

Blending or Incorporating Contract Staff into a Non-Contracted Environment to Enhance Patient Care and Patient Safety



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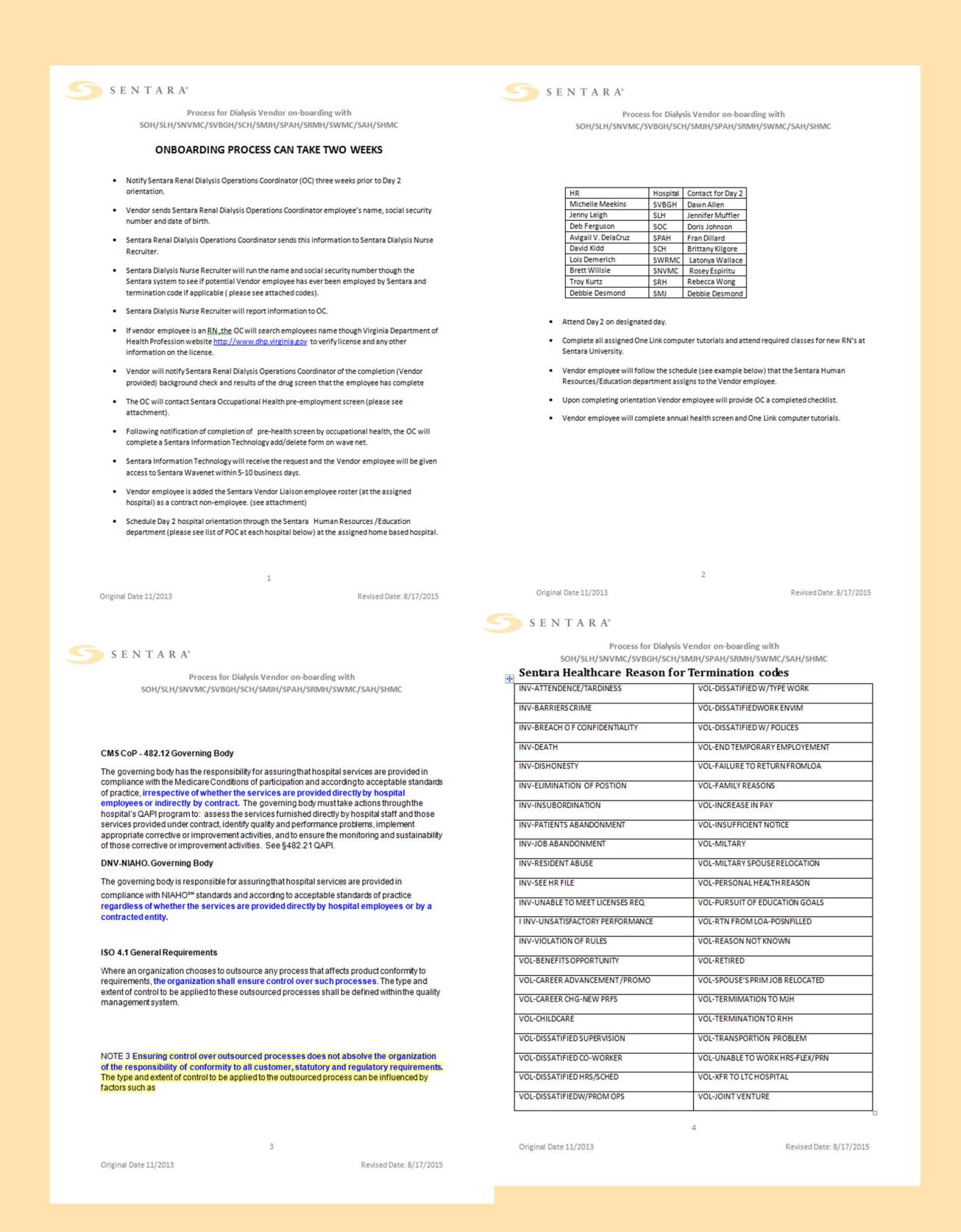
sentara nurse



ABSTRACT - Sentara Healthcare System utilizes contract staff to provide patient care. There was noted variation in the onboarding process for Apheresis and Dialysis as compared to regular hospital employees. A process was developed to standardize the onboarding process for Apheresis and Dialysis contract staff. Blending contract employees with Sentara employees ensures seamless safe patient care. Sentara Healthcare System is comprised of 12 hospitals located in Virginia and Northern North Carolina. During annual DNV surveys and mock system surveys contract staff is capable of working at any of the Sentara locations. A SharePoint site has been created to provide a central repository for Apheresis and Dialysis staff education files. The onboarding process consists of the following: name verification, social security number, date of birth, criminal background check and drug screen. This information is used to verify current state licensure via the department of health website. The Sentara Recruiter runs the potential contract employee information through the database to determine previous employment with Sentara and check flags for do not rehire. After completing the previously stated requirements, the contract employee is scheduled for an Occupational Health screening. Additionally, the contract employee attends Day 2 hospital orientation and attends education classes at Sentara University and completes assigned computer based training (completion required before performing direct patient care).

Transparent communication outlets have been developed via Sentara Liaison and Contract Leadership Teams. These teams meet monthly to review and discuss any issues and share patient centered goals. This helps to maintain a strong communication bridge between the hospital and the contracted services and assist with integration of contract staff into the culture of Sentara.

METHODS -



				SENTARA"									
Job Aid: Health Screen]									
Division: Sentara Healthcare Original Date:02/2014	Manual: Occupational Heal Section:	iith	ocations: All	Occupational Health (Office Location	one and Hours	of Operation						
Owner: Policy and Procedur	e Committee						•						
Approved By: Occupational	Health Leadership	Revision Dat	e:	Office Location	Phone	Fax		ation (excluding holidays)					
Related Documents:				Sentara Careplex Hospital 3000 Coliseum Drive, Suite 102	(757) 827-2153	(757)827-2155	Mon-Fri	7:30 A - 4:00 P					
Procedure: Pre-Placem		lth Screen, Respirator	Fit Test-Qualitative (N95), Respirator Fit Test-	Hampton, VA 23666									
Bloodborne Exposure Ma	nagement, Communicable Disease E	Exposure Follow-up, T	ement), Fitness for Duty (Current Employees), uberculosis Exposure Follow-up, Hepatitis B Vaccine, I, Tuberculosis Surveillance – Pre-placement/Initial	Sentara Leigh Hospital Halifax Office Building 6161 Kempsville Cir. Suite 240 Norfolk, VA 23502	(757) 261-6752	(757)222-3221	Mon-Fri	7:00 A - 4:00 P					
Sentara DaVita liaison (SNGH Dialysis Operation Coordinator) is to provide updated DaVita personnel list to the Sentara Occupational Health (OH) liaison (SNGH) Secretary. This will include new placements and terminations. The list is to be sent on the first Monday of the month.				Sentara Norfolk General Hospita 600 Gresham Drive Norfolk, VA 23507	al (757)388-3080	(757)388-4892	Mon-Fri	7:00 A - 4:00 P					
	the Dialysis cost center to the Oo		ded to Davita. Finance will transfer the ost center by the 10 th of each month.	Sentara Northern VA Med Ctr 2300 Opitz Blvd	(703) 523-1390	(703) 580-8535	Mon-Fri	7:00 A - 3:30 P					
 Sentara DaVita liaison si 	hall make appointment for new [•	regardless of where the individual will be	Woodbridge, VA 22191									
assigned to wo o Call 757-507-0 o All others call t	rk. 746 for appointments scheduled the main number of the OH office	,SVRGH,	Sentara Obici Hospital 2800 Godwin Blvd, 1st Floor Suffolk, VA 23434	(757) 934-4523	(757) 934-4364	Mon-Fri	7:30 A - 4:00 P						
The following information regard		ded to OH at the time		Sentara Princess Anne Hospital		(757) 507-0747	Mon-Fri	7:00 A - 3:30 P					
0	Job Title Work Location	0	Date of Birth Social Security Number (Full SSN)	1925 Glenn Mitchell Dr Ste 210 Virginia Beach, VA 23456									
	Home Address on is provided by the DaVita emp	•	Start Date their appointment	Sentara RMH Medical Center 2010 Health Campus Drive Harrisonburg, VA 22801	(540) 689-6240	(540) 689-6241	Mon-Fri	7:30 A -4:00 P					
					Sentara Virginia Beach General Hospital								
 Annual Health Screen Annual health screen will be completed during the birth month. Individual will receive a written communication from Occupational Health approximately 2 weeks prior to birthdate advising that Annual Health Screen is now due. Sentara DaVita liaison will be notified monthly of those individuals who are not compliant with the annual health screen requirement by the Sentara OH liaison (SNGH OH secretary). 			Sentara Medical Office Building 1080 First Colonial Rd. Suite 407 Virginia Beach, VA 23454		(757) 395-8999	Mon-Fri	7:00 A - 3:30 P						
			Sentara Williamsburg Regional I 100 Sentara Circle Williamsburg, VA 23188	Medical Center (757) 984-7440	(757) 984-7441	Mon-Fri	7:00 A - 3:30 P						
Follow up of Exposures and Injuries are managed by the DaVita Company unless stated otherwise in the current contract Any exposure to DaVita personnel will be managed in the following manner:				Martha Jefferson Hospital 500 Martha Jefferson Drive Charlottesville, VA 22911	(434) 654-8270	(434) 654-8151	Mon-Fri	7:00 A - 3:30 P					
as needed.	ployee will be notified of source	patient lab results a	nd referred to the DaVita liaison for all follow up	03/2014									
03/2014	6												
SENTARA.				SENTARA.									
LIAISON TEAM CHARTER DaVita Contract Standardization of Patient Care as it relates to Sentara's overall mission. "We Improve Healthcare				LIAISON TEAM CHARTER American Red Cross Apheresis Contract									
tandardization of Patient veryday" ubmitted By: Beverly Gi			•	Standardization of Patient Ca Everyday"	are as it relates	to Sentara's over	rall mission. "W	e Improve Healtho					
pate Submitted: October	27, 2014	ty Statement		Submitted By: Beverly Grie	r-Smith MSHCA	A,BSN,RN,CNN (Contract Owner	r)					
An opportunity exists to oversee and ensure the quality of clinical care, patient safety and customer service provided throughout the organization.				Date Submitted: October 27, 2014 Opportunity Statement									
he hospital liaison will: 1. Review and recommend quality/safety related policies and standards.				An opportunity exists to oversee and ensure the quality of clinical care, patient safety and custo service provided throughout the organization.									
 Monitor Quality data as noted in contract (report to quality committee or recommended committee in each hospital quarterly). Monitor compliance with quality and safety related accreditation standards. Assist in maintenance of the SharePoint site as it relates to staff education and Sentara system requirements. Meet monthly or as needed. Liaison Committee Leaders: Beverly G Grier-Smith (Director SNGH), Janet L Ruffin(Director SVBGH Stephanie Jackson (Director SLH), Chandra D Hubbard-Wright (Manager SCH), Jenny S Steed (TC SNGH), Terry McKenna(Director SPAH), Beth Davis (Director SWRMC), Myra Pellissier (Director MJH), Martha Schneider(Director SRHM), Marianne Walston (Director SOH) erlinda E. Bowdwin, (Manager, SPAH), Rosey Espiritu (Director SNVMC), Sherri F. Bee, (Director Halifax), Kathy Lawrence(Director SAMH), Andra Grantum (Unit Coordinator SNGH) Gayle Derouen (Unit Coordinator SNGH) Strategic Objective(s) Supported: Quality, Safety & Accreditation													
									Liaison Committee Members: Beverly G Grier-Smith (Director SNGH), Janet L Ruffin(Director SVBGH), Stephanie Jackson(Director SLH), Chandra D Hubbard-Wright (Manager SCH), Cat				
									Gray(Manager SOH), Carolyn A Ashley (Director SWRMC), Jenny S Steed (TC SNGH), Terry McKenna(Director SPAH), Target Completion Date: Ongoing				
									Team Members Director(s), Manager(s), Team Coordinator (RDU), Unit Coordinator (RDU) Director(s) Patient Care Services, VPMA, President, Nurse Executive, Director of Human Resources, Director of Material Management, Occupation Health Manager, SR Business System Analyst, Director of Facilities, adnoc members as indicated for reporting				Strategic Objective(s) Supported: Quality, Safety & Accreditation
				Team Members Director(s), Manager(s), Team Coordinator (RDU)									
					Reso	ources				Resources			
		MA (SNGH)		Administrative Sponsor: Pau									

CONCLUSIONS - It should be noted that the Sentara process of on boarding contract staff mirrors the Sentara employee on boarding process. Safe qualified staff are ready and prepared to take care of Sentara's number one priority (patients) requiring acute care.

There are no other models of this kind noted in the industry to date. Sentara Healthcare used the model/process during several recent Mock hospital surveys across the system and during the 2015 Annual DNV Sentara Healthcare Survey. There were no non conformities noted during the survey.

What should Sentara Health Care change based on this new process? Sentara Health Care should adopt the proven Contract on boarding process/model and utilize on all contract staff that provide direct patient care. System wide transparency and continuous monitoring of contract staff is essential to provide safe quality care.

REFERENCES -

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- Longworth, D. (2011). Accountable care organizations, the patient-centered medical home, and health care reform: What does it all mean? Cleveland Clinic Journal of Medicine, 78(9), 571-82. doi:10.3949/ccjm.78gr.11003.
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- Accreditation & Regulatory Resources. https://wavenet.sentara.com/channels/clinical/JC/Pages/home.aspx
- State Operations Manual-Chapter 5 Complaint Procedures. http://www.cms.gov/manuals/downloads/som107c05.pdf