



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. This document showcases the top ten accomplishments from Fiscal Year 2019.

<p><b>1</b>  <b>Reviewed over 5,500 Contracts and Reduced Expired Contracts by 43%</b></p> <p>Contract Administration reviewed over 5,500 contracts while continuing to manage over 9,000 contracts for nine affiliated Stanford Medicine entities. Additionally, Contract Administration significantly reduced the percentage of expired contracts in the contract database, which optimizes legal and business terms and the relevance of database search results.</p>	<p><b>2</b>  <b>Completed 84% of Contract Requests within 25 Business Days</b></p> <p>Contract Administration's service level agreement is to provide advice, a draft or a revised contract within 10 business days of receiving a complete and correct request. Contract Administration met this service level agreement over 93% of the time. Additionally, 84% of all contracts were completed within 25 business days.</p>
<p><b>3</b>  <b>Maintained Stakeholder Satisfaction above 85%</b></p> <p>Contract Administration maintained stakeholder satisfaction above 85% by delivering exceptional and timely service, reliable turnaround times, and convenience and transparency with online resources.</p>	<p><b>4</b>  <b>Produced Seven Stakeholder Training Videos</b></p> <p>Contract Administration created seven online self-service training videos to educate stakeholders on relevant topics including: Introduction to Contract Administration, Requesting Contracts, Tracking Requested Contracts, Managing Contracts, Preparing Effective Statements of Work, Medical Equipment Purchases, and Understanding Business Associate Addendums.</p>
<p><b>5</b>  <b>Administered over 240 Annual Contract Evaluations</b></p> <p>Contract Administration administered annual contract evaluations for over 240 contracts to satisfy the requirements of the <i>Centers for Medicare &amp; Medicaid Services</i> and <i>The Joint Commission</i> for annual monitoring of contracts for the provision of care, treatment, and services provided to the hospital's patients.</p>	<p><b>6</b>  <b>Maintained 80% StandOut Employee Engagement</b></p> <p>Contract Administration has gone "all-in" with StandOut, earning kudos for being the department with the most Check-Ins. Contract Administration team members participated in over 28 employee engagement activities and maintained the percentage of staff that are "fully engaged" at 80%.</p>
<p><b>7</b>  <b>Automated Contract Drafting</b></p> <p>Contract Administration implemented software that automatically populates contract templates to minimize repetitive data entry and reduce turnaround times.</p>	<p><b>8</b>  <b>Revised Standard Operating Procedures to Improve Processes and Efficiency</b></p> <p>Contract Administration performed a comprehensive update of its Standard Operating Procedures, including developing a robust playbook for responding to vendor redlines, to enhance consistency and efficiency.</p>
<p><b>9</b>  <b>Partnered with the Office of the General Counsel to Optimize Legal Resources</b></p> <p>Contract Administration provided legal support for vendor dispute resolution matters, resulting in the settlement of several disputes for 50% of the amount claimed by the other party as well as avoidance of potentially substantial outside legal counsel expenses. Contract Administration also supported compliance initiatives including assessing and tracking compliance with requirements applicable to tax exempt bond financed facilities.</p>	<p><b>10</b>  <b>Presented at National Conferences</b></p> <p>Contract Administration shared its expertise and knowledge with colleagues by presenting at the national <i>Association of Corporate Counsel</i>, <i>Healthcare Law &amp; Compliance Institute</i>, and <i>Healthcare Financial Management Association</i> conferences.</p>