



Nurse Connection  
Joint Commission Policy Statement

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

- NURSE CONNECTION will not engage subcontractors to provide Assigned Employees unless agreed to in advance by the customer.
- As the provider of staffing services, NURSE CONNECTION will be the employer of Assigned Employees and shall not by reason of their assignment to customer through NURSE CONNECTION become employees of the customer.
- Assigned Employees may only be placed in assignments that match the job description for which Nurse Connection 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.
- NURSE CONNECTION shall verify the Assigned Employee's licensure, certification, education and work experience to assure they are competent and possess the skills and experience appropriate for the assignment.
- 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.
- It shall be the responsibility of the customer to cooperate in an evaluation of each Assigned Employee relative to such employee's ability to perform specific job functions upon completion of employee's assignment.
- It shall be the responsibility of the customer to notify NURSE CONNECTION within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Employee and/or NURSE CONNECTION. Customer agrees to initiate communication with NURSE CONNECTION whenever an incident/injury report related to the Assigned Employee is completed. Upon notification, NURSE CONNECTION 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 Nurse Connection office, located in Los Angeles CA, is open 7 days a week from the hours of 9a.m. – 5p.m. Our local telephone number is (323) 931-1356. Outside of normal business hours, in the event of an emergency please contact us at (323) 931-1356.

In the event of an emergency, natural disaster or other uncontrollable event, NURSE CONNECTION will continue to provide service to you through our corporate network from a location where phones and computers are functional. NURSE CONNECTION 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. NURSE CONNECTION 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 Nurse Connection corporate office at (323) 931-1356 or 1(800) 422 0121. 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 Nurse Connection healthcare professionals, which has not been addressed by Nurse Connection management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636.

Nurse Connection informs its staff that it will take no disciplinary action because an employee reports safety or quality of care concerns to the Joint Commission.

Nurse Connection 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.