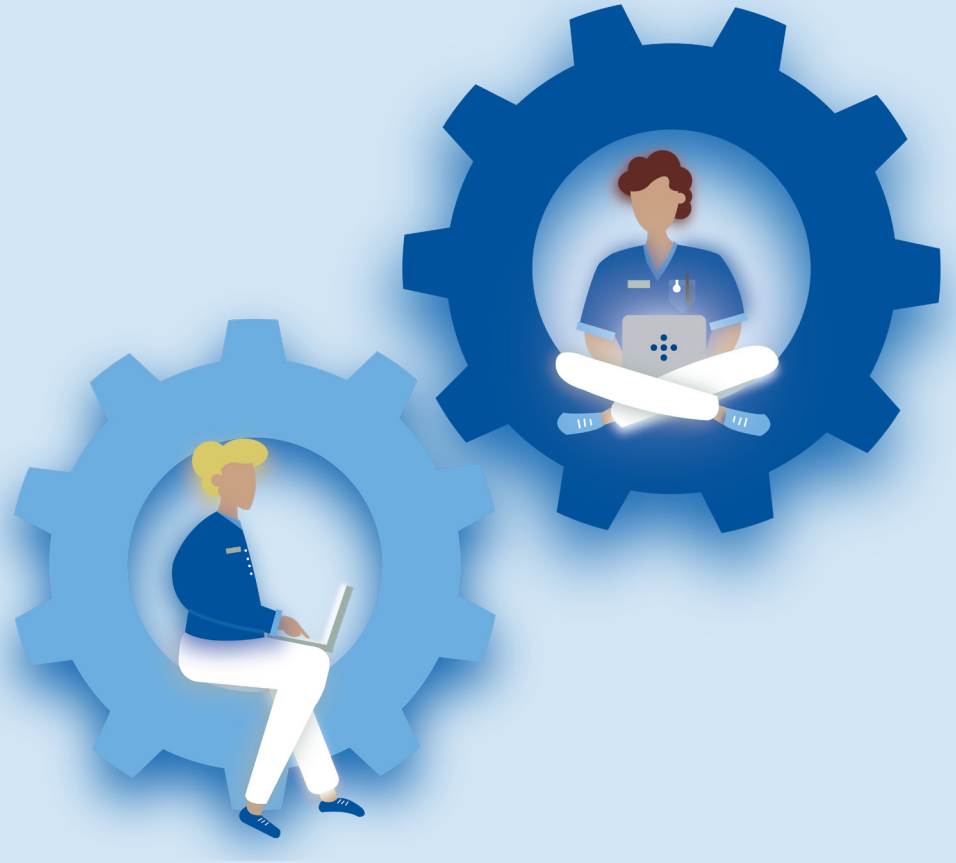
Interactions between employees in the health authorities and suppliers

Updated collaborative agreements between the regional health authorities and suppliers



LMI

Melanor

The first cooperation agreements with the health regions were signed more than 10 years ago. The agreements were last updated in 2023. From June 2023, all four regional health authorities have identical collaboration agreements with the suppliers. The agreements apply to all cooperation between the health authorities and suppliers of medicines (LMI) and medical devices in Norway (Melanor).

1. What do we want to achieve with the agreements? Collaboration is desired to:

- Ensure the correct use of pharmaceuticals, medical devices and treatment
- Contribute to the development of new and improved pharmaceuticals and medical devices
- Ensure professional development, proper assessments of medical methods and the best possible patient care
- To ensure that professionalism and ethics govern all collaboration between health service personnel and the suppliers
- To ensure that trust and credibility is built by the means of ethical interaction, openness and moderation
- To ensure that the patients and the community will be able to trust the independence of health service personnel, their integrity and medical assessments

2. The agreements apply to all collaboration

- The agreements apply to interaction between employees at the health authorities and suppliers. The agreements do not govern arrangements that are organized by professional organizations such as the Norwegian Medical Association, the Norwegian Nurses Organization and others. The suppliers are bound by the agreements through their membership at LMI or Melanor
- The health authorities are also required to apply the terms and conditions of the agreements to suppliers who are not members of LMI or Melanor

3. Who is responsible for seeing to that the agreements are adhered to?

- All employees and managers at health authorities and suppliers have a personal responsibility to oversee that the agreements is adhered to. It is a management responsibility to ensure that all employees know of and follow the agreements. The individual employee must familiarize themselves with the agreements and follow it
- The agreements apply whether or not invitations are coming from abroad or from the supplier's office in Norway
- No agreements can be entered into regarding support for the health trusts' courses for specialist training of doctors unless such cooperation has been approved by the health trust

Four updated points in the agreements

– applies from June 2023

1. The wording of the collaboration agreements is coordinated
2. Modernization of existing agreements includes the use of digital invitations and information
3. Copies of information or invitations to meetings can be sent directly to the employee. Information or invitation should still be sent to the mail reception/office
4. Strengthened frameworks for cooperation between providers and health authorities regarding professional meetings

How should the agreements be practised?

4. Collaboration and training are important!

- Collaboration on competence building shall be motivated by the need for skills, knowledge and expertise
- Collaboration on competence building between the health authority and suppliers, shall be transparent and characterised by orderliness and openness
- All course and travel activities connected to training that the supplier is responsible for, shall be included in purchase agreements, so that it is in fact the health authority that pays for these. This must be taken into consideration for procurement (signed agreement for deliveries)

5. All meetings shall be agreed upon

- All meetings shall be agreed upon in advance and be in line with the health authority's scheme of authorizations. Unannounced visits to the health authorities shall not take place
- Information about and invitations to employees regarding courses, professional meetings and the like must always be sent to the post office at the healthcare institution. A copy can also be sent to the individual employee.
- The individual employee is responsible for obtaining approval from the health authority
- It shall always be apparent from the invitation who the organizer is, and who is paying for the activity

6. Health authority employees may hold lectures for suppliers

- Health authority employees may hold lectures for suppliers, but the task shall be approved by the health authority or person delegated this authority

7. What rules apply to remuneration?

- Remuneration to employees for work including membership in an advisory board, lectures, consultation activities and so forth shall be approved by the health authority.

8. Service and training are the medical device suppliers' responsibility

(applies to the agreement with Melanor)

The medical device suppliers are responsible for::

- Training in correct use
- Technical service and maintenance
- Training in correct use before and during testing

Maintenance on medical devices is carried out upon request from the health authority, based on an agreement or requirements in the regulatory framework for the equipment in question.

Agreement on maintenance and/or training may be included in the announcement for the procurement, or by means of separate agreements. Such agreements will not be in conflict with the formulation of the general collaboration agreement, that the health authority themselves shall cover their own expenses for training in correct usage.

If product training is requested in the procurement, and the supplier describes and specifies that this is included in the offer, then it can be agreed that the supplier pays for costs of product training, travel and accommodation as part of the delivery. The health institution then pays for this through the agreed price in the procurement agreement.

Trials and testing

9. Trials on medical device and product testing
(applies to the agreement with Melanor)

- All trials and testing of medical devices shall take place in accordance with the parties' ethical rules, and be approved in writing by the health authority

10. Research and development

- The research and innovation collaboration are intended to utilise skills, knowledge, expertise and resources to increase the quality and patient safety in healthcare services, and simultaneously contribute to greater value creation
- All collaborative projects must be formalised through clear agreements and must be carried out in accordance with applicable laws, regulations and guidelines

11. Persons responsible for the agreements in the health authority and at the suppliers' organizations

A person responsible for the agreements shall be appointed both at the supplier's organization and in the health authority. Being responsible for the agreements entails:

- Being the point of contact for other persons responsible for agreements
- Being responsible for sharing knowledge within the health authority
- Contributing to the dissemination of knowledge about the agreements in own organization

Background information

12. Which types of collaboration require written documentation?

- All procurements and other interactions that entail economic transactions
- Collaborative research projects
- Invitations to courses, professional meetings and congresses
- Agreements on training of patients and next of kin
- All other planned collaborative measures

This list is not necessarily exhaustive. If you are in doubt, you should of course choose a written agreement.

13. Where is there more information available about the agreements?

An information packet is available in Norwegian to employees at the hospital trusts and at the Association of the Pharmaceutical Industry in Norway (LMI), and Melanor - the Norwegian medtech and lab association.

This packet contains, among other things:

- The text of the agreements
- A brochure of the main points in the agreements (this document)
- Guides for the practice of collaborative agreements § 3.6 and § 3.7

Who should be contacted for more information about the agreements?

The health authorities in all four regions and the member companies in LMI and Melanor have their own contact person for the agreements. Contact the postmottak [post reception] for the health authority or supplier. The four regional health authorities, LMI and Melanor also have contact persons for the agreements.

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