How do you choose your health care staffing firms?

How do you define quality?
Quality-focused standards and a comprehensive review

In order for health care staffing firms to become certified by The Joint Commission, they undergo a voluntary on-site review to determine compliance with national consensus-based standards. The program evaluates compliance to standards in the areas of:

- leadership
- human resources management
- performance measurement and improvement
- information management.

This includes a review of key areas such as the processes used for matching the skills of temporary staff with a health care organization’s needs, assessing, demonstrating and maintaining competencies, communication processes, background and health screening checks, and other processes.

“As an organization dedicated to ensuring the highest quality of service to our patients, we believe it is critical to rely upon professionals who practice the same standards. Collaborating with staffing firms who hold Joint Commission certification ensures we are being consistent with our efforts to provide excellence and follow the standards set forth by The Joint Commission, which are both top priorities for the North Shore-LIJ Health System.”

Joseph Cabral
Vice President, Chief Human Resources Officer
North Shore-Long Island Jewish Health System
Great Neck, NY

We’re the “gold standard” in evaluation, standard setting and accrediting body. Successfully, our firm is capable of meeting national standards specifically for profit organization, currently accredits or certifies...
Demonstrating solid a commitment to quality.

Compliance with national standards assures rigorous business practices are in place and adhered to. Most healthcare staffing firms have internal standards that they abide by. National certification assures all staffing firms are measured against the same external third-party standards.

Attention to continuous quality improvement.

Performance improvement standards and performance measurement activities focus a staffing firm on continuously improving on key issues of safety and quality.

Standards exclusively for the health care staffing field.

Many healthcare staffing firms claim they meet or exceed the Joint Commission standards for hospitals or other health care organizations. How do you know? Joint Commission certified staffing firms are evaluated against standards created specifically to address the processes that apply to health care staffing firms.

Using a certified staffing firm may help in your Joint Commission accreditation.

A revised accreditation standard (LD 3.50) addresses the oversight of contractual agreements for care, treatment and services. Using a Joint Commission certified staffing firm can help meet EP 6: “Leaders monitor contracted services by evaluating the contracted services in relation to the expectations.”

How comprehensive is your health care staffing firm?

Certification demonstrates to health care organizations that a health care staffing firm is committed to continuously monitoring and improving business practices, not just supplying temporary health care professionals.

“We believe that certification by The Joint Commission is one of the mechanisms that helps ensure staffing organizations meet the same standards as an acute health care system. We would strongly encourage all health care organizations to require any temporary staffing organization they use have Joint Commission certification.”

Beverly Jones, RN, MPS, CNAA
Vice President of Patient Care Services
John Muir Medical Center
Walnut Creek, CA
The Joint Commission’s Health Care Staffing Services certification program was designed to provide a comprehensive evaluation of a staffing firm’s commitment to a higher standard of services. With an abundance of health care staffing firms available, Joint Commission certification is a quick indicator of a firm’s commitment to quality services.

This program requires health care staffing firms to meet the same rigorous standards as health care organizations.

“How do you choose your health care staffing firms? How do you define quality?”

“The Health Care Staffing Services certification program allows our hospitals to know the staffing firms we use are dedicated to quality, that they bring competent and caring nurses to our patient’s bedside, and help decrease our worries during the time of our Joint Commission survey.”

Darlene Ferenz
Director of Development and Practice
Morton Plant Mease Health Care, Tampa Bay, FL

For more information contact us at 630-792-5291 or visit us at www.jointcommission.org