



### **JOINT COMMISSION POLICY STATEMENT**

Beyond Medical is committed to providing a higher standard of service and to the delivery of safe, quality patient care. Beyond Medical complies with the Joint Commission's Standards for Healthcare Staffing Services. As our client, you can have confidence that the processes within Beyond Medical 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, Beyond Medical provides the Client a written description of the following service features.

#### **1. Subcontractors**

Beyond Medical will not engage subcontractors to provide Assigned Employees unless agreed to in advance by the Client.

#### **2. Floating**

Assigned Employees may only be placed in placements that match the job description for which Beyond Medical assigns them; if an Assigned Employee is asked to float to another department with the Client, 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 Employees should only be floated to areas of comparable clinical diagnoses and acuities.

#### **3. Competency Review**

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

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

#### **4. Orientation of Providers**

Beyond Medical will provide all new providers with an orientation to the company's policies and procedures. It shall be the responsibility of the Client 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.

#### **5. Providers and Independent Contractors**

As the provider of staffing services, Beyond Medical will be the employer of Assigned Employees and shall not by reason of their temporary placement with the Client through

Beyond Medical become employees of the Client. At its sole discretion Beyond Medical 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, Beyond Medical 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 gathering tools. Information gathered tracked and analyzed is to be shared and reported appropriately to Client, regulatory bodies and the Joint Commission as required.

#### **7. Communicating Occupational Safety Hazards/Events**

It shall be the responsibility of the Client to notify Beyond Medical within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Employee. Client agrees to initiate communication with Beyond Medical whenever an incident/injury report related to the Assigned Employee is completed

#### **8. Requirements for Staff Specified**

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

#### **9. Conflicts of Interest**

Beyond Medical to the best of its ability identifies conflicts of interest. Beyond Medical discloses all conflicts of interest to Client. Beyond Medical 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 Beyond Medical name discloses this conflict of interest when appropriate to the affected Client. Beyond Medical enforces that internal employee of Beyond Medical 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 with or seeking to conduct business with Beyond Medical, unless approved by the Client involved or potentially involved.

#### **10. Staff Matching Requirements**

Beyond Medical 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 placement. Matching the Assigned Employee's licensure, certification, education, and work experience to assure they are competent and possess the skills and experience matching the specified requirements of the placement may include the use of new grad practitioners upon the request or approval of the customer.

The Beyond Medical office located in 44330 Mercure Circle Ste 160B Sterling, VA 20166 is open Monday through Friday from the hours of 9:00 a.m. – 5:00 p.m. Our local telephone number is (866) 270 1774 Outside of normal business hours, in the event of an emergency please contact us at (866) 270 1774. Ext 0

In the event of an emergency, natural disaster, or other uncontrollable event, Beyond Medical will continue to provide service to you through our corporate network from a location where phones and computers are functional. Beyond Medical will do everything possible to support you in meeting your needs during crisis situation(s).

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. Beyond Medical 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 Beyond Medical corporate office at (866) 270 1774. 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 Beyond Medical healthcare professionals, which has not been addressed by Beyond Medical 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. Beyond Medical demonstrates this commitment by taking no retaliatory or disciplinary action against providers when they do report safety or quality of care concerns to the Joint Commission.