 - 340B pricing and program management
 - Pass-through contracted retail network rates
- Promote use of in-house pharmacy
 - Member programs to steer in-house use
 - Benefit design to drive use of in-house pharmacies
 - Provide wrap network services to complement clients' owned pharmacies
 - Limit certain drugs to hospital pharmacy fulfillment
- Flexible invoicing for in-house dispensing
- Formulary options focusing on driving low net cost
- Supply chain data and expertise to assist in cost saving

Switching to Premier PBM Saves Clients \$5.15 PMPM with Utilization Management Programs

Changing PBMs is a significant business decision. There are implementation concerns, potential for member disruption, and most importantly, no guarantee that a new PBM will deliver the savings promised during contract negotiations. The transparency and innovation that Premier PBM provides assures the best opportunity for savings with best-in-class service.

Not all PBMs perform the same way, even when Point-of-Service edits and clinical programs are identical. Premier's PBMs programs are designed to measurably improve the clinical and economic performance of drug

benefit plan designs. This means that when members transition to Premier PBM, they will save money even without adding more aggressive clinical interventions.

Lastly, Premier PBM utilizes a Refill Too Soon Waste Reduction Program – which reduces individuals receiving a 5th 90-day maintenance medication prescription within a calendar year. Members hospitals can expect to see a 1 to 1.5% ingredient cost savings compared to PBM's which own mail service.

Commcare: Proven Specialty Pharmacy Experience and Satisfaction

Commcare, a Premier subsidiary, helps hospitals provide a specialty pharmacy solution, which augments their own dispensing capability. Our specialty pharmacy program boasts 100% physician satisfaction, 99% patient satisfaction, and has the highest adherence rates in the industry. Lastly, because 80% of patients require patient financial assistance, we provide resources to help patients afford their medication. Unlike our competitors, we help to mitigate the cost of specialty pharmacy, through the utilization of our Lower Specialty Overfill Program. Our program lower the rates of overfills of specialty prescriptions, avoiding stockpiling and inappropriate use. Below are some example of overfill which exist in the industry.

- Rates of overfill (industry vs. Premier PBM)
 - HIV = 9.4% vs 2.3%
 - MS = 3.8% vs 1.5%
 - Autoimmune = 7.4% vs 1.9%

Members can expect a \$2.19 PMPM (2016) average savings using this program.

To see how Premier PBM can help you manage your pharmacy benefits, and maximize own-use pricing to lower costs and improve care, please email us:

Michael Moloney
 Vice president, emerging markets
 michael_moloney@premieinc.com



About Premier, Inc.

Premier, Inc. (NASDAQ: PINC) is a leading healthcare improvement company, uniting an alliance of U.S. hospitals and other providers to transform healthcare and create healthier communities. With integrated data and analytics, collaboratives, supply chain solutions, and advisory and other services, Premier enables better care and outcomes at a lower cost. Please visit Premier's news and investor sites on www.premierinc.com for more information about the company.

ELEVEN PRINCIPLES

FOR A COMPLETE APPROACH TO HARDWIRING LABOR MANAGEMENT

Hospital executives face unprecedented economic and environmental issues that add to the already difficult challenges of optimizing quality, managing costs and strategically managing their organizations. Healthcare organizations are experiencing volume shifts, state funding cutbacks, reduced access to capital funding, increased bad debt, etc. Many organizations are forced to respond by delaying capital projects, implementing hiring freezes and salary cuts and additional cost-saving efforts.

Today's major healthcare constituencies – patients, physicians, employees, various government entities and payers – are also demanding higher quality and greater fiscal transparency from their healthcare organizations.

This challenging landscape provokes critical questions that confront

healthcare executives, namely how to:

- **Manage labor costs**
- **Manage supply costs**
- **Improve patient outcomes and the reliable delivery of care**
- **Engage physicians in improvement initiatives**
- **Maximize margin and revenues**

National pay-for-performance studies continue to prove that delivering high quality and maintaining low costs are not mutually exclusive objectives.

What's more, achieving higher quality produces significant benefits for all major healthcare constituencies.

Evidence gleaned from extensive studies of cost and care quality has indicated that:

- **Quality is a prime factor driving consumer choice**
- **A high standard of quality (competent, consistent staff and well-designed and well-equipped facilities) attracts and retains clinicians and physicians**

- **Delivering high quality, evidence-based care reduces errors and is crucial to a clinical loss prevention strategy**

A FOCUS ON LABOR MANAGEMENT

Studies show that employee compensation is the most significant factor behind hospital costs. In 2008, hospitals employed more than 5.3 million people and spent approximately \$322 billion on employee compensation.¹

The American Hospital Association found that approximately two-thirds of every dollar spent by hospitals goes to the wages and benefits of caregivers and other staff. Not surprisingly, the increase in labor costs is the most important single driver of spending growth for hospitals, accounting for about 41 percent of overall growth and

almost three quarters of the growth in the costs of purchased goods and services.² Given this evidence, it is clear that managing labor costs is a necessary strategy for achieving high-order operational efficiency.

Premier believes that effective labor management is a discipline, not an initiative or project. It is a discipline defined as a process that must be continuously refined within an organization and “hardwired” into its culture.

“Hardwiring” an effective labor management process requires attaining a cultural shift that, by default, supports a new paradigm for conducting business. This shift must be then followed by a timely deployment and execution of the required tactics combined with personal accountability for performance. Only with these components in place can an

organization sustain the success offered by this process.

The identification of opportunities and use of measurement tools alone does not create sustained savings. Premier’s research has demonstrated that organizations that have deployed focused resources and installed processes related to labor management, in addition to the right measurement tools, have sustained substantial savings over time. These savings can then be applied to other strategic priorities within the organization.

Premier is an industry leader in labor management practice, providing comprehensive solutions for productivity monitoring, comparative data, operational assessment and education. Our overall approach to a complete labor management process is quite simple and includes the following objectives:

- **Integrate/measure quality**
- **Promote continuous change**
- **Establish clear targets for quality and cost**
- **Measure to targets**
- **Implement mechanisms to monitor performance**
- **Own process and be accountable for results**
- **Provide leadership support**
- **Provide transparency in best practices through collaboration**

KEY STEPS IN A COMPLETE LABOR MANAGEMENT PROCESS

- **Define goals/establish baseline**
- **Use benchmarking**
- **Coaching/education/ongoing analysis**
- **Create labor standards**
- **Monitor performance**
- **Rebase/reevaluate**

PREMIER PERFORMANCE PARTNER PROGRAM™ SUPPORTS CLIENT SUCCESS

LABOR MANAGEMENT APPROACH - BEST PRACTICE EXAMPLE

Labor Management Program: Frederick Memorial healthcare System

- Chose Premier’s labor management solution to address its labor issues
- Utilized the Premier Performance Partner Program® to provide six days per month consulting services to develop, refine and manage labor management program; minimum goal: \$500,000 in savings or cost avoidance
 - > Help install OperationsAdvisor™ comparative database and productivity tool to replace in-house system
 - > Serve as labor coach to managers, directors and senior leadership and support labor management team and benchmarking sub team
 - > Train and orient managers and directors to new tool and reports
 - > Monitor “watch lists”; help underperformers develop action plans
- Total project savings of \$5,181,560 in FY09

About Frederick Memorial Healthcare System:

Frederick (MD) Memorial Hospital (FMH) is flagship of the Frederick Memorial Healthcare System; it includes 20 other facilities, physician practices, immediate care and a wellness center.

Designated by Frederick Magazine as one of the top 10 family friendly employers in Frederick County, FMH offers the latest advances in diagnostic capabilities and state-of-the-art treatment as well as education in healthy lifestyle choices and disease prevention.

Notes:

¹ Analysis of AHA Annual Survey data for 2008. TRENDS: Even as Health Reform Takes Center Stage, Economic Challenges Remain

² The Cost of Caring, AHA



Eleven key principles of labor management

To assist in hardwiring your organization's labor management process, Premier has established the following Eleven Key Principles of Labor Management, based on our extensive experience and research of best practices in labor management.

These steps, combined with productivity measurement and quarterly benchmarking applications, consistently produce greater staff productivity, lower labor expense per net patient revenue, higher operating margin and a streamlined budget process.

1 | Lead with quality

It is imperative to identify and measure quality outcome indicators before, during and after change implementation. Better performing organizations focus on results, not just measurement.

2 | Understand: this is a journey

Leadership must drive a consistent awareness within the organization concerning effective management of labor resources. This attitude must pervade the entire organization.

3 | Be objective

Fact-based decision making requires measurement and, ideally, multiple measures for opportunity that capture the full spectrum of service. An objective, consistent, institution-wide philosophy is required.

4 | Rapidly design and implement

Best practice organizations use effective planning processes and tools, and are adept at rapid deployment of action plans with timelines of six months or less via clear communication and accountability.

5 | Achieve leadership resolve

Leadership must set the strategic direction and put in place the organizational road map for managing labor. This requires establishing and sustaining a commitment and accountability within the organization.

6 | Standardize processes and tools

Install standardized processes for establishing, reviewing and updating labor standards. Consistently deploy standardized tools (e.g., productivity reporting) throughout the organization.

7 | Use benchmark and comparative information

Identify internal and external best performance practices and sustain continuous improvement via the process of benchmarking.

8 | Coaching support

A "coaching" model is a key component of an effective labor management program. The role of the "coach" is for education and facilitation. Ideally, this coach is experienced in principles of effective labor management and an active participant in organizational leadership.

9 | Set aggressive targets

Set aggressive yet attainable goals. Do not settle for average performance.

10 | Translate to daily operations

A fair and methodical process, combined with regular productivity reporting, is needed to assist line managers in translating expectations to daily operations. Leadership must work with line managers to establish expectations and assist in evaluating the best methods to implement changes within departments.

11 | "Variabilize" fixed costs

Best practice organizations identify an expectation to "flex" staffing in support and back office departments on a quarterly basis. It is possible to effectively flex labor across all traditional "fixed" departments to an indicator of patient revenue (e.g., global indicators are adjusted patient days or adjusted discharges).

13034 Ballantyne Corporate Place
Charlotte, NC 28277

T 704 357 0022
F 704 357 6611

444 N Capitol Street NW
Suite 625
Washington, DC 20001-1511

T 202 393 0860
F 202 393 6499

PREMIERINC.COM

FOR MORE INFORMATION,

Please visit us at premierinc.com
or call 1.800.805.4608.

**About the Premier healthcare alliance,
Malcolm Baldrige National Quality
Award recipient**

Premier is a performance improvement alliance of more than 2,600 U.S. hospitals and 88,000-plus other sites using the power of collaboration and technology to lead the transformation to coordinated, high-quality, cost-effective care. Owned by hospitals, health systems and other providers, Premier operates a leading healthcare purchasing network with more than \$4 billion in annual savings. Premier also maintains the nation's largest clinical, financial and outcomes database with information on 1 in 4 patient discharges. A world leader in delivering measurable improvements in care, Premier works with the Centers for Medicare & Medicaid Services. Headquartered in Charlotte, N.C., Premier also has an office in Washington.

SUCCESSFUL LABOR MANAGEMENT PROGRAMS

Creating a sustainable labor management program requires both superior data and superior support. Quality must be a priority, and preferred outcomes must be clearly established in preparation for achieving effective labor management. Leadership must have the will and discipline to move to a different paradigm and put in place a sustainable culture – one where high quality is coupled with low cost, and data is used to improve processes.

With industry-leading Performance Partner programs, coupled with the OperationsAdvisor® application, Premier has achieved a validated return on investment of over 14:1.

OPERATIONSADVISOR SUPPORTS CLIENT SUCCESS

OperationsAdvisor helps
MO hospital save **\$14.8M+**

SITUATION

Growing reimbursement reductions threaten hospitals where some 60 percent of expenses go for labor and related expenses. An effective labor management program is fundamental to maintaining an effective cost structure, without lowering quality. Leaders at St. Mary's Jefferson City began to take a critical look at staffing levels, with focused attention on areas outside peer percentiles.

SOLUTION

In an environment of reform and reimbursement challenges, leaders knew that changes had to be made. One of the tools St. Mary's Jefferson City used was Premier's OperationsAdvisor to help establish budgets and goals as a "beacon" for where the hospital departments needed to be.

RESULT

- The hospital experienced significant successes, moving from 70th to 10th percentile in OperationsAdvisor benchmarks.
- From 2007 through October 2011, 186 FTEs were eliminated for an estimated savings of more than \$14.8 million
- Managers are more proficient at flexing staffing to volume levels; productivity continues to improve.
- St. Mary's Jefferson City has continued its legacy as the region's most preferred hospital. For more than four consecutive years, quality care scores are in the top tier of hospitals nationwide.

St. Mary's Health Center opened in 1905 as part of a faith-based healing ministry of the Franciscan Sisters of Mary. From just 38 patient rooms, Jefferson City's first hospital has grown to 167 beds, with numerous expansions and renovations through the years. Today, with more than 1,100 employees plus affiliated physicians, St. Mary's offers a full range of health care services for mid-Missourians. St. Mary's is a member of SSM Health Care.

FINANCIAL DECISION SUPPORT

PREMIERCONNECT® COST MANAGEMENT

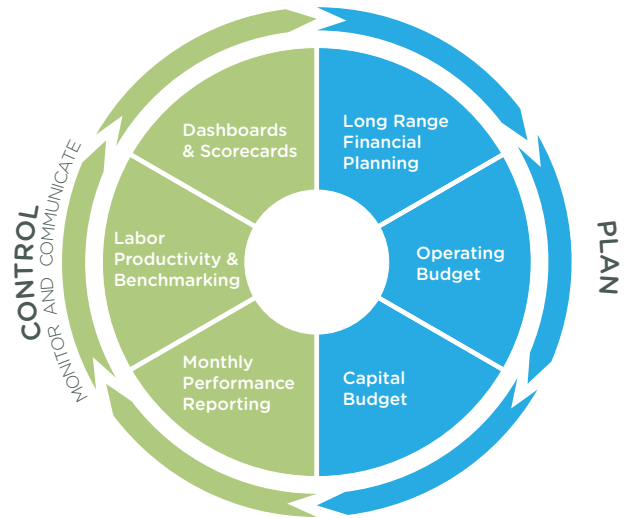


THRIVE ... in a difficult environment.

TECHNOLOGY TO DRIVE BUDGETING, FINANCIAL REPORTING AND LABOR ANALYTICS

We believe financial and operational data should speak to everyone across your organization, regardless of their role; data that can be related to, acted upon and propel your department leaders into business owners.

Prepare your budgets, monitor variances and improve your organization's financial health through actionable data and analytics so that you have the pertinent information you need where and when decisions are made.



Analytics: Valuable business intelligence that drives your financial planning, monitoring and improvement.

Dashboards: Monitor performance with the high-level analysis healthcare leaders need to set strategy and goals.

Interactive Reports: Offer on-demand access to timely data and performance trends for faster response and immediate impact to the bottom line.

Alerts: Automatic notifications so managers can quickly find and analyze the information they need to stay accountable and on plan.

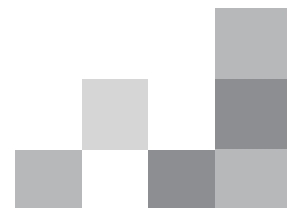
In a healthcare system you are looking at a lot of data. Premier's solution helps you **identify the data and issues** that are important and lets you **focus your time** on creating and supporting improvement.

Bernie Coffman
System Director of Process Improvement & Business Intelligence
Edward-Elmhurst Health



Integrated Labor Benchmarks

Ensure that management gets the information needed to monitor and improve the largest cost component in your organization. Understand the causes of labor variances and, in turn, know how to improve future operations with productivity and benchmarking analytics.



Budgeting and Financial Reporting

Allow your leadership to view their information in the context of their role so that timely and informed decisions align with organizational performance goals.

Interactive reporting, that is both **easy to learn and to use, places pertinent information at management's fingertips** so they can evaluate opportunities, track results and respond to variances. Departmental, financial tools include:

- Operating budget and projections
- Performance monitoring; includes variance alerts and transactional detail
- Capital planning
- Long-range financial planning
 - scenario modeling
 - strategic forecasts one to 20 years
- Dashboards and scorecards

Labor Productivity

Guide savings across the largest cost component in your organization.

- Compare actual to flex/fixed budget, as well as trend data so you can monitor and foresee labor utilization.
- Contrast performance across similar departments to find labor irregularities.
- Drill to the job code, employee and pay detail levels with the click of a button so you do not have to “request” important analytical data.
- Immediate access to hours/FTEs/dollars per workload unit information to uncover possible labor utilization outliers.
- Highly configurable variance alert criteria that matches your unique and changing labor environment.

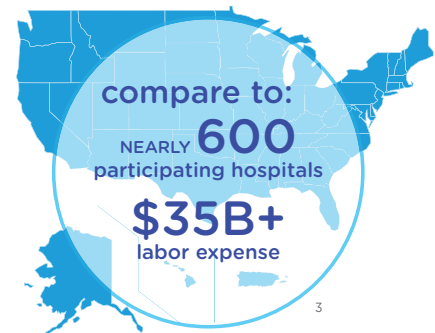


University Hospitals
2

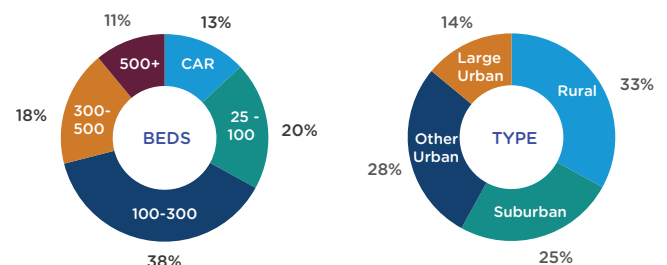
Labor Benchmarking

Identify areas for operational improvement with regular benchmarking across other healthcare organizations.

- Large database spans geographic regions and organization types to provide perspective.
- Open database with over 600 subscribing healthcare organizations reporting who are also available for networking.
- Benchmark hours, skill mix and other measures (at the system and department level) against peers “defined” by you and our labor experts.



3



Let us help you **THRIVE**.

call: 877.777.1552

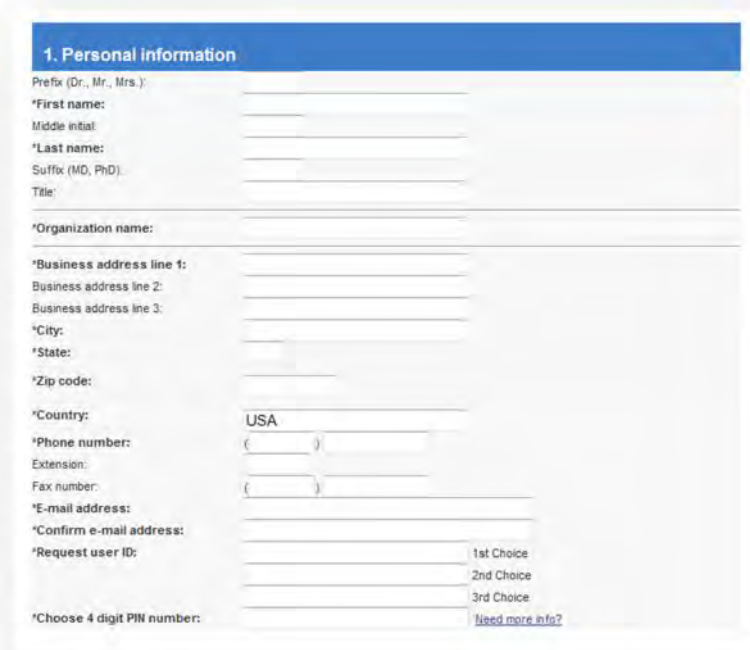
email: solutioncenter@premierinc.com

PremierConnect Access

Q: How do I create a Premier login so I can access PremierConnect?

A: Follow these steps:

1. Go to: www.premierinc.com
2. Click on the “Register” link on the top, right of the page.
3. Complete the first two sections of the registration page, including:
 1. Personal Information (right)
 2. Password Reminder
4. Finish by scrolling to the bottom and clicking submit.
5. You will receive an e-mail from Premier within 3 business days confirming your access has been granted.



1. Personal information

Prefix (Dr., Mr., Mrs.): _____

*First name: _____

Middle initial: _____

*Last name: _____

Suffix (MD, PhD): _____

Title: _____

*Organization name: _____

*Business address line 1: _____

Business address line 2: _____

Business address line 3: _____

*City: _____

*State: _____

*Zip code: _____

*Country: **USA**

*Phone number: (____) _____

Extension: _____

Fax number: (____) _____

*E-mail address: _____

*Confirm e-mail address: _____

*Request user ID: _____

1st Choice
2nd Choice
3rd Choice

*Choose 4 digit PIN number: _____ [Need more info?](#)

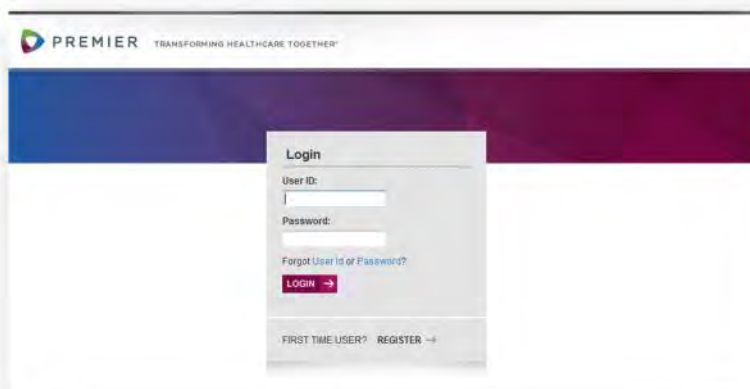
Q: How do I access PremierConnect?

A: Once you receive your access confirmation, follow these steps:

1. Go to: <https://premierconnect.premierinc.com> (shown right)
2. Log in using your PremierConnect username and password.

Q: If I have any issues accessing PremierConnect, who can I contact for help?

A: Contact the Premier Solution Center at solutioncenter@premierinc.com or 877.777.1552.



PREMIER TRANSFORMING HEALTHCARE TOGETHER™

Login

User ID:

Password:

Forgot User ID or Password?

LOGIN →

FIRST TIME USER? REGISTER →



Custom Contracting



Did you know that Premier offers custom contracting in particular areas of focus? See below for a list of custom contracts completed for Premier member groups and systems that are also available to you.

Contract number	Category	Supplier
CC-SV-035	Transportation/Courier	MedSpeed
CC-SV-002	Telecommunications Expense Management Services	Tangoe
CC-SV-003	Surplus Surgical Inventory Services	WestCMR
CC-SV-006	Waste Management Services	Trifecta Environmental
CC-FA-003	Electrical Products and Service	Fromm Electric
CC-FA-004	Vendor Scrub Management Services	REPSRUBS
CC-FA-007	Behavioral Health Furniture and Design Services	Blockhouse
CC-SV-009	Kanban Inventory Products and Services	Pegasus
CC-LA-002	Specialty Lab Testing Services	NeoGenomics
CC-SV-008	Logistics Management Services	TRIOSE
CC-IT-003	Technology Asset Disposition Services	Cascade
CC-IT-002	Telecommunication Services	Granite
CC-FA-009	Architectural/Retrofit Services	Kerney & Associates
CC-SV-022	Clinical Education and Assessment Services	SIMNext (Health Scholars)
CC-SV-034	Corrugated and Solid Fiber Box Manufacturing	PCA
Multiple contract numbers	HIMS Coding, Auditing and CDI Services	Multiple suppliers



Interested in learning more about these opportunities?

[Contact custom_contracting@premierinc.com.](mailto:custom_contracting@premierinc.com)

Interested in creating a custom contract for your system or member group?

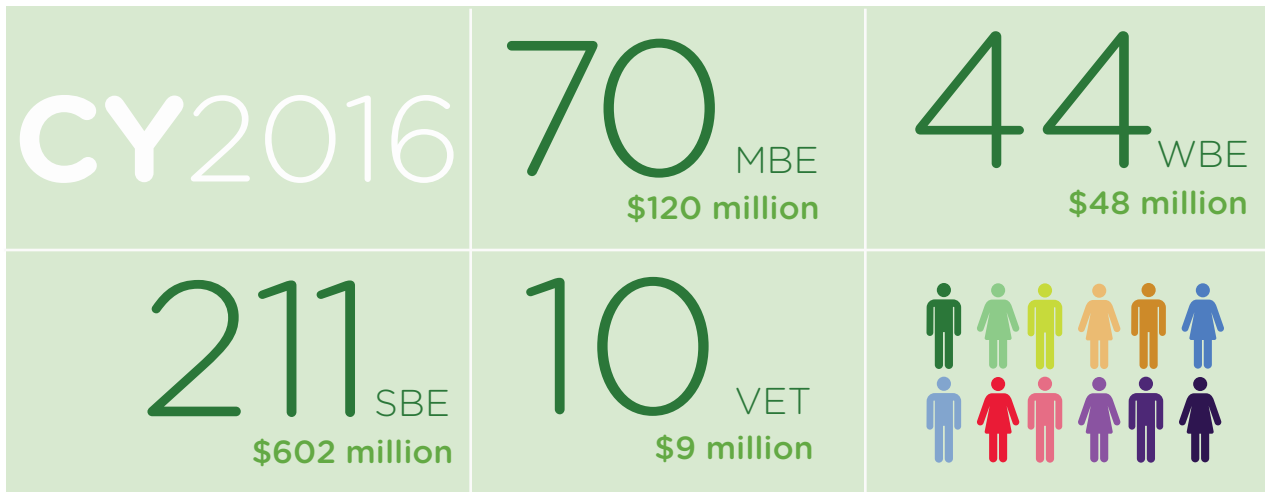
[Contact your Premier representative.](#)



Premier’s supplier diversity initiatives recognize and track the following classifications (diverse and small business suppliers): **small business enterprises** (SBE) and **minority-** (MBE), **woman-** (WBE) and **veteran-owned** (VET) enterprises.

We are committed to building a portfolio of contracted products and services that mirrors the demographics of the communities our members serve.

In 2016, Premier members spent \$775 million on products and services from diverse suppliers.



SEEDS (Sourcing Education and Enrichment for Diverse and Small Suppliers)

The program provides contracted suppliers with experienced resources and educational tools intended to assist in gaining contract sales and building long-term relationships across the alliance.

Contract language protection for members looking to do business with diverse suppliers

The diverse suppliers’ volume is considered a carve-out and members can still qualify for the best tiered pricing negotiated.



The Safer Pain Management Community on PremierConnect®

Addressing the Opioid Epidemic

Premier knows safer pain management is an important component in the overall approach to improving patient outcomes, minimizing costs associated with opioid-related adverse events and, in time, reducing today's unacceptable number of opioid-related deaths and hospitalizations. To **help lead this transformation**, Premier offers a variety of pain management solutions that provide our members with safe, pre- and post-operative alternatives to opioid prescription pain management.

To **better enable our members** to develop a comprehensive strategy to improve pain management that avoids undertreating chronic pain and overprescribing opioids, **the Safer Pain Management Community** groups Premier's applicable contracted products and services according to the overall opioid issue they address, such as:

- Opioid and patient safety
- History of substance abuse
- Inappropriate access to opioids
- Infection prevention and treatment
- Monitoring oxygen and carbon dioxide levels
- Overuse of opioids
- Pain management



Additional resources included in the community are:

- Opioid use in the emergency department report
- Safer post-operative pain management pilot

The Safer Pain Management Community on PremierConnect features additional information, including:

- The problem**
What exactly the opioid epidemic is
- Opioid medications**
How they work, why they are addictive and what their long-term effects are
- History of opioids**
Contributing factors that led to the explosion of opioid prescriptions in the U.S.
- Stopping the opioidepidemic**
What health systems and federal agencies are currently doing to combat this crisis



Additional resources

- **Core field team:** Premier field experts can assist you if you are interested in learning more about any of the offerings listed within this book. Not sure who your field representative is? Contact the Premier Solution Center at 877.777.1552 or email solutioncenter@premierinc.com.
- **Supply Chain Advisor®:** Premier's online automated contract management system including catalog, electronic price activation, news/resources and the ability to manage all contracts, including regional/local agreements, in one place.
 - **Catalog:** Electronic repository of all of Premier's contract information. It includes details on business partners, contracts, products, price tiers and updates. The catalog also includes cross-reference information for many items that are not on Premier contract in order to find functionally equivalent/alternative items that are on contract.
 - **Price activation:** Electronic Letter of Commitment (eLOC) approach is an interactive process in which members and suppliers can reach agreement on tier pricing and sign a contract online. Contracts can be activated centrally (i.e. at a network level) and individually (i.e. at a hospital level).
 - **Contract management:** Premier enables members to store their own regionally/locally negotiated agreements in its catalog. By following a simple process, hospitals can load business partner information, a contract summary and product and price data.
- **PremierConnect®**

PremierConnect surfaces actionable opportunities and information with the ability to share knowledge, resulting in a one-stop shop for members to dive into customizable and relevant content, access multiple apps and collaborate in real time. Through PremierConnect, you can: combine and integrate data across the continuum; connect your team with one another, Premier staff and the entire Premier alliance with state-of-the-art social business techniques built specifically for healthcare; and provide best practices and other knowledge to your stakeholders. **To access PremierConnect, visit:** <https://premierconnect.premierinc.com>.
- **Supply Chain News community:** The [Supply Chain News](#) community features a rolling feed with updates on contract launches, webinars, supplier promotions, group buys and industry updates. Content is organized according to Premier's service lines making service-line specific information quick and easy to find.
- **Premier Marketplace™:** Through [Premier Marketplace](#), you can take advantage of:
 - **Group Buys:** Voluntary, purchasing opportunities, typically for capital equipment. Group Buys deliver significant savings, beyond Premier's already exceptional national group purchasing agreements. Group Buys may also include value-adds such as special rates for financing, trade-in programs, training, preventative maintenance and service programs and extended warranties. Savings average 15 percent above national top tier pricing.
 - **Marketplace exclusives:** Premier's e-commerce web store, where you can browse, compare and buy more than 4,000 products with your credit card. More products are added each quarter.
 - **Bloodbuy®:** Connecting hospitals and blood centers nationwide to ensure the efficient flow of lifesaving blood products to patients in need.
- **Employee discounts:** Premier offers a variety of [discounts](#) for all members of the alliance and their employees and staff, including employee discount malls and GPO contracted discount codes.
- **Premier Solution Center:** The Premier Solution Center is a central point of contact for all Premier-related questions. Its phone lines are staffed weekdays from 7 a.m. to 7 p.m. CT.
 - Toll-free: 877.777.1552
 - Email: solutioncenter@premierinc.com

Accessing an electronic version of this book

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