



**TRIHEALTH, INC.
CORPORATE POLICY**

TITLE: Temporary/Agency Staff Use
SUPERSEDES: Same, 10/2001

AFFECTED AREAS

TriHealth departments using contracted/temporary personnel

This policy acknowledges that other relevant and applicable policies and procedures exist that have been drafted, approved, and adopted by entities (and departments) within TriHealth and are specific to those departments or entities. Interpretation of these other policies must comply with the principles adopted by Corporate Policy #12_01.00, "Corporate Policies, Development & Implementation".

PURPOSE

To provide standardized processes when contracting with and/or utilizing temporary agency personnel

To provide authorized, quality, temporary agency staff to departments when a staffing need has been identified that cannot be filled, utilizing TriHealth employees

BACKGROUND

TJC Std: H.R. 2, E.C. 1.4

Licensure

Regulatory Agencies

Other: _____

POLICY/PROCEDURE

I. Contract

A. Corporations or individuals providing temporary staffing services to any department in TriHealth must have a vendor signed contract of employment in place before providing staff to work in a TriHealth facility.

B. Contracts are negotiated by the Employment Director with input from the requesting manager or director. All contracts for temporary/agency staff must be kept on file in the Employment Department.

C. All contracts will include agency responsibility for performing background checks, Immigration & Naturalization Services verifications, reference checks, and appropriate pre-employment assessments.

D. The Employment Director approves non-nursing temporary agency vendor relationships. The Nursing Supplemental Staffing Manager approves Nursing temporary agency vendor relationships.

II. Contract/Temporary Personnel Use

A. TriHealth will maintain contracts with preferred Temporary Agency providers. Contact the Employment Department for a current list of non-nursing providers. Contact the Nursing Supplemental Staff manager for a current list of temporary agency providers for nursing.

1. To request a temporary employee, refer to the approved provider list.
2. Any exceptions to the approved provider list, because of skills or expertise required, must have the approval of the Employment Director, Human Resources.
3. All temporary staff are required to complete background check, drug testing and competency assessment prior to being assigned to TriHealth. The Agency provider will maintain records and submit documentation to TriHealth upon request.

B. All temporary staff must complete the non-employee/TriHealth contract employee orientation PRIOR to working at TriHealth. The orientation will include:

- Annual Mandatory Education (AME learning)
- HIPAA/Corporate Compliance elearning
- Cultural Diversity Education
- Service Standards Agreement
- Use of Social Media Policy
- Location and Parking Information for TriHealth facilities

1. The orientation checklist and content can be found at www.trihealth.com/elearning.
2. The certificates of completion for AME and HIPAA will be printed and presented to TriHealth security for issuance of a temporary badge.
3. A copy of the certificate of completion will be given to TriHealth manager.
4. Unit/Role specific orientation and competency should be documented by the department utilizing the contract employee.

C. I. D. Badges

All temporary contract employees must have an I. D. badge.

1. TriHealth Manager must complete Request for I.D. form and submit to security prior to assignment. This form is located on LinkNet.
2. Contract staff will be issued a temporary badge by security when they sign in and will return badge to department manager or representative upon completion of assignment. This badge is used to clock in for payroll as well as

signing orders for EPIC. *A badge will not be assigned without documentation of completion of contract employee orientation and Request for I.D. badge form.*

D. When appropriate, temporary/agency staff must sign in and out with department designee daily.

1. The first time that a temporary/agency employee works at a TriHealth facility they will be asked to sign a release for a background check.
2. Department contact must notify the IT help desk at 569-5100 to deactivate computer access.

D. The temporary non-nursing/agency employee must have their worked hours verified by the person in charge of the shift/department. Nursing contract/agency hours are verified in KRONOS.

E. All temporary Agencies must maintain a personnel file that contains Pre-Employment requirements, job description, licensure verification and renewal (if applicable) and any related competency evaluation at least annually or as often as necessary for staff working at a TriHealth facility.

F. If there are concerns regarding safety, security, or quality issues with an individual, immediately notify the person in charge of the department for the shift.

1. The Temporary Agency service representative should be notified as soon as the situation is assessed.
2. The Security department should be notified of security issues as soon as possible.

III. Employment of TriHealth Employees

TriHealth employees may not work for a TriHealth facility through an agency until six months has elapsed between the TriHealth employee's termination date from TriHealth.

- a. Exceptions require pre-approval of Director of Employment, Vice President of respective area and Chief Human Resources Officer.

IV. Payment Authorization

Authorization of payment for temporary/agency time worked must be approved by the appropriate manager or staffing coordinator, after verification of the accuracy of each temporary/agency employee's hours worked, with the department schedules.

DATE INFORMATION

Effective Date: *April 1999*

Last Review Date: *March 1999, October 2001, January 2004, October 2012, October 2013*

OTHER AREAS/POLICIES OR PROCEDURES OF REFERENCE

Corporate Policy, Identification Badges (#04_SE04.00)

Nursing Policy: Staffing: Agency Nursing Personnel

DIRECT INQUIRIES TO: Director of Employment Services

**APPROVED BY: CHIEF HUMAN RESOURCES OFFICER
 ASSISTANT GENERAL COUNSEL
 CORPORATE POLICY & PROCEDURE COMMITTEE
 EXECUTIVE VP & COO**

President & CEO Signature: Signed original on file