



Joint Commission Policy Statement

Premier Healthcare Services, LLC (PHS Staffing) is committed to providing a higher standard of customer service, while delivering safe, quality patient care through supplemental staff. PHS complies with the Joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have confidence that the processes within PHS meet supplemental staff requirements established by the Joint Commission. To assure compliance with the Joint Commission Standards for Healthcare Staffing Services, PHS has established the following practices:

Subcontractors

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

Employees and Independent Contractors

As the provider of staffing services, PHS will be the employer of Assigned Employees and shall not by reason of their temporary assignment with the customer, as introduced by PHS, become employees of the customer. At its sole discretion PHS 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 PHS 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 floating 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. Assigned Employees are instructed to contact PHS immediately if they feel they are asked to float to a unit that is beyond their scope of practice.

Staff Matching Requirements

PHS 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 may include 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 request or approval of client.

Requirements for Staff Specified

It shall be the responsibility of customer to orient assigned employees to the facility and its rules and regulations; 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 PHS within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Employee and/or PHS. Customer agrees to initiate communication with PHS whenever an incident/injury report related to the Assigned Employee is completed. Upon notification, PHS 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 PHS branch locations are open Monday through Friday from the hours of 8 a.m. – 6 p.m. Outside of normal business hours PHS may be contacted by calling the branch phone number as it is rolled to an on-call representative. In the event of an emergency please contact the local branch immediately. Phone numbers for each branch can be found on our website at www.phs-staffing.com.

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

Joint Commission Reporting

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. PHS 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 PHS corporate office at (877) 282-2520. 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 PHS healthcare professionals, which has not been addressed by PHS management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (630) 792-5636. PHS 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.