

Joint Commission Policy Statement

RAH Staffing Services is committed to providing a higher standard of service and to the delivery of safe, quality patient care. RAH Staffing Services complies with the Joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have confidence that the processes within RAH Staffing Services 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, RAH Staffing Services has established the following practices:

Subcontractors

RAH Staffing Services will not engage subcontractors to provide Assigned Employees unless agreed to in advance by the customer.

Employees and Independent Contractors

As the provider of Supplemental staffing services, RAH Staffing Services will be the employer of Assigned Employees and shall not by reason of their temporary assignment with the customer through RAH Staffing Services become employees of the customer. At its sole discretion RAH Staffing Services 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.

Floating

Assigned Employees may only be placed in assignments that match the job description for which RAH Staffing Services assigns them; if an Assigned Employee is asked to float to another department with the customer, 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.

Staff Matching Requirements

RAH Staffing Services 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.

Requirements for Staff Specified

It shall be the responsibility of customer 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.

Competency Review

It shall be the responsibility of the customer to cooperate in a review or evaluation of each Assigned Employee relative to such employee's ability to perform specific job functions upon completion of employee's assignment.

Incident, Error, Tracking System

It shall be the responsibility of the customer to notify RAH Staffing Services within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Employee and/or RAH Staffing Services. Customer agrees to initiate communication with RAH Staffing Services whenever an incident/injury report related to the Assigned Employee is completed. Upon notification, RAH Staffing Services shall document and track all unexpected incidents, including errors, sentinel events and other events, injuries and safety hazards related to the care and services provided.

The RAH Staffing Services. Office, located in Castro Valley, CA 94546 is open Monday through Friday from the hours of 9 a.m. – 5 p.m. Our local telephone number is 510.690.9612. Outside of normal business hours, in the event of an emergency please contact us at 510.690.9612

In the event of an emergency, natural disaster or other uncontrollable event, RAH Staffing Services. will continue to provide service to you through our corporate network form a location where phones and computers are functional. RAH Staffing Services 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 the local manager to discuss the issue. RAH Staffing Services has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the RAH Staffing Services corporate office at 877.697.7537. 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 RAH Staffing Services healthcare professionals, which has not been addressed by RAH Staffing Services management, is encouraged to contact the Joint Commission at www.jointcommission.org RAH Staffing Services 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.