

## **JOINT COMMISSION POLICY**

**PURPOSE:** To define the relationship between Care Staffing Professionals and its clients and bring Healthcare Staffing Services into alignment with the requirements and expectations outlined by the Joint Commission on Accreditation of Healthcare Organizations.

**SCOPE:** This policy applies to all Care Staffing Professionals clients and contingency staff. This policy does not relieve our contract facilities of responsibilities covered under California Administrative Code, section 70707 or any other requirements covered under Title 22 of the California Code of Regulations.

**POLICY STATEMENT:** Care Staffing Professionals is committed to providing a higher standard of service and to the delivery of safe, quality patient care. Care Staffing Professionals complies with the Joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have confidence that the processes within Care Staffing Professionals support that the supplemental staff working in your organization have met the requirements established by the Joint Commission. To assure compliance with the Joint Commission Standards for Healthcare Staffing Services, Care Staffing Professionals provides clients a written description of the following service features:

### **Subcontractors**

Care Staffing Professionals will not engage subcontractors to provide Assigned Employees unless agreed to in advance by the client.

### **Floating**

Assigned Employees may only be placed in assignments that match the job description for which Care Staffing Professionals assigns them; if an Assigned Employee is asked to float to another department with the client, the department must be a like department or unit and the float employee must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Assigned Employees should only be floated to areas of comparable clinical diagnoses and acuities.

### **Competency Review**

It is the responsibility of Care Staffing Professionals to conduct and finalize the pre-employment assessment of the Assigned Employee's competence based on the techniques, procedures, technology and skills needed to provide care, treatment and services to the populations served by the client upon completion of Care Staffing Professional's orientation.

It shall be the responsibility of the client to cooperate in a review or evaluation of each Assigned Employee, relative to the employee's ability to perform specific job functions upon completion of employee's assignment or shift. Care Staffing Professionals relies on the client's feedback in order to accurately assess and re-assess the competence of the Assigned Employee on an ongoing basis based on the client's report of clinical performance.

## **Orientation of Employees**

Care Staffing Professionals will provide all new employees with an orientation to the company's policies and procedures. It shall be the responsibility of client to orient assigned employees to the facility and its rules and regulations and to acquaint them with the facility policies and procedures, including dress code, physical layout and equipment and to validate competency and ability of Assigned Employee to properly use equipment.

## **Employees and Independent Contractors**

As the provider of staffing services, Care Staffing Professionals will be the employer of Assigned Employees and shall not by reason of their temporary assignment with the client through Care Staffing Professionals become employees of the client. At its sole discretion Care Staffing Professionals reserves the right to utilize Independent Contractors in addition to its employees, to assist in the provision of all agreed upon Healthcare Supplemental Staffing services.

## **Incident, Error, Tracking System**

Upon notification of Incidents and or Errors, Care Staffing Professionals shall document and track all unexpected incidents, including errors, sentinel events and other events, such as injuries and safety hazards related to the care and services provided, utilizing its data gathering tools. Information gathered tracked and analyzed is to shared and reported appropriately to clients, regulatory bodies and the Joint Commission as required.

## **Communicating Occupational Safety Hazards/Events**

It shall be the responsibility of the client to notify Care Staffing Professionals within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Employee and/or Care Staffing Professionals. Client agrees to initiate communication with Care Staffing Professionals whenever an incident/injury report related to the Assigned Employee is completed.

## **Requirements for Staff Specified**

The requirements of staff sent to the client by Care Staffing Professionals are to be determined by the client as part of the written agreement between the two parties. It is Care Staffing Professional's obligation to comply with the requirements of the client by supplying staff that have the documented competencies, credentials, health screening and experience to satisfy the requirements specified by the client in order to deliver safe care to the population being served.

## **Staff Matching Requirements**

Care Staffing Professionals shall verify the Assigned Employee's licensure, certification, education and work experience to assure they are competent and possess the skills and experience that match requirements for the assignment. Matching the Assigned Employee's licensure, certification, education and work experience to assure they are competent and possess the skills and experience matching the specified requirements of the assignment may include the use of new grad practitioners for Allied personnel and non-licensed nursing personnel such as sitters, caregivers and nursing assistants, it may also include licensed nursing personnel upon the request or approval of the client.

## **General Information**

The Care Staffing Professionals office, located in Ontario, Ca. is open Monday through Friday from the hours of 9:00 a.m. – 5:30 p.m. Our local telephone number is (909) 906-2341. Outside of normal business hours, in the event of an emergency please contact us at (909) 906-3064 or

call the local telephone number to be forwarded to the on-call staff member. Our fax number is (909) 458-0400.

In the event of an emergency, natural disaster or other uncontrollable event, Care Staffing Professionals will continue to provide service to you through our corporate network from a location where phones and computers are functional. Care Staffing Professionals will do everything possible to support you in meeting your needs during crisis situation(s). A copy of our Emergency Management Plan is available upon request.

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service or the service provided by one of our healthcare professionals, we encourage you to contact our Director of Recruitment & Staffing to discuss the issue. Care Staffing Professionals has processes in place to resolve client complaints and grievances in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the Care Staffing Professionals corporate office at (909) 906-2341. A corporate representative will work with you to resolve your concern.

Any individual or organization that has a concern about the quality and safety of patient care delivered by Care Staffing Professionals healthcare professionals, which has not been addressed by Care Staffing Professionals management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at (630) 792-5636. Care Staffing Professionals demonstrates this commitment by taking no retaliatory or disciplinary action against employees when they do report safety or quality of care concerns to the Joint Commission.

### **Internet Links**

- The Joint Commission ([www.jointcommission.org](http://www.jointcommission.org))
- Care Staffing Professionals public Joint Commission Policy Statement (<https://carestaffingprofessionals.com/joint-commission-policy-statement/>)
- Nurse Alliance of California
- National Patient Safety Goals (<https://carestaffingprofessionals.com/patient-safety-goals/>)

### **Additional Resources**

Also see:

- Code of Business Ethics
- California Administrative Code, section 70707