

Joint Commission Policy Statement For Healthcare Staffing Services

Priority RN Nursing Services is A Professional Corporation. We are committed to providing high standards of service and strive to ensure the delivery of safe, high quality patient care. Priority RN Nursing Services complies with the Joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have confidence that the processes within our company 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, Priority RN Nursing Services is providing our customers with a written description of the following service features:

- 1) Subcontractors-Priority RN Nursing Services will not employ subcontractors to provide staffing services unless previously agreed upon by our customer.
- 2) Floating-Employees placed in your organization may only be placed in assignments that match the job description for which Priority RN Nursing Services assigns them. If an assigned employee is asked to float to another department or unit by the customer, then that department must be a like department or unit and the assigned employee must have demonstrated previous competency and have the appropriate certifications and credentials for that department or unit. Unless otherwise agreed upon by both the customer and the assigned employee, all supplemental staff should only be floated to areas of comparable clinical diagnoses and acuities.
- 3) Competency Review-It is the responsibility of Priority RN Nursing Services to conduct and finalize the pre employment assessment of their staff member's competence. This will be based on techniques, procedures, technology and skills that will be needed by that staff member in order to provide safe, competent care, treatment and services to the population served by the customer, in the appropriate department or unit for that organization. It shall be the responsibility of the customer to cooperate in a review or evaluation of each assigned employee. The review shall be upon completion of an assigned shift and be relative to the employee's clinical performance and their ability to perform specific job functions. Priority RN Nursing Services relies on this feedback, from you, our customer, in order

to accurately assess and re-assess the competence of our employee on an ongoing basis.

- 4) Orientation of Employees-Priority RN Nursing Services will provide all new employees with an orientation to our company's policies and procedures. It shall be the responsibility of our customers to orient assigned employees to: the facility, their immediate work environment, corporate specific rules and regulations, specific facility policies and procedures to include dress code, physical layout, and equipment use. Customer shall validate assigned employees' competence with equipment relevant to their job duties.
- 5) Employees and Independent Contractors-As the provider of staffing services, Priority RN Nursing Services will be the employer of assigned staff. Priority RN Nursing Services is not an employee of our customer. In order to assist with specific staffing needs, Priority RN Nursing Services may utilize at its' sole discretion, the right to utilize Independent Contractors. These independent contractors could include, but are not limited to, the placement of physicians, nurse practitioners, or certified nurse anesthetists.
- 6) Incident and Error Tracking System-Upon notification of an employee incident or error, Priority RN Nursing Services shall document and track all of unexpected incidents, errors, or sentinel events. Other incidents such as injuries or safety hazards that are related to the care, and/or services provided, will also be recorded. Utilizing our data gathering tools information will be gathered, tracked, analyzed and then will be shared and reported, as appropriate, to our customers, any regulatory or governing body, or to the Joint Commission, as required.
- 7) Communicating Occupational Safety Hazards and Events-It shall be the responsibility of the customer to notify Priority RN Nursing Services of any known incident, error, sentinel event, or other event such as a competency related issue regarding the assigned employee within a 24 hour time period, or as soon as practical. Customer agrees to initiate communication with Priority RN Nursing Services whenever an incident or injury report related to the assigned employee is completed.

- 8) Requirements for Specified Staff-The requirements for the supplemental staff sent to our customers by Priority RN Nursing Services is determined by the customer and is part of the written agreement between the two parties. It is Priority RN Nursing Services' obligation to comply with the requirements set forth by our customers by only supplying staff that have the documented experience, competency, credentials, and health screening that satisfy the requirements set forth by our customer. This will also serve to ensure the delivery of safe and competent care.
- 9) Staff Matching Requirements-Priority RN Nursing Services shall verify the assigned staff's licensure, certification, education and work experience in order to assure that they are competent and possess the skills and experience that match the customer's requirements. Upon the request or the approval from the customer, Priority RN Nursing Services may utilize new grad practitioners for allied health and nursing personnel as well as for non licensed nursing personnel such as sitters, caregivers or nursing assistants.

Priority RN Nursing Services' office is located in Carlsbad, California and is open Monday through Friday from 8:30 am to 5:30 pm. Our mailing address is P.O. Box 234216 in Encinitas, California. Our telephone number is 760-635-7776. Outside of normal business hours, or in the event of an emergency, our customers may contact us at 760-635-7776. We are available to our staff and to our customers 24 hours a day and 7 days per week.

In the event of an emergency, natural disaster, or other uncontrollable event, Priority RN Nursing Services will strive to continue to provide service to you from a remote location where telephones and computers are functional. Priority RN Nursing Services will do everything possible to support our customers in meeting their staffing needs during a crisis situation. A copy of our Emergency Management Plan is available upon request.

Priority RN Nursing Services' goal has always been to provide you, our customer, with a consistently high level of service excellence. We have processes in place to resolve customer complaints in an effective and efficient manner. If for any reason you are dissatisfied with our service or the service provided by one of our healthcare professionals, then we encourage you to contact the Vice President of Operations, Keith Fournier, in order to discuss the issue. If the resolution does

not meet your expectations, then we then encourage you to speak with the CEO and Director of Nursing, Nancy Fournier. We will make every effort to work with you to resolve your concern. Any individual or organization that has a concern about the quality and safety of the patient care delivered by a Priority RN Nursing Services staff member, which has not been adequately addressed by the management team of Priority RN Nursing Services, is then encouraged to contact the Joint Commission at www.jointcommission.org, or by calling the Office of Quality Monitoring at 630-792-5636. Priority RN Nursing Services will demonstrate our commitment to providing high quality health care by not taking any retaliatory or disciplinary action against our employee or our customer, if they do report a safety or quality of care concern to the Joint Commission.