

New Wave Peoples Joint Commission Policy

New Wave People, Inc. (NWP) is committed to providing a higher standard of service and the delivery of Healthcare Professionals who provide safe, quality patient care. NWP complies with the Joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have the confidence that the management process utilized by NWP shall support the supplemental staff working in your organization and will meet the requirements established by the Joint Commission. To assure compliance with the Joint Commission Standards for Healthcare Staffing Services, NWP provides our customers with a written description of the following service features.

1. Subcontractors

NWP will not engage subcontractors to provide Assigned Providers unless agreed to in advance by the customer.

2. Floating

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

3. Competency Review

It is our responsibility to conduct and finalize the pre-employment assessment of the Assigned Provider's competence based on the techniques, procedures, technology and skills needed to provide care, treatment and services to the populations served by our customer, upon completion of NWP's orientation. It shall be the responsibility of the customer to cooperate in a review or evaluation of each Assigned Provider, relative to the provider's ability to perform specific job functions upon completion of the provider's assignment or shift. NWP relies on our customer's feedback to accurately assess and re-assess the competence of the Assigned Provider on an ongoing basis based on the customer's report of clinical performance.

4. Orientation of Providers

NWP will orient all Assigned Providers to your company's policies and procedures. It shall be the responsibility of our customer to orient assigned providers to the facility, its rules, regulations, and to acquaint them with the facility policies and procedures, including dress code, physical layout, equipment, and validate competency and ability of Assigned Provider to the proper use of our customer's equipment.

5. Providers and Independent Contractors

As the provider of staffing services, NWP will be the employer of record for Assigned Providers to our customers throughout the term of service. NWP, however reserves the right to utilize Independent Contractors in addition to our Assigned Providers, to assist in the provision of all agreed upon Healthcare Supplemental Staffing services.

6. Incident, Error, Tracking System

Upon notification of Incidents and/or Errors, NWP 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. By utilizing our management data gathering tools, all information gathered, tracked and analyzed, will be reported appropriately to our customer stake holders, regulatory bodies, and the Joint Commission as required.

7. Communicating Occupational Safety Hazard(s)/Event(s)

It is the responsibility of our customer to notify NWP within 24 hours of an Occupational Safety Hazard(s)/Event(s); or any competency related issues, incidents, and/or complaints related to the Assigned Provider. As our customer, you agree to initiate communication with us once an incident/injury report related to the Assigned Provider is completed.

8. Requirements for Staff Specified

Requests for Staffing Requirements communicated to NWP by our clients shall become part of our written agreement between our two parties. It is NWP's obligation to comply with the requirements of the customer by supplying staff that have the documented competencies, credentials, health screening and experience to satisfy the requirements specified by our customer in order to deliver safe and effective care to the population served.

9. Staff Matching Requirements

NWP shall verify the Assigned Provider's licensure, certification, education and work experience to assure they are competent and possess the skills and experience that match the requirements of our client's assignments. We also may include the use of new grad practitioners upon the request or approval of our customer.

10. NWP Office Location

NWP's office is located at 685 Avon Drive, Suite 2 Hightstown, NJ 08520. Our office is open Monday through Friday between the hours of 9:00 a.m. – 5:00 p.m. Our main telephone number is (888)-543-6043. In the event of an emergency outside of normal business hours, please contact us at and our auto attendant will direct you accordingly.

In the event of an emergency, natural disaster or other uncontrollable event, NWP will continue to provide service to our customers through our corporate

network from a location where phones and computers are functional. NWP Inc. will do everything possible to continually support our customer's needs during crisis(s). A copy of our Emergency Management Plan is available upon request.

Our goal is to always provide our customers with a consistent level of service. If for any reason you are dissatisfied with our service or the service provided by one of our healthcare professionals, we encourage you to contact the local manager to discuss the issue. NWP management has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call NWP's corporate office at (888) 543-6043. 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 NWP healthcare professionals, which has not been addressed by NWP management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (630) 792-5636. NWP demonstrates this commitment by taking no retaliatory or disciplinary action against providers who report safety or quality of care concerns to the Joint Commission.