

# CARE STAFFING

## P r o f e s s i o n a l s

### **Introduction**

Founded in Spring 2016 and headquartered in Ontario, California, Care Staffing Professionals focuses on providing high quality health care assistants to hospitals and medical offices in need of professional Registered Nurses – All Specialties, Licensed Vocational Nurses, and Certified Nursing Assistants. A centered interest in providing quality care and service where the well-being of patients is put before corporate profit.

### **Healthcare Impact Strategy**

Our corporate growth is influenced by a commitment to partner with medical facilities and be a contributing factor toward optimal health related outcomes. We equip nursing professionals with the training and expertise related to:

- Additional Accreditation & Certification
- Performance Improvement
- Performance Enhancement
- Patient Safety

### **Our Mission**

To play a pivotal role in ensuring the well-being of patients and their safety.

### **Our Strategy**

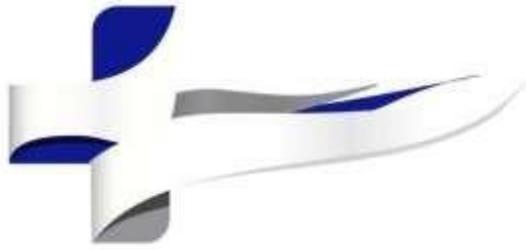
To be identified by clients as a partner for managing staff shortages.

### **Our Belief**

Quality healthcare and the needs of patients matter.

### **Education & Performance**

The purpose of performance management is to enhance the knowledge, skills and behaviors of all Care Staffing Professionals employees.



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## Expectations

Care Staffing Professionals endeavors to assist employers with creating a safe and healthy work environment. All medical professionals provided through Care Staffing Professionals are educated in the symptoms of COVID-19 and how it can be potential spread in the environment. This knowledge is based on the Guidance on Preparing Workplaces for COVID-19 provided by The Occupational Safety and Health Act.

The Occupational Safety and Health Act requires employers to comply with safety and health standards and regulations promulgated by OSHA or by a state with an OSHA-approved state plan. In addition, the Act's General Duty Clause, Section 5(a)(1), requires employers to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm.

## Credentials & Accreditation

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 service features. A complete description can be found at, <https://carestaffingprofessionals.com/joint-commission-policy-statement/>.

## Business Continuity Plan Priorities

Care Staffing Professionals' priorities in any emergency are:

- The safety and well-being of Care Staffing Professionals employees and clients.
- Securing and restoration of the building and equipment.
- Recovery to quickly resume services to Care Staffing Professionals' clients, patients, and the healthcare community at large.
- coordinate and deploy mutual aid resources as necessary and in accordance with State and local mandates.

To ensure that Care Staffing Professionals continues its mission after a disaster strikes, this plan integrates business continuity planning principles. Even if the Care Staffing Professionals facility is unharmed by an event and all Care Staffing Professionals employees are unharmed and accounted for, Care Staffing Professionals employees possess critical skills, training, and education necessary for the recovery of the community at large. A majority of Care Staffing Professionals employees possess formal education, licensing, and certifications in nursing or emergency management and will be likely called upon by local, state, and federal governmental organizations to provide assistance following a disaster.

## **Role and Responsibilities**

All Care Staffing Professionals employees and its contract healthcare organizations will have various roles and responsibilities throughout an emergency. Therefore, it is critical Care Staffing Professionals employees understand how local command structures are established to support response and recovery efforts and maintain a significant amount of flexibility to expand and/or contract as the situation evolves. Typical duties of Care Staffing Professionals personnel may also change depending on the severity and size of the incident(s) and the availability of local resources. Because of this, it is also important to develop and maintain depth within the command structure and response organizations.

Several members of the Care Staffing Professionals Executive Leadership have received formal training and education in Homeland Security / Emergency Management and how to interface with local, state, and federal emergency management functions in accordance with SEMS and NIMS.

Care Staffing Professionals headquarters is located in San Bernardino County. During an emergency, San Bernardino County has the responsibility to manage and coordinate the overall emergency response and recovery activities. The Office of Emergency Services along with each County Department is responsible for ensuring critical staff are identified and trained at a level enabling effective execution of existing response policies, plans, and procedures.

## **Objectives**

The objective of the Emergency Preparedness and Business Continuity Plan is to minimize the critical decisions to be made in a time of crisis, to coordinate and elevate staffing services to contract facilities effected by disaster, and to facilitate the timely recovery of Care Staffing Professionals core business functions.

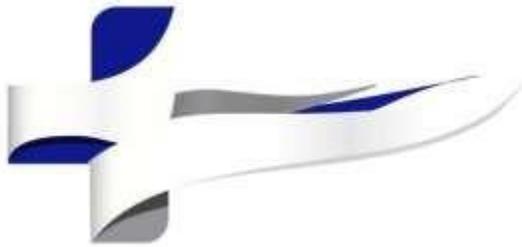
## **Critical Business Functions**

Care Staffing Professionals' mission is to play a pivotal role in ensuring the well-being of patients and their safety. After a disaster, Care Staffing Professionals' mission shifts to, not only playing a pivotal role in ensuring the well-being of patients and their safety, but to include supporting our clients and the community's recovery efforts.

Care Staffing Professionals works throughout the year to be identified by clients as a partner for managing staff shortages. By nature of the work performed by Care Staffing Professionals healthcare and clerical professionals, our organization is at the center of responding to life threatening emergencies and Care Staffing Professionals works closely with our clients and other first responders to achieve optimal healthcare outcomes.

Care Staffing Professionals is an active participant in the emergency planning process. In addition, Care Staffing Professionals leadership works with local, state and Federal agencies through opportunities such as public hearings, and works to gain knowledge of various governmental recovery programs available to business, such as financial assistance programs.

After an event, Care Staffing Professionals shifts its focus on assisting its clients and community with their recovery efforts. As previously stated, Care Staffing Professionals strives to be a resource entity to its clients, as well as assist in securing national and international assistance for community recovery efforts.



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The Care Staffing Professionals Leadership Team and healthcare professionals continues vigilant monitoring of the coronavirus (COVID-19) situation with a focus on how it may impact our clients, internal healthcare professionals, external healthcare professionals, guests, visitors, and our communities' vulnerable populations. As a part of our COVID 19 Screening procedure, we ask that all contract facility employees answer the following questions prior to entering their workspace:

## Question #1

Have you visited or had contact with persons from:

- China
- Europe
- South Korea
- Iran

## Question #2

Or have you passed through (airport, seaport, etc.) in any of the places in Question #1?

## Question #3

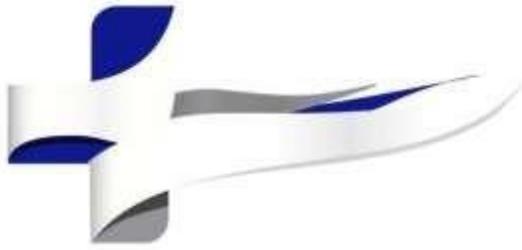
Are you currently experiencing flu-like symptoms, including a fever of 100.4 degrees or above, or respiratory difficulties?

## Question #4

Have you had contact with persons currently in hospital due to an infection or suspected infection related to Coronavirus COVID-19?

If you have answered *YES* to one or more of the questions you are not authorized to enter Qurate Retail Group's premises.

Should any member of your team answer "Yes" to any of these questions, or if they are not certain of any of their answers, they are provided instructions outlined by your Human Resource team on the next steps to ensure the health and wellbeing of them and their associates is protected. We ask that they do not provide any information about their medical history or conditions; we are only interested in whether they may have been exposed to potential risk factors, or if they are experiencing certain potential COVID-19 symptoms.



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## Care Staffing Professionals Job Description

The type of healthcare professional that may be assigned to your facilities COVID-19 Screening Process may vary depending on the needs outlined in your contract. Minimum staffing requires at least 1 Medical Assistant. Below is a job description outlining the roles and responsibilities of our Medical Assistants. This job description is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications which may be required of the employee assigned to the position.

### Position Summary

Medical Assistants perform routine administrative and clinical tasks to keep the offices of physicians and other health practitioners running smoothly. The duties of Medical Assistants vary from setting to setting, depending on the size, location, and type. In addition to administrative duties, Medical Assistants perform clinical duties in accordance to state law.

### Position Responsibilities

Common responsibilities of Medical Assistants include (but are not limited to):

#### Administrative:

- Front desk reception
- Answers phones and schedules appointments
- Greets patients, completion of registration forms, and gives instructions
- Files and maintains medical and financial records
- Prepares and types correspondence
- Processes, codes, and completes insurance claim forms
- Processes mail
- Purchases and maintains supplies and equipment
- Performs computer skills in patient billing, transcription, scheduling, insurance claims, accounts receivable, and data base entry
- Performs accounting, billing, and banking procedures
- Arranges for hospital admissions and outside referrals
- Calls in prescriptions to the pharmacy
- Uses communication skills with appropriate medical terminology
- Follows appropriate legal and ethical professional conduct
- Performs other position-related duties as assigned

#### Clinical:

- Measures and records vital signs
- Records patient interview, history, and chief complaint
- Provides patient education with regards to medications, management of disease, home treatments and special diets
- Prepares patients for examinations and performs routine screening tests
- Assists physician with exams
- Phlebotomy and collection of other lab specimens
- Performs basic lab tests
- Performs EKGs
- Assists with X-ray and physical therapy procedures
- Prepares and administers medications with physician authorization
- Changes dressings, applies bandages, removes sutures and other first aid procedures
- Uses CPR skills when necessary
- Maintains supplies, equipment, stocks and sterilizes instruments
- Practices OSHA safety standards
- Performs accurate, legal, and ethical documentation at all times
- Performs other position-related duties as assigned

### **Other Responsibilities**

- Follows facility and OSHA safety rules and procedures while on assignment
- Follows facility and Care Staffing Professionals Unusual Occurrence Protocol
- Respects cultural and religious practices of patients
- Upholds HIPAA regulations
- Punctual and dependent for assigned/confirmed shifts

### **Position Requirements**

- High school graduate preferred
- One (1) year Medical Assistant experience in corresponding setting is preferred
- Clear background check and drug screen
- Eighteen (18) years or older
- Federal-, State- and Care Staffing Professionals-required credentials current and on file
- Able to read and write consistent with job requirements; cognitive skills as related to the position
- Proficient interpersonal relations and communicative skills

### **Working Conditions**

Medical Assistants work in well-lighted, clean environments. They constantly interact with other people and may have to handle several responsibilities at once. Most full-time medical assistants work a regular 40-hour week. However, many medical assistants work part time, evenings, or weekends.

### **Physical Demands**

Medical Assistants may spend a great deal of their professional day walking, standing, moving and manipulating equipment, as well as lifting and moving objects, equipment and supplies. It is reasonable to anticipate lifting 20-25 pounds in any given day. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided.

In the performance of certain patient care tasks, the Medical Assistant may be expected to have sufficient manual dexterity in order to safely perform various skills and techniques. Tasks and expectations may vary by clinical site and medical practice.

Medical Assistants may also be expected to have a level of visual and auditory acuity sufficient to meet the needs of their job tasks. Corrective equipment and devices may enhance the person's ability to achieve the appropriate level of acuity.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is frequently required to use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is required to sit and stoop, kneel, or crouch.

Physical Demand Ratings are an estimate of the overall strength requirements that are considered to be important for an average, successful work performance of a specific job. In order to classify the occupation of a worker with a physical demand rating, the most strenuous and frequently performed tasks are evaluated. The overall physical demand rating for a job of the Medical Assistant falls within the **Light** classification according to the Dictionary of Occupational Titles.

\*Physical demands as published by the US Department of Labor, 1991 in the Dictionary of Occupational Titles, 4<sup>th</sup>, Edition. You may contact Care Staffing Professionals' Human Resources Department for a comprehensive list of physical demands.



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**Exhibit B**  
**Client Fee Schedule**  
**Care Staffing Professionals, Inc.**  
**Standard Per Diem Staffing**

TYPE OF PERSONNEL	RATE SCHEDULE
RNs – All Shifts	\$65.00/hr
LVNs / ORTs – All Shifts	\$44.00/hr
CNAs – All Shifts	\$32.00/hr
Medical Assistants – All Shifts	\$22.00/hr

Client pays overtime (time and one-half the base hourly rate) for hours in excess of 8 hours in a day and double time for hours worked in excess of 12 hours in a work day.

The following holidays will be paid by Client at time and one-half scheduled hourly rate

HOLIDAY	TIME FRAME	HOLIDAY	TIME FRAME
a. New Year's Day	ALL SHIFTS	d. Labor Day	ALL SHIFTS
b. Christmas Day	ALL SHIFTS	e. Memorial Day	ALL SHIFTS
c. Thanksgiving Day	ALL SHIFTS	f. 4 <sup>th</sup> of July	ALL SHIFTS

## Reference Page

### Internet Links

- Be ready Campaign ([www.ready.gov](http://www.ready.gov))
- Department of Homeland Security ([www.dhs.gov](http://www.dhs.gov))
- Federal Emergency Management Agency ([www.fema.gov](http://www.fema.gov))
- National Oceanic and Atmospheric Administration ([www.noaa.gov](http://www.noaa.gov))
- American Red Cross ([www.redcross.org](http://www.redcross.org))
- U.S. Department of Transportation Federal Highway Administration (<https://ops.fhwa.dot.gov/>)
- California Governor's Office of Emergency Services (<http://www.caloes.ca.gov>)
- San Bernardino County Department of Public Health Preparedness Response Plan (<http://wp.sbcounty.gov/dph/programs/prp/>)
- San Bernardino County ([www.sbcounty.gov](http://www.sbcounty.gov))
- Material Safety Data Sheets ([www.ehso.com/msds.php](http://www.ehso.com/msds.php))
- American Association of Poison Control Centers ([www.aapcc.org](http://www.aapcc.org))
- Centers for Disease Control ([www.cdc.gov](http://www.cdc.gov))
- Flu.gov ([www.pandemicflu.gov](http://www.pandemicflu.gov))
- U.S. Geological Survey ([www.usgs.gov](http://www.usgs.gov))
- International Association of Seismology and Physics of the Earth's Interior ([www.iaspei.org](http://www.iaspei.org))
- Pacific Disaster Center ([www.pdc.org](http://www.pdc.org))
- Incident Command System Forms (<https://training.fema.gov/icsresource/icsforms.aspx>)
- Guidance on Preparing Workplaces for COVID-19 (<https://www.osha.gov/Publications/OSHA3990.pdf>)
- San Bernardino COVID-19 updates (<http://sbccovid19.com/>)

### Additional Resources

Also see:

- Code of Business Ethics
- EPP 7 – Violence in the Workplace Policy
- EPP 24 – Emergency Management and Business Continuity Plan
- San Bernardino County Emergency Operations Plan (EOP)
- Los Angeles County Emergency Operations Plan (EOP)
- San Diego County Emergency Operations Plan (EOP)
- Orange County Emergency Operations Plan (EOP)

### Attachments Available at Facilities

<https://www.osha.gov/Publications/OSHA3990.pdf>