

**Date:** April 22, 2016

**To:** All AHS Commodities & Equipment Vendors

**From:** Jitendra Prasad (JP), Chief Program Officer; Contracting, Procurement & Supply Management (CPSM)

**TOPIC** \*\*\*\*\*VENDOR COMMUNICATION PROTOCOL CHANGES\*\*\*\*\*

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Alberta Health Services (AHS) Contracting, Procurement & Supply Management (CPSM) has been experiencing numerous challenges in the management of issues related to vendor communications on: discontinuations, backorders, product changes, potential substitutions, product code changes, and other instances that may potentially result in patient care impacts. Not only do these pose a concern for day-to-day operations, but they also impact CPSM's ability to deal with issues and to develop timely solutions. Currently, CPSM routinely discovers these situations either directly from end users or through GHX, with little to no lead time for mitigation. AHS expends a significant amount of time and energy in dealing with these issues, which increases costs to the healthcare system and adds frustration to all stakeholders. From an organizational perspective, this is not an acceptable way to conduct business. AHS contracted vendors should already be aware of all contractual and regulatory provisions related to product notifications.

These issues have been compounded by a lack of clear direction on where to send such communication. As a result, CPSM has established **a single point of entry for advanced product notifications including: backorders, shortages, changes to product codes, potential substitutions, discontinuations, other change to products, and circumstances that may impact AHS's ability to deliver service to our end users.** **Effective immediately, all such product notifications should now be emailed to [Product.Notifications@ahs.ca](mailto:Product.Notifications@ahs.ca).** Non-compliance pertaining to advanced notifications will be escalated to senior leadership in your organization.

This change does not impact current practice in place for the following situations:

- **Medical Device recalls, safety advisories and similar notifications, to [EP.Advisory@ahs.ca](mailto:EP.Advisory@ahs.ca) as per the established process**
- **Regular communication regarding specific purchase orders to Buyers and Purchasing Assistants**

In addition, we recognize that there has been confusion with finding the appropriate CPSM contact(s) to address contractual matters. The question of where to send new products approved by Health Canada is also common. **You may now direct all contracts, business and other such items to [ClinicalSourcing@ahs.ca](mailto:ClinicalSourcing@ahs.ca).**

I hope that the above points of contact will help to simplify your access points into CPSM and allow us to further improve service levels for all staff providing patient care and as well to you. Please note that both the new email accounts will be managed under the supervision of the Chief Program Officer of CPSM and will be routinely monitored for compliance and need for issue escalation.