



Stony Brook Medicine Administrative Policy and Procedures

Subject: LD0092 Contractual Agreements for Care, Treatment and Services	Published Date: 04/22/2025
Leadership	Next Review Date: 04/22/2028
Scope: SBM Stony Brook Campus	Original Creation Date: 01/28/2014

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Policy:

Care, treatment, and services provided through contractual agreements are monitored to ensure they are performed safely and effectively. They are reviewed through a standardized process, incorporating principles of Quality Assessment and Performance Improvement (QAPI).

Definitions:

Authorized Provider: Member of the medical staff, resident/fellow physician, nurse practitioner or physician's assistant permitted by law and SBUH to provide medical care, treatment and services within the scope of licensure and/or consistent with individually granted privileges.

The Department that Owns the Contract: Home department sponsoring the contract through budgetary and administrative oversight (as listed per the authorized Purchase Requisition for this transaction).

Clinical Service contracts: any service performed by a vendor that provides direct patient contact/ care services.

Stony Brook University Hospital campus locations:

- Stony Brook University Hospital, Main Campus (SBUH Main Campus)
- Stony Brook Eastern Long Island Hospital (SBEIHL)
- Stony Brook Southampton Hospital (SBSH)

Procedures:

1. Initiation of Clinical Service Contracts:

- a. At the start of a clinical service agreement, the department that owns the contract provides the Purchasing Department (**SBUH Main Campus and SBSH**) / Contracts Coordinator (**SBELIH**) with a comprehensive scope of the clinical services expected to be provided through the contractual agreement. This includes a detailed written description of service expectations and requirements.
 - b. The department that owns the contract ensures that the contract terms align with the SBUH clinical standards and expectations. This documentation serves as the basis for validating the quality and acceptance of the services received.
2. **Performance Monitoring and Evaluation:**
 - a. The department that owns the contract is responsible for continuous monitoring of the vendor's performance. This includes regular assessments to ensure that services are performed safely, effectively, and in accordance with the contract.
 - b. Formal evaluations are conducted periodically throughout the agreement period. These evaluations incorporate data from performance metrics, patient outcomes, and feedback from end users. A periodic evaluation tool is used to document vendor performance.
3. **Credentialing:**
 - a. The department that owns the contact addresses any performance concerns immediately by communicating directly with the vendor and notifying the Purchasing Department (**SBUH Main Campus and SBSH**) or Contracts Coordinator (**SBELIH**).
4. **Credentialing:**
 - a. Each authorized provider (including independent licensed practitioners) providing onsite services through a contractual agreement must be credentialed and privileged by the SBUH medical staff office.
 - b. Vendor enrollment in SBUH's existing credentialing system may be required. This process is at the vendor's own cost and expense. Additionally, the vendor ensures that its representatives provide all necessary information as part of the enrollment.
5. **Performance Improvement Actions:**
 - a. If the vendor fails to meet service expectations, the following improvement efforts are implemented:
 - i. **Increased Monitoring:** Enhanced oversight of the contracted service to ensure compliance with standards.
 - ii. **Consultation or Training:** Provide additional training or consultation to the contractor to address performance gaps.
 - iii. **Contract Renegotiation:** Revise contract terms to better align with performance expectations and service needs.
 - iv. **Defined Penalties:** Apply contractual penalties as specified in the agreement for non-compliance.
 - v. **Contract Termination:** Terminate the contract if performance issues persist despite improvement efforts.
6. **Annual Review:**

- a. The list of current service contracts is reviewed by the Medical Board and Governing Body Committees annually. This review ensures awareness of all clinical services provided by third parties and assesses the effectiveness of these services in meeting SBUH quality and safety standards.
7. The effectiveness of the contract program is regularly evaluated, and necessary adjustments are made based on performance data and feedback.

Forms: (Ctrl-Click form name to view)

Contracted Services Evaluation

Policy Cross Reference: (Ctrl-Click policy name to view)

None

Relevant Standards/Codes/Rules/Regulations/Statutes:

Joint Commission Standard LD.04.03.09

References and Resources:

None