



Joint Commission Policy Statement

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

Subcontractors

National Anesthesia Services, Inc. will not engage subcontractors to supply providers unless agreed to in advance by the customer.

Floating

Providers may only be placed in assignments that match the job description for which National Anesthesia Services, Inc. assigns them; if a 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. Providers should only be floated to areas of comparable clinical diagnoses and acuities.

Competency Review

It is the responsibility of National Anesthesia Services, Inc. to conduct and finalize the pre employment assessment of the 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 the National Anesthesia Services, Inc. orientation.

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

Orientation of Providers

National Anesthesia Services, Inc. will provide all new providers with an orientation to the company's policies and procedures. It shall be the responsibility of the client facility to orient assigned providers to its rules and regulations and to acquaint them with their policies and procedures, including dress code, physical layout, and equipment. It shall also be the responsibility of the client facility to validate the competency and ability of the assigned provider to properly use equipment.

Employees and Independent Contractors

National Anesthesia's clinical staff are known as "providers" and are considered independent and self employed, as such each provider is responsible for their own FICA, State, County, Federal and City Taxes or others as needed for self employment. In addition, they are responsible for their own Workers Compensation insurance, Unemployment, Health/Dental Insurance, time off, vacation and sick time and/or disability benefits.

Incident, Error, Tracking System

Upon notification of Incidents and or errors, National Anesthesia Services, Inc. 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 shared and reported appropriately to customers, regulatory bodies and the Joint Commission as required.

Communicating Occupational Safety Hazards/Events

It shall be the responsibility of the customer to notify National Anesthesia Services, Inc. within 24 hours of the event; any competency issues, incidents, and/or complaints related to the provider and/or National Anesthesia Services, Inc. Customer agrees to initiate communication with National Anesthesia Services, Inc. whenever an incident/injury report related to the provider is completed.

Requirements for Staff Specified

The requirements of providers sent to the customer by National Anesthesia Services, Inc. are to be determined by the customer as part of the written agreement between the two parties. It is National Anesthesia Services, Inc.'s obligation to comply with the requirements of the customer by supplying providers 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.

Staff Matching Requirements

National Anesthesia Services, Inc. shall verify the 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 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 newly graduated providers upon the request or approval of the customer.

The National Anesthesia Services, Inc. office, located in Beverly Hills, MI, is open Monday through Friday from the hours of 8:30 a.m. – 5:00 p.m. Our local telephone number is 1.248.646.7150 and our toll free number is 1.800.642.1999. Outside of normal business hours, in the event of an emergency please contact us at 1.800.436.0746.

In the event of an emergency, natural disaster or other uncontrollable event, National Anesthesia Services, Inc. will continue to provide service to you through our corporate network from a location where phones and computers are functional. National Anesthesia Services, Inc. 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. National Anesthesia Services, Inc. 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 National Anesthesia Services, Inc. corporate office at .248.646.7150. 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 National Anesthesia Services, Inc. healthcare professionals, which has not been addressed by National Anesthesia Services, Inc. management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at 630.792.5636. National Anesthesia Services, Inc. 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.