

Core MedStaff is committed to providing a higher standard of service and to the delivery of safe, quality patient care.

Core MedStaff complies with the joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have confidence that the processes within Core MedStaff 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, Core MedStaff provides the customer a written description of the following service features.

1. SUBCONTRACTORS

Core MedStaff will not engage subcontractors to provide Assigned Providers unless agreed to in advance by the customer.

2. FLOATING

Assigned Providers may only be placed in assignments that match the job description for which Core MedStaff assigns them; if an Assigned Provider is asked to float to another department with the customer, the department must be a like department or unit and the float provider must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Assigned Providers should only be floated to areas of comparable clinical diagnoses and acuities.

3. COMPETENCY REVIEW

It is the responsibility of Core MedStaff to conduct and finalize the pre-employment assessment of the Assigned provider's competence based on the techniques, procedures, technology and skills needed to provide care, treatment and services to the populations served by the customer upon completion of Core MedStaff's orientation.

It shall be the responsibility of the customer to cooperate in a review or evaluation of each Assigned Provider, relative to the provider's ability to perform specific job functions upon completion or provider's assignment or shift. Core MedStaff relies on the customer's feedback in order to accurately assess and re-assess the competence of the Assigned Provider on an ongoing basis based on the customer's report of clinical performance.

4. ORIENTATION PROVIDERS

Core MedStaff will provide all new providers with an orientation to the company's policies and procedures. It shall be the responsibility of customer to orient assigned providers 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 Provider to properly use equipment.

5. PROVIDERS AND INDEPENDENT CONTRACTORS

As the provider or staffing services, Core MedStaff will be the employer of Assigned Providers and shall not by reason of their temporary assignment with the customer through Core MedStaff become providers of the customer. At its sole discretion Core MedStaff reserves the right to utilize independent Contractors in addition to its providers, to assist in the provision of all agreed upon Healthcare Supplemental Staffing services.

6. INCIDENT, ERROR, TRACKING SYSTEM

Upon notification of Incidents and or Errors, Core MedStaff shall document and track all unexpected incidents, including errors, sentinel events and other events, such as injuries and safety hazards related to the care and services provided, utilizing its data fathering tools. Information gathered tracked and analyzed is to be shared and reported appropriately to customers, regulatory bodies and the Joint Commission as required.

7. COMMUNICATING OCCUPATIONAL SAFETY HAZARDS/EVENTS

It shall be the responsibility of the customer to notify Core MedStaff within 35 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Provider and/or Core MedStaff Customer agrees to initiate communication with Core MedStaff whenever an incident/injury report, relate to the Assigned Provider is completed.

8. REQUIREMENTS FOR STAFF SPECIFIED

The requirements of staff sent to the customer by Core MedStaff are to be determined by the customer as part of the written agreement between the two parties. It is Core MedStaff's obligation to comply with the requirements of the customer by supplying staff that have the documented competencies, credentials, health screening and experience to satisfy the requirements specified by the customer in order to deliver safe care to the population being served.

9. CONFLICTS OF INTEREST

Core MedStaff to the best of its ability identifies conflicts of interest. Core MedStaff discloses all conflicts of interest to its clients. Core MedStaff annually reviews its relationships and its healthcare providers' relationships with vendors, clients, competitors and regulatory entities to determine conflicts of interest.

When conflicts of interest arise Core MedStaff discloses this conflict of interest when appropriate to whichever client may be involved or affected. Core MedStaff enforces that internal employees of Core MedStaff are not permitted to maintain additional employment, accept gifts (other than those of nominal value) or to allow payment on their behalf of any travel, living or entertainment expense by any person or organization currently doing business or seeking to conduct business with Core MedStaff, unless approved by the client involved or potentially involved.

10. STAFF MATCHING REQUIREMENTS

Core MedStaff shall verify the Assigned Provider'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 Provider's licensure, certification, education and work experience to assure they are competent and possess the skills and experience matching the specified requirements of the assignment may include the use of new grad.

Online Educational Links

General Resources

U.S. Department of Health & Human Services	www.hhs.gov
U.S. Department of State	www.travel.state.gov
U.S. Citizenship and Immigration	www.uscis.gov
World Health Organization	www.who.int
California Board of Registered Nursing	www.rn.ca.gov

Medicine Educational Resources

AMAedHub	edhub.ama-assn.org
Medical Education Resources, Inc. (MER)	www.mer.org

Nursing Education Resources

My Free CE	www.myfreece.com
Virtual Lecture Hall	www.vlh.com
AMN Healthcare Education Service	www.rn.com
NIH Stroke Scale International (NIHSS)	www.nihstrokescale.org

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

Core MedStaff | Los Angeles
Mondays - Fridays | 9:00 a.m. - 5:30 p.m.

Outside of normal business hours, in the event of an emergency please contact us at (213) 382-5550.



Certified by The Joint Commission
To report a concern, please visit www.jointcommission.org