Why We Hire Joint Commission Certified Staffing Firms

Sherry Kolb, RN, South Carolina Hospital Association
Michele Sacco, The Joint Commission
Merlin Wessels, The Joint Commission

October 13, 2015
GoToWebinar Housekeeping

Your Participation

Open and close your control panel

Join audio:
• Choose “Mic & Speakers” to use VoIP
• Choose “Telephone” and dial using the information provided

Submit questions and comments via the Questions panel.

Note: Today’s presentation is being recorded and will be provided within three business days on the Joint Commission Website.
Working together to streamline Joint Commission Requirements for hospitals and certified staffing firms
Historical Background: What Led Us to Certification

- South Carolina hospital CEOs, CNOs, Recruiters, and Human Resources professionals joined forces on the Workforce Advisory Committee in 2002.

- The committee determined a workforce solution would be beneficial in response to hospital labor shortages, hard to fill specialty positions, flexible staffing, and the challenges associated with using temporary personnel to provide patient care and services.

- The Healthcare Staffing Services program was then formed to help link healthcare facilities and healthcare staffing firms to ensure the very best workforce is provided to care for our families and friends.
Value of Certification: Increasing Accountability and Quality

- All of our vendors providing clinical staff are Joint Commission Certified. It is our goal to enhance the staffing vendor’s commitment to serving our hospitals.

- Regular on-site vendor audits are conducted to review the contract terms, compliance with TJC, CMS and state regulatory requirements.

- Because we work with many staffing vendors, our program offers an increased candidate pool of credentialed healthcare professionals. This creates more opportunities to identify and select staff who complement your organization.
Marketing Advantages

Key Components for Hospitals:

- Reduced burden in negotiations/Centralized Contracting process
- Ongoing Performance Evaluation of Companies and Candidates/Audits of agencies
- JC Gold Seal of Approval
Marketing Advantages

Key Components for Agencies:

- Larger client base
- Streamlined contracting approach
- Evaluation process of Human Resource (HR) files
- Centralized Staffing Services contract
- Gold Seal of Approval
Comparison of Human Resources Standards for Hospital Accreditation (HAP) and Health Care Staffing Services (HCSS)

Merlin Wessels
Associate Director
Standards Interpretation
Expectations

- Understand the value of contracting with a Joint Commission certified staffing firm
- Identify potential efficiencies
- Understand potential cost savings
Credentialing Issues

HCSS
- Licensure PSV
- Voluntary or involuntary relinquishment, sanctions, or limitations of license
- Health screening and immunization requirements
- Criminal background checks
- Proof of identity
- Verification of education, training
- Competence assessment
- Prior/current Medical Staff membership status
- Professional liability actions

HAP - HR
- Licensure PSV
- Voluntary/involuntary relinquishment of license
- Health screening
- Criminal background checks
- Proof of identity
- Verification of education, training
- Competence assessment
- Voluntary/involuntary termination of MS membership, professional liability actions, practitioner specific data, morbidity and mortality data
- Professional liability actions
Orientation Issues

**HCSS**
- Customer’s policies and procedures, as appropriate
- NPSG
- IC prevention and control including CDC/WHO hand hygiene
- Cultural diversity and sensitivity
- Patient rights
- Ethics of care

**HAP**
- Relevant hospital-wide and unit-specific policies and procedures
- Key safety content
- Specific job duties including those related to infection prevention and control
- Sensitivity to cultural diversity
- Patient rights
- Ethics of care
Competence assessment

**HCSS**
- Assess clinical staff competence based on techniques, procedures, technology, and skills needed to provide care
- Initial assessment of competencies finalized upon completion of firm’s orientation

**HAP**
- Use assessment methods to determine competence in skills being assessed
- Staff competence initially assessed and documented as part of orientation
Contracts:

- Relationship built on performance and trust
- Expectations identified
- Responsible party for actions identified
- Credentialing material, competence assessment, orientation records available as needed, e.g. Joint Commission survey
  - Must be made available within reasonable time period and before end of survey
Questions about Certification

Please contact the Certification Business Development team with any questions at (630) 792-5291 or certification@jointcommission.org.
www.jointcommission.org/HCSS

Schedule a conference call with Michele Sacco, Executive Director to learn more about achieving HCSS Certification
msacco@jointcommission.org
630-792-5285

Questions about standards: Contact the Standards Interpretation Group at 630-792-5900 or email:
http://www.jointcommission.org/standards_information/standards_online_question_form_1.aspx
The Joint Commission Disclaimer

These slides are current as of 10/8/15. The Joint Commission reserves the right to change the content of the information, as appropriate.

These slides are only meant to be cue points, which were expounded upon verbally by the original presenter and are not meant to be comprehensive statements of standards interpretation or represent all the content of the presentation. Thus, care should be exercised in interpreting Joint Commission requirements based solely on the content of these slides.

These slides are copyrighted and may not be further used, shared or distributed without permission of the original presenter or The Joint Commission.