



Joint Commission Policy Statement and Provisions

CELL STAFF LLC, is committed to providing a higher standard of service and to the delivery of safe, caring, quality patient care. We support and uphold the Joint Commission Health Care Staffing Services Standards and Elements of Performance. CELL STAFF LLC has informed its clients of the following:

- **Subcontractors** – CELL STAFF LLC will not engage subcontractors to provide assigned employees unless agreed to in advance by the client.
- **Floating** – CELL STAFF LLC employees may only be placed in assignments that match the job description and clinical skills for which CELL STAFF LLC assigns them.
- **Competency Review** – CELL STAFF LLC conducts extensive pre-employment screening and clinical assessments of its employee's to establish professional competence. The Client should cooperate in providing client feedback reviews on services performed at the facility. The absence of feedback will be assumed that our employee(s) are meeting performance expectations.
- **Orientation of Employees** – CELL STAFF LLC will provide all new employees with an orientation to CELL STAFF LLC policies, procedures and practices. It is the responsibility of the client to communicate any additional orientation requirements for CELL STAFF LLC employees to the facility, its rules, regulations and to acquaint them with the specific facility policies and procedures where assigned, as well as access and training on the electronic medical record documentation system.
- **Employees of Independent Contractors** – As the provider of staffing services, CELL STAFF LLC is the employer of assigned employees.
- **Incident/Error Tracking System** – Upon notification of incidents and/or errors, CELL STAFF LLC shall document and track all incidents, errors, and sentinel events related to the care and services provided within 24 hours. Information is to be shared and reported appropriately to regulatory bodies and the Joint Commission as required.
- **Communicating Occupational Safety Hazards/Events** – It is the responsibility of the client and/or CELL STAFF LLC to notify within 24 hours of any competency issues and/or incidents related to the assigned employee. Client and/or CELL STAFF LLC agrees to communicate whenever an accident/injury report related to an assigned employee is completed.
- **Requirements for Staff Specified** – It is CELL STAFF LLC's obligation to comply with the client requirements by supplying staff that have the documented competencies and credentials to satisfy the requirements of clients in order to deliver safe care to the patients.
- **Staff Matching Requirements** – CELL STAFF LLC will verify the assigned employee's licensure, certification, education, and work experience to assure they are competent and possess the skills and experience that match requirements for the assignment and those of the clients.
- **Conflict of Interest** – CELL STAFF LLC discourages any conflict of interest as defined by what occurs when an interested person has a financial interest individually or as it relates to a family member, which is disclosed as or found to (a) impair the individual's objectivity or (b) create an unfair competitive advantage for any person or organization other than CELL STAFF LLC. Conflict of interest means more than individual bias. There must be a financial interest that could directly affect the work or services of Personnel to be considered a conflict. CELL STAFF LLC reviews and evaluates this on an annual basis.

For complaints or concerns unable to be resolved locally with CELL STAFF LLC, please contact CELL STAFF LLC at (855)947-3661 or The Joint Commission Office of Quality and Patient Safety at 1-800-994-6610.