



# VisionQwest Healthcare

## Joint Commission Policy Statement

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

1. VisionQwest Healthcare will not engage subcontractors to provide Assigned Employees unless agreed to in advance by the customer.
2. As the provider of staffing services, VisionQwest Healthcare will be the employer of Assigned Employees and shall not by reason of their assignment to customer through VisionQwest Healthcare become employees of the customer.
3. Assigned Employees may only be placed in assignments that match the job description for which VisionQwest healthcare 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.
4. VisionQwest Healthcare 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.
5. 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.
6. 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.
7. It shall be the responsibility of the customer to notify VisionQwest Healthcare within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Employee and/or VisionQwest Healthcare. Customer agrees to initiate communication with VisionQwest Healthcare whenever an incident/injury report related to the Assigned Employee is completed. Upon notification, VisionQwest Healthcare 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.

VisionQwest Healthcare office, located in Glendale, CA, is open 7 days a week from the hours of 9 a.m. – 5 p.m. Our local telephone number is (818) 547-0497 Ext 2. Outside of normal business hours, in the event of an emergency please contact us at (818) 547-0497 Ext 5.

In the event of an emergency, natural disaster for other uncontrollable event, VisionQwest healthcare will continue to provide service to you through our corporate network from a location where phones and computers are functional. VisionQwest Healthcare 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 professional, we encourage you to contact our Staffing Coordinator to discuss the issue. VisionQwest Healthcare has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet your expectations, we encourage you to call the VisionQwest Healthcare corporate office at (818) 547-0497 or (818) 547.0497 Ext 2. A corporate representative will work with you to resolve your concern.

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

VisionQwest Healthcare demonstrates this commitment by taking no retaliatory or disciplinary action against employees when they do not report safety or quality of care concerns to the Joint Commission.

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