

# Appendix two – Contract performance management summary

Contract		Food service	Patient transport service	Clinical IV admin	Renal dialysis PPT					
Contract type		WoG without customer contracts	WoH without customer contracts	WoH with customer contracts	LHD specific					
Managed by		HS	HS	HS for head agreement and LHDs for customer contracts	LHD A	LHD B	LHD C	LHD D	LHD E	LHD F
NSW Health entities in contract		NA	NA	NA	1	3	6	6	1	2
No of suppliers		17	4	23	1	1	1	1	1	1
Annual price change		Yes	No	Yes	No	No	Yes	Yes	No	Yes
Penalty clauses		Yes	No	No	No	Yes	Yes	Yes	No	Yes
MoH requirement	PROcure used	No	No	No	No	No	No	No	No	No
	Contract management plan	No	No	No User Guide prepared by HS for customers	No	No	No	No	No	No
Performance report from suppliers		Contract requirement	Quarterly executive forum & monthly meetings	Monthly	Quarterly usage data and annual performance. KPI metrics not agreed to by contracting parties after contract award as required	For performance meetings called by LHD. Quarterly on treatment consumable use and product performance	Quarterly on patient treatments, consumable use and product performance	Monthly performance report	Monthly performance report	Quarterly on patient treatments, consumable use and product performance. Biannual performance report
		In practice	Quarterly executive forum & monthly meetings	No reports provided by supplier. Prepared by HS	Only 2 quarterly usage data reports submitted since March 2015. No annual performance reports.	No reports submitted since contract start in July 2014	No reports submitted since contract start in December 2016	Performance reports provided monthly. Supplier only reported on 4 of the 2s5 KPIs	No reports submitted since contract start in December 2016	No reports submitted after initial report for period Jan 2016 to June 2016

Contract		Food service	Patient transport service	Clinical IV admin	Renal dialysis PPT					
Contract type		WoG without customer contracts	WoH without customer contracts	WoH with customer contracts	LHD specific					
Managed by		HS	HS	HS for head agreement and LHDs for customer contracts	LHD A	LHD B	LHD C	LHD D	LHD E	LHD F
Scheduled meetings with suppliers	Contract requirement	Quarterly executive forum & monthly meetings	Monthly	Annual meeting with HS	At LHD discretion	Quarterly	Monthly performance review meetings and annual review meeting	Monthly performance review meetings and annual review meeting	Quarterly with LHD	Quarterly local; site meetings. Biannual meeting to discuss supplier performance
	In practice	Quarterly executive forum & monthly meetings	Monthly for first 6 months, then bi-monthly until 2019 then quarterly	No scheduled meetings held. Meetings arranged in response to issues as they arise. No such meetings to-date with supplier (Baxter) on this contract	Meeting held annually.	No meetings held since start of contract	Monthly meetings held. Annual review meeting held as part of monthly meetings	Meetings held on ad hoc basis. One meeting only in 2018. No annual review meeting.	Ad hoc, every 2 to 3 months	Biannual meeting only
Additional comment		Note 1	Note 2	Note 3	Note 4	--	Note 5	Note 6	Note 7	--

Notes:

- 1 HS advised penalties have been applied for KPI breaches.
- 2 No minutes taken of performance meetings with supplier. No validation of supplier provided performance data.
- 3 Eighty per cent of contract items come via HS warehouse. Customers or HS do not track and report on delivery time performance. Information in user guide is limited to contact details, delivery requirements, goods return policy. No details on customer contract terms, supplier obligations or customer reporting regime to HS.
- 4 Minutes for July 2016 meeting provided. No discussion of KPIs. Agenda for November 2016 meeting also provided.
- 5 Incorrect KPI measure in supplier report not noted by LHD. This indicated a fail however no corrective action taken. This is same contract as for LHD D.
- 6 This is the same contract as for LHD C.
- 7 No reporting on or discussion about KPI performance in supplier report or ad hoc meetings with supplier.