



Joint Commission Policy Statement and Provisions

Accountable Healthcare Staffing, Inc. ("AHS"), is committed to providing a higher standard of service and to the delivery of safe, caring, quality patient care. We support and uphold The Joint Commission Health Care Staffing Services Standards and Elements of Performance. AHS has informed its clients of the following:

- **Subcontractors** – AHS will not engage subcontractors to provide assigned employees unless agreed to in advance by the client.
- **Floating** – AHS employees may only be placed in assignments that match the job description and clinical skills for which AHS assigns them. If an employee is asked to float to another department, the department should be a like department or unit. The floated employee must have demonstrated previous competency, have appropriate certifications or credentials for that department/unit and receive orientation. AHS employees should only be floated to areas of comparable clinical acuity.
- **Competency Review** – AHS conducts extensive pre-employment screening and clinical assessments of its employee's to establish professional competence. The Client should cooperate in providing a review or evaluation of each assigned employee based on the ability to perform the job functions and responsibilities expected by the facility. At a minimum these should be provided upon completion of the first shift worked. The absence of feedback will be assumed that our employee(s) are meeting performance expectations.
- **Orientation of Employees** – AHS will provide all new employees with an orientation to AHS policies, procedures and practices. It is the responsibility of the client to orient AHS employees to the facility, its rules, regulations and to acquaint them with the specific facility policies and procedures where assigned. This includes equipment and the ability to properly, competently use the equipment as well as access and training on the electronic medical record documentation system.
- **Employees of Independent Contractors** – As the provider of staffing services, AHS is the employer of assigned employees.
- **Incident/Error Tracking System** – Upon notification of incidents and/or errors, AHS shall document and track all incidents, errors, and sentinel events related to the care and services provided within 24 hours. Information is to be shared and reported appropriately to regulatory bodies and the Joint Commission as required.
- **Communicating Occupational Safety Hazards/Events** – It is the responsibility of the client to notify AHS within 24 hours of any competency issues and/or incidents related to the assigned employee. Client agrees to communicate with AHS whenever an accident/injury report related to an assigned employee is completed.
- **Requirements for Staff Specified** – The requirements of staff sent to the client by AHS are to be determined by the customer. It is AHS' obligation to comply with the client requirements by supplying staff that have the documented competencies and credentials to satisfy the requirements specified by the client in order to deliver safe care to the patients.
- **Staff Matching Requirements** – AHS will 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 and those of the clients.
- **Conflict of Interest** – AHS discourages any conflict of interest as defined by what occurs when an interested person has a financial interest individually or as it relates to a family member, which is disclosed as or found to (a) impair the individual's objectivity or (b) create an unfair competitive advantage for any person or organization other than AHS. Conflict of interest means more than individual bias. There must be a financial interest that could directly affect the work or services of Personnel to be considered a conflict. AHS reviews and evaluates this on an annual basis.

For complaints or concerns unable to be resolved locally with AHS, please contact AHS's hotline at 1-888-740-4341 or The Joint Commission hotline at 1-800-994-6610.

SENT BY:
ACCOUNTABLE HEALTHCARE STAFFING
Print Name: _____
Title: _____
Date: _____

RECEIVED BY:
CLIENT: Katherine Miller
Print Name: Katherine Miller
Title: County Manager
Date: 9.11.14

Delivered by: ☐ Hand Delivered ☐ Via e-mail (copy attached)
☐ Fax (sent document attached)

Approved as to form
Santa Fe County Attorney
By: [Signature]
Date: 9/11/14