



Joint Commission Policy Statement

AMN Healthcare is committed to providing a higher standard of service and to the delivery of safe, quality patient care. We comply with the Joint Commission's Standards for Healthcare Staffing Services.

As our client, you can trust that AMN Healthcare's processes ensure the Healthcare Professionals supporting your organization meet the rigorous standards set by the Joint Commission.

To assure compliance with the Joint Commission Standards for Healthcare Staffing Services, AMN Healthcare provides clients with a written description of the following service features:

1. Subcontractors

Agency will not engage subcontractors to provide Healthcare Professionals unless agreed to in advance by Clients. Agency may utilize subcontractors to fulfill obligations as part of its offerings, where necessary and appropriately agreed to in advance by Clients.

2. Floating

Available shifts are determined by the Healthcare Professional's competencies which are reviewed by the Agency for compliance with Client requirements. Clients may float Healthcare Professionals to another department or unit if (i) the Healthcare Professional has the appropriate certifications and credentials, (ii) the Healthcare Professional has demonstrated prior competency for the floating shift, and (iii) the department or unit must be a like department or unit (i.e., comparable clinical diagnoses and acuities).

3. Competency Review

In accordance with Client requirements and The Joint Commission standards, Agency pre-screens Healthcare Professionals for the standard procedures, technology, and necessary skills to provide quality care, treatment, and services. It is the Client's responsibility to confirm competence through observation and feedback related to the services performed at Client facilities. If the facility determines the Healthcare Professional is not competent, they are responsible for ending access to shifts and notifying Agency.

It shall be the responsibility of the Client to cooperate in a review or evaluation of each Healthcare Professional's ability to perform specific job functions upon completion of the assignment or shift. Agency relies on the Client's feedback to accurately assess and reassess the competence of the Healthcare Professional on an ongoing basis based on the Client's report of clinical performance.

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4. Orientation of Healthcare Professional

Agency orients Healthcare Professionals to the marketplace platform and its policies and procedures. Clients orient Healthcare Professionals to the facility and its policies and procedures, including, but not limited to, dress code, physical layout, and equipment, and to validate competency and ability of Healthcare Professionals to safely use such equipment.

5. Independent Contractors

Healthcare Professionals placed on assignment by Agency are Agency employees and are not Independent Contractors. It is the Agency's policy to not use Independent Contractors.

6. Incident and Error Tracking System

Upon notification of incidents and/or errors, Agency documents and tracks all incidents, including errors, sentinel events and other events, such as injuries and safety hazards related to the care and services provided. Information gathered, tracked, and analyzed will be shared and reported to Clients, regulatory bodies, and The Joint Commission as required.

7. Communicating Occupational Safety Hazards/Events

Clients shall notify Agency about occupational safety hazards and events (e.g., workplace injuries, illnesses, incidents, close calls/near misses) related to Healthcare Professionals as soon as possible after the occurrence of each such hazard or event.

8. Requirements for Healthcare Professionals Specified

Agency shall only provide Healthcare Professionals to Client who possess the qualifications specified and/or agreed upon by both Parties.

9. Staff Matching Requirements

Agency verifies that the Healthcare Professional's licensure, certification(s), education, and work experience meet the Client- and state-specific requirements for the shift.

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The AMN Healthcare office, located in Dallas, TX, is open Monday through Friday from the hours of 5:00 a.m. – 5:00 p.m. Pacific Standard Time. Our telephone number is **(866)-822-3293**. For after-hours coverage and emergencies requiring immediate resolution, a 24-hour on call Clinical Manager is available.

Our goal is to always provide Customers with a consistent level of service. If you are dissatisfied with our service or that provided by one of our healthcare professionals, we encourage you to contact your Account Manager to discuss the issue. AMN Healthcare has processes in place to resolve hospital client complaints effectively and efficiently. If the resolution does not meet your expectation, we encourage you to call the AMN Healthcare corporate office at **(866)-822-3293**. 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 a Healthcare Professional, which has not been addressed by AMN Healthcare management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at **(630) 792-5636**.

AMN Healthcare demonstrates this commitment by taking no retaliatory or disciplinary action against Healthcare Professionals when they report safety or quality of care concerns to the Joint Commission.