



Contract Administration is a Shared Service for the Following Legal Entities: 1) Stanford Health Care; 2) Lucile Salter Packard Children's Hospital at Stanford ("Lucile Packard Children's Hospital" or "Stanford Children's Health"); 3) The Hospital Committee for the Livermore-Pleasanton Areas ("Stanford Health Care - ValleyCare"); 4) Stanford University Medical Network Risk Authority, LLC ("The Risk Authority"); 5) University HealthCare Alliance; 6) Packard Children's Health Alliance; 7) Stanford Health Care Advantage; 8) Stanford Blood Center, LLC; 9) CareCounsel, LLC

The Stanford Health Care - Contract Administration department provides centralized contract management and legal review services that include: coordinating contract requests, advising on contractual matters, negotiating and drafting legal documents, performing legal review and facilitating timely renewal or termination of contracts to meet internal policies and external regulations and optimize legal and business terms. The purpose of this document is to showcase the top ten accomplishments from Fiscal Year 2017.

<p><b>1</b></p>  <p><b>Reduced Operating Expenses by Over \$1 Million</b></p> <p>By reorganizing Contract Administration into Intake, Legal Review, and Administration teams that correspond with the distinct phases of the contract lifecycle, and by replacing outsourced independent contractor staff with Stanford Health Care employees, Contract Administration reduced total operating expenses by over \$1 million compared to the last fiscal year, which equates to a 25% decrease in cost.</p>	<p><b>2</b></p>  <p><b>Decreased Turnaround Time by 4 Business Days</b></p> <p>By establishing standard operating procedures, creating standard contract templates, and implementing a new staffing model centered around Intake, Legal Review, and Administration teams, Contract Administration reduced overall contract turnaround time by four business days. Additionally, Contract Administration established a service level agreement to provide advice, a draft or a revised contract within ten business days once a complete and correct contract request is submitted.</p>
<p><b>3</b></p>  <p><b>Increased Stakeholder Satisfaction by 30%</b></p> <p>Contract Administration increased stakeholder satisfaction from 65% in Fiscal Year 2016 to 85% in Fiscal Year 2017. This substantial increase is attributed to Contract Administration's efforts to streamline the contract review and management process by creating simple and straightforward forms, updating policies, updating contract templates, launching a public-facing internet site, implementing tools to track the status of requested contracts, and establishing optional monthly training webinars for stakeholders.</p>	<p><b>4</b></p>  <p><b>Improved Employee Engagement by 183%</b></p> <p>By implementing a new staffing model, inter-departmental activities, new technology, and improved training, Contract Administration's internal employee engagement survey results increased from 30% in 2015 to 85% in 2017.</p>
<p><b>5</b></p>  <p><b>Implemented Tools to Track the Status of Contract Requests and Access Fully Signed Contracts 24/7</b></p> <p>Stakeholders now have a way to track the status of contract requests through the entire contract lifecycle, 24/7, and in real time. Additionally, Contract Administration reviewed over 10,000 contracts to ensure the contracts were in a central database, categorized in a standardized fashion, and improved the utility of the database by providing timely and relevant notices before a contract's expiration.</p>	<p><b>6</b></p>  <p><b>Created Standard Operating Procedures and Policies</b></p> <p>Contract Administration standardized procedures to eliminate variation and created a robust standard operating procedure manual that details every step of the contract lifecycle. Additionally, Contract Administration revised decade old policies that totaled 50+ pages into a modern and clear 11-page policy that is easier for stakeholders to understand and follow.</p>
<p><b>7</b></p>  <p><b>Standardized Contract Templates and Contract Language</b></p> <p>Contract Administration standardized the format and language in all contract templates, which reduced errors, omissions, and inconsistencies in staff work product and helped to decrease contract turnaround time.</p>	<p><b>8</b></p>  <p><b>Launched a Contract Administration Internet Site</b></p> <p>Contract Administration developed and launched a new internet site that serves as a "one-stop-shop" for contract related documents and is accessible 24/7 by both Stanford employees and vendors. The new site includes frequently used forms, links, vendor standards, and training guides on various contract related topics.</p>
<p><b>9</b></p>  <p><b>Produced Stakeholder Training Webinars</b></p> <p>Five training webinars were created and presented to stakeholders in 10 sessions over the course of the year to provide internal education on various contract related topics and provide a forum for contract related questions and answers. Topics included: Understanding Business Associate Addendums, How to Request Contracts, Preparing Effective Statements of Work, Tracking Requested Contracts, and Understanding Significant Issues in Medical Equipment Purchases.</p>	<p><b>10</b></p>  <p><b>Completed Contract Due Diligence for 2 Physician Practice Acquisitions</b></p> <p>Contract Administration played an integral role in performing the contract due diligence, in partnership with the Stanford University Office of the General Counsel, for two physician practice acquisitions.</p>