



P.O. Box 1847
Kernersville, NC 27285
1.800.334.8320
336.996.3662
FAX 1.800.264.8472
www.unitedanesthesia.com

Joint Commission Policy Statement

United Anesthesia is committed to providing a higher standard of service and to the delivery of safe, quality patient care. United Anesthesia complies with the Joint Commission's Standards for Healthcare Staffing Services. As our Client Facility, you can have confidence that the processes within United Anesthesia support your organization by having met the requirements established by the Joint Commission. To assure compliance with the Joint Commission Standards for Healthcare Staffing Services, United Anesthesia, provides the Client Facility a written description of the following service features.

Subcontractors

United Anesthesia will not engage subcontractors to provide Assigned CRNA Providers unless agreed to in advance by the Client Facility.

Floating

Assigned CRNA Providers may only be placed in assignments that match the job description for which United Anesthesia assigns them; if an Assigned CRNA Provider is asked to float to another department with the Client Facility, the department must be a like department or unit and the float CRNA Provider must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Assigned CRNA Providers should only be floated to areas of comparable clinical diagnoses and acuities.

Competency Review

It is the responsibility of United Anesthesia to conduct and finalize the pre-assignment assessment of the Assigned CRNA Provider's competence based on the techniques, procedures, technology and skills needed to provide care, treatment and services to the populations served by the Client Facility upon completion of United Anesthesia orientation.

It shall be the responsibility of the Client Facility to cooperate in a review or evaluation of each Assigned CRNA Provider, relative to the CRNA Provider's ability to perform specific job functions upon completion of CRNA Provider's assignment or shift. United Anesthesia relies on the Client Facility's feedback in order to accurately assess and re-assess the competence of the Assigned CRNA Provider on an ongoing basis based on the Client Facility's report of clinical performance.

Orientation of CRNA Providers

United Anesthesia will provide all new CRNA Providers with an orientation to the company's policies and procedures. It shall be the responsibility of Client Facility to orient assigned CRNA Providers 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 CRNA Provider to properly use equipment.

CRNA Providers and Independent Contractors

United Anesthesia's clinical staff are known as "Providers" and are considered independent and self employed, as such each CRNA 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, United Anesthesia 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 Client Facilities, regulatory bodies and the Joint Commission as required.



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Communicating Occupational Safety Hazards/Events

It shall be the responsibility of the Client Facility to notify United Anesthesia within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned CRNA Provider and/or United Anesthesia. Client Facility agrees to initiate communication with United Anesthesia whenever an incident/injury report related to the Assigned CRNA Provider is completed.

Requirements for Staff Specified

The requirements of Assigned CRNA Providers sent to the Client Facility by United Anesthesia are to be determined by the Client Facility as part of the written agreement between the two parties. It is United Anesthesia's obligation to comply with the requirements of the Client Facility by supplying CRNA Providers that have the documented competencies, credentials, health screening and experience to satisfy the requirements specified by the Client Facility in order to deliver safe care to the population being served.

Staff Matching Requirements

United Anesthesia shall verify the Assigned CRNA Provider's licensure, certification, education and references to assure they are competent and possess the skills that match requirements for the assignment.

The United Anesthesia office, located in Kernersville, North Carolina, is open Monday through Friday from the hours of 8:30 a.m. – 5 p.m EST. Our telephone number is 1.800.334.8320. Outside of normal business hours, in the event of an emergency please contact us at 1.800.334.8320.

In the event of an emergency, natural disaster or other uncontrollable event, United Anesthesia will continue to provide service to you through our corporate network from a location where phones and computers are functional. United Anesthesia 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 CRNA Providers, we encourage you to contact the local manager to discuss the issue. United Anesthesia has processes in place to resolve Client Facility complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the United Anesthesia corporate office at 1.800.334.8320. 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 United Anesthesia CRNA Providers, which has not been addressed by United Anesthesia management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at 630.792.5636. United Anesthesia demonstrates this commitment by taking no retaliatory or disciplinary action against CRNA Providers when they do report safety or quality of care concerns to the Joint Commission.