



## **JOINT COMMISSION POLICY STATEMENT**

National Anesthesia Services, Inc. is committed to contracting clinicians who are dedicated to providing a higher standard of service and the delivery of safe, quality patient care. National Anesthesia Services, Inc. complies with the Joint Commission's Standards for Healthcare Staffing Services. As our client, you can rest assured that the processes within National Anesthesia Services, Inc. ensure that the clinicians 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 their customers a written description of the following service features.

### **Subcontractors**

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

### **Floating**

Clinicians 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 by the client, the department must be a like department and the float provider must have demonstrated previous competency and have the appropriate certifications and credentials for that department. Clinicians 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 clinicians' competence based on the techniques, procedures, technology and skills needed to provide care, treatment and services to the populations served by the client. It shall be the responsibility of the client to cooperate in a review or evaluation of each clinician. National Anesthesia Services, Inc. relies on the client's feedback in order to accurately assess and re-assess the competence of the clinician.

### **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 and/or facility to orient assigned clinicians 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 to validate the competency and ability of the assigned clinician to properly use equipment.



**Employees and Independent Contractors**

National Anesthesia Services, Inc's clinical staff are known as "providers" and are considered independent contractors 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 and dental insurance, paid time off and/or disability benefits.

**Incident, Error, Tracking System**

Upon notification of incidents and or errors, National Anesthesia Services, Inc. shall document and track all information related to the care and services provided, utilizing its data gathering tools. Information gathered, tracked and analyzed will be shared and reported appropriately to clients, regulatory bodies and the Joint Commission as required.

**Communicating Occupational Safety Hazards/Events**

It shall be the responsibility of the client to notify National Anesthesia Services, Inc. within 24-hours of the event of any competency issues, incidents, and/or complaints related to the provider and/or National Anesthesia Services, Inc. Client 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 client by National Anesthesia Services, Inc. are to be determined by the client 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 client by supplying providers that have the documented competencies, credentials 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 a provider's licensure, certification and education to assure they are competent and possess the skills and experience that match requirements for a proposed assignment. This may include the use of newly graduated clinicians upon the request or approval of the customer.

**Conflict of Interest**

National Anesthesia Services, Inc. agrees to conduct themselves in accordance with the professional standards of our industry and ensures it does not have any conflicts of interest with your entity at this time. This includes but is not limited to current staff having positions at other agencies or ownership or financial interest(s) in any other agencies or medical groups and settings. Should any conflicts of interest arise, National Anesthesia Services, Inc. agrees to advise accordingly and present all the relevant facts concerning the situation. This statement does not prohibit National Anesthesia Services, Inc. from doing business with other anesthesia groups, vendor management systems, hospitals, ambulatory care centers or office-based practices.



**General Information**

The National Anesthesia Services, Inc. office, located in Beverly Hills, MI, is open Monday through Friday from the hours of 8:30 AM to 5:00 PM Eastern Standard Time. The local telephone number is 1-248-646-7150 and the toll-free number is 1-800-642-1999. In the event of an emergency outside of normal business hours, a representative may be contacted via our paging system 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 services to you through the corporate network from a location where phones and computers are functional. National Anesthesia Services, Inc. will do everything possible to support client and provider needs during crisis situation(s). A copy of the Emergency Management Plan is available upon request.

The goal at National Anesthesia Services, Inc. is to always provide you with a consistent level of service. If for any reason you are dissatisfied with any service provided by National Anesthesia Services, Inc. or a contracted provider, you're encouraged to contact National Anesthesia Services, Inc.'s leadership team; National Anesthesia Services, Inc. has processes in place to resolve customer complaints in an effective and efficient manner. Any individual or organization that has a concern about the quality and safety of patient care that has not been addressed by National Anesthesia Services, Inc. is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org). National Anesthesia Services, Inc. demonstrates their commitment to the Joint Commission's standards and patient safety by taking no retaliatory action against clients or clinicians when a safety or quality of care concern is reported.