



## **EMPLOYEE HANDBOOK**

**Welcome to the *Acute Nursing Solutions* team!** We look forward to working with you and assisting you in achieving exciting and rewarding career opportunities. This handbook will serve as your point of reference for any standards, policies and procedures that Acute Nursing Solutions' employees are expected to follow. It is required that you review and return the acknowledgement form located at the back of the handbook. This acknowledgement form will be kept on file for our records.

Your employment is at will and this handbook is in no way, shape or form a contract. You, the employee and Acute Nursing Solutions have the right to terminate employment with or without notice or cause at any time. If you have questions, please do not hesitate to contact the Acute Nursing Solutions office.

We look forward to exceeding your expectations.

Thanks!

Frank Rosenberg RN, BSN, MBA  
CEO

## ***Mission Statement***

Acute Nursing Solutions is dedicated to improving healthcare by providing quality, experienced professionals to the communities in which we serve.

## ***Code of Business Ethics***

Acute Nursing Solutions guiding principles are based on the Rotary International: 4 Way Test:

1. Is it the truth?
2. Is it fair to all concerned?
3. Will it build good will and better relationships?
4. Will it be beneficial to all concerned?

Acute Nursing Solutions has developed corporate compliance guidelines to supplement and reinforce our guiding principles. They are also meant to assist Acute Nursing Solutions in complying with all applicable laws, rules and regulations.

1. All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity.
2. Preserving Acute Nursing Solutions' reputation for integrity and professionalism is an important objective. The manner in which employees carry out their responsibilities is as important as the results they achieve.
3. All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
4. No employee should, at any time take any action on behalf of Acute Nursing Solutions which is known or should be known to violate any law or regulation.
5. Marketing materials, regardless of medium, shall accurately describe the services, facilities and resources of Acute Nursing Solutions.
6. To maintain high standards of performance, Acute Nursing Solutions employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal and state laws regarding discrimination.
7. Acute Nursing Solutions is committed to maintaining a work place environment in which employees are free from sexual harassment.
8. Acute Nursing Solutions will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
9. Acute Nursing Solutions recognizes that its employees are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
10. Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
11. Acute Nursing Solutions prohibits the use or possession of illegal drugs and alcohol use on Acute Nursing Solutions property or while engaged in company activity.
12. Acute Nursing Solutions is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.
13. Acute Nursing Solutions is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.

14. It is the desire of Acute Nursing Solutions to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.
15. Employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters.

Any employee that becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, because of their involvement in the situation, you should immediately contact the Acute Nursing Solutions' Corporate Office or any other member of management. Any employee can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases that can make it more difficult to follow up and ensure resolution to the situation.

Acute Nursing Solutions wants every employee to report violations of our ethical or other principles whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

In addition to the Code of Business Ethics, Acute Nursing Solutions healthcare professionals are expected to practice nursing according to the following **American Nurses Association Code of Ethics**:

1. The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth and uniqueness of every individual unrestricted by considerations of social or economic status, personal attributes or the nature of health problems.
2. The nurse's primary commitment is to the patient, whether it be an individual, family, group or community.
3. The nurse promotes, advocates for and strives to protect the health, safety and rights of the patient.
4. The nurse is responsible and accountable for individual nursing practices and determines the appropriate delegation of tasks consistent with the nurse's obligation to provide optimum patient care.
5. The nurse owes the same duties to self as to others, including the responsibility to preserve integrity and safety to maintain competence and to continue personal and professional growth.
6. The nurse participates in establishing, maintaining and improving healthcare environments and conditions of employment conducive to the provision of quality healthcare and consistent with the values of the profession through individual and collective action.
7. The nurse participates in the advancement of the profession through contributions to practice, education, administration and knowledge development.
8. The nurse collaborates with other health professionals and the public in promoting community, national and international efforts to meet health needs.
9. The profession of nursing, as represented by associations and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice for shaping social policy.

**American Nurses Association:**

<http://nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/EthicsStandards/CodeofEthics.aspx>

It is the responsibility of every member of Acute Nursing Solutions' healthcare professional to exercise appropriate judgment, and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

***Professional Conduct***

The following set of standards, are to inform and guide, all staff assigned to work in Client facility units. The guidelines below include but are not limited to the following:

1. Employees are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated and employees are to support Acute Nursing Solutions' policies and procedures in this regard.
2. Interactions with all Client facility patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that Acute Nursing Solutions is always presented in the most favorable light.
3. Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable.
4. Appropriate language is to be used at all times when an Acute Nursing Solutions employee is at a client facility, and in any patient care area. Abusive, profane, threatening and/or demeaning language can result in immediate termination
5. Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
6. Socializing with patients and/or patient's significant others outside of the facility is unacceptable.
7. Socializing with patient's and/or patients' significant others after discharge from the Client facility is prohibited. Staff are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. Staff should discuss with their manager, any matter of concern regarding their contacts with current or former patient/family members of patient's significant others.
8. All staff will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
  - a. Patient care providers are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute ground for termination and/or civil action.
  - b. Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - c. Problems of a patient are not to be discussed with another patient.
  - d. Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
9. Personal problems, concerns or personal life information of patient care providers are not to be discussed with any patient, patient group or family/significant others.
10. Staff is not to discuss disagreements or criticize other health care professionals or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
11. Behavior in patient areas and at the nurses' station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.

12. Employees must avoid any situation, which involves a possible conflict between their personal interests and those of Acute Nursing Solutions. Staff shall not solicit, and are encouraged not to accept gifts or compensation of any kind from any individual, Acute Nursing Solutions, or outside of Acute Nursing Solutions as a consequence of their position at Acute Nursing Solutions.
13. Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the Client facility will be met with investigation and quick response within the framework of Acute Nursing Solutions policy and procedure.
14. Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
15. All Acute Nursing Solutions patient care staff will be expected maintain English proficiency standards and use English exclusively during all paid working hours, unless specifically requested to serve as an interpreter by facility management.
16. While at the Client facility, all employees must follow these basic rules:
  - a. Eating and drinking are only permitted in the cafeteria, designated employee lounges, unit conference rooms and in private offices, when not in use for patient care.
  - b. Sleeping is not permitted during paid working hours.
  - c. Personal phone calls on the unit during work time are prohibited, except in emergency situations.
  - d. Assigned duties must be carried out in a timely, efficient manner as directed or delegated.
  - e. All caregivers are to adhere to the smoking policy of the facility at which they are assigned.

#### ***Dress Code***

Dress code policy must be followed at all times while on the Client facility premises. The Acute Nursing Solutions dress code includes but is not limited to the following:

- Clothing must be clean, neat, and allow for quick, efficient movement as necessary in the performance of job duties, including emergencies. Professional healthcare attire is acceptable.
- Jewelry is to be kept at a minimum and be in keeping with the general safety and infection control practices for the employee and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets and sharp rings are not acceptable.
- Fingernails must be kept short, clean and natural; no artificial applications are to be worn.
- Hair must be neat and well-groomed.
- Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.

#### ***Disciplinary Action***

Acute Nursing Solutions has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive, progressive approach is taken to solve discipline problems, which appeals to an employee's self respect, rather than create the fear of losing a job. Our system emphasizes correction of the offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result.

The following may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work or not notifying us.
- Unauthorized possession, use, or removal of property belonging to Acute Nursing Solutions or any

client of Acute Nursing Solutions.

- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating or participating in a fight is prohibited at Acute Nursing Solutions and/or at Client facility.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination (i.e. refusal to carry out your supervisor's reasonable works request).
- Leaving an assignment without notice (i.e. patient or assignment abandonment).
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to clients or fellow employees.

### ***Substance Abuse***

Acute Nursing Solutions believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all persons involved in our business, including Acute Nursing Solutions employees and clients.

The use, possession, sale or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activity is strictly forbidden. Also, being under the influence of drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. In accordance with the Drug-Free Work-Place Act of 1989, as a condition of employment, employees must comply with this policy and notify management within five (5) days of conviction for any use of, or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

For the protection of our employees, the public, and to insure an environment is free from the influence of illegal drugs as is reasonably and practically possible, the company requires a pre-employment drug screen and reserves the option to conduct "for cause" drug screens for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of further employment of each and every employee. If any manager or other company officer or client representative has any suspicion that an employee under his or her supervision may be affected by or under the influence of illegal drugs, the employee under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the employee to immediate termination. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, or upon reasonable suspicion of alcohol or drug use, when a client requires pre-assignment testing, or upon any other circumstances which warrant a test.

### ***Sexual and Other Unlawful Harassment***

Acute Nursing Solutions is committed to providing a work environment that is free from all forms of discrimination

and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual Harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples.

- Unwanted sexual advances—verbal and/or non-verbal.
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails or invitations.
- Physical conduct that includes touching, assaulting or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as term or condition of employment;
- Submission or rejection of the conduct is used as a basis for making employment decisions, or
- The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Upon experiencing or witnessing sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Acute Nursing Solutions Corporate Office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the CEO or any member of management so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

#### ***Resolution of Complaints (From Staff and Customers)***

A Customer Service Complaint is any complaint and/or concern from one of our valued customers regarding a situation or incident that results in dissatisfaction of that customer. The purpose of our complaint policy is to:

- To have a positive impact in improving customer service and satisfaction.



- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by customer dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

All Acute Nursing Solutions employees are entitled to full and equal accommodations, advantages, facilities, privileges and services provided by the company.

Acute Nursing Solutions accepts complaints from any individual or organization that has concerns about the services provided by Acute Nursing Solutions, the clinical setting/s staffed by Acute Nursing Solutions' and/or any Acute Nursing Solutions' healthcare professional. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence.
- An individual seeking to file a complaint needs to contact Acute Nursing Solutions management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).
- Complaint, investigation and resolution will be documented using Complaint Management Report. A summary of the complaint will be entered on the Complaint Log.
- Management will review the Complaint Log on a monthly basis to identify trends and to develop and implement performance improvement plan to prevent similar complaints in the future.

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service, we encourage you to contact the Acute Nursing Solutions Management to discuss the issue. Acute Nursing Solutions has processes in place to resolve complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the Acute Nursing Solutions corporate office at (480) 699-5612. A corporate representative will work with you to resolve your concern. Any individual that has a concern about the quality and safety of patient care delivered by Acute Nursing Solutions healthcare professionals, which has not been addressed by Acute Nursing Solutions management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636.

#### ***Clinical Incidents & Sentinel Events***

Clinical staff must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and quality.

A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a clinical incident includes but are not limited to (Omission of treatment, deviation from policy, medication errors, improper equipment usage, IV or Blood complications, patient fall, inaccurate clinical assessment, patient or physician complaint). Clinical staff should notify Acute Nursing Solutions of any clinical incidents that occur while on assignment, regardless of an adverse outcome.

A sentinel event is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the CEO/COO within 24 hours of the occurrence. The Client facility will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The CEO/COO will work closely with any staff involved in an error, including supporting them through the difficult time, facilitate communication between the clinical staff and the customer about the event, and based on the root cause analysis, plan for improvement activities.

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented and a report is made, which includes information from the customer. Each situation is reported according to the guidelines of the appropriate professional association by CEO/COO.

#### ***Work Related Injuries and/or Exposures***

Acute Nursing Solutions provides Workers Compensation insurance for its employees as required by law. It is our philosophy that if an employee is injured while at work, it is our intent to assist that employee to return to work as soon as possible. The employee is obligated to report a work related injury to Acute Nursing Solutions as soon as possible. In the case of an emergency situation, the employee is advised to go to the emergency room. If it is not an emergency situation, Acute Nursing Solutions will advise the employee where to seek medical help. The injury will be reported to the workers compensation insurance provider who will manage the employees return to work.

#### ***Orientation***

Acute Nursing Solutions will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive an Employee Handbook. All new hires are required to sign an Employee Handbook Acknowledgement Form.

Acute Nursing Solutions attempts to provide a comprehensive and thorough pre employment orientation and training that reflects current compliance and promotes safe healthcare delivery. The program includes, but is not limited to the following:

- Body Mechanics
- Disaster Preparedness
- Environmental Safety
- Fire Safety
- Hazardous Chemicals
- HIPAA
- Infection Control/Bloodborne Pathogens
- Age Specific
- Cultural Diversity

- Ethics for Healthcare
- National Patient Safety Goals
- Patient Rights

Some facilities require some form of orientation. The amount of time required by each facility varies. Some facilities require computer training classes and orientation prior to the first shift worked. The staffing coordinator will explain required orientation to all employees prior to scheduling first shift with a facility.

When reporting to the client facility for the first time, it is essential that employee produce evidence of identity; a picture ID that verifies their identity. It is also important for employees to carry their professional license and other certifications with them. Some client facilities will request to see your original documents and employee will not be allowed to begin assignment without them.

### ***Floating Policy***

Acute Nursing Solutions employees may only be placed in assignments that match the job description for which Acute Nursing Solutions assigns them. If an employee is asked to float to another department with the customer, the department must be a like department or unit and the float employee must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit.

The following procedures should be followed for healthcare professionals, and nurses in particular, who are assigned to an area in which they do not feel competent:

- The healthcare provider will immediately notify Acute Nursing Solutions,
- The nurse is obligated to inform the Client facility of his/her professional limitations based upon the Nurse Practice Act standards and upon Acute Nursing Solutions client contract specifications as they relate to the assignment.
- The CEO and/or COO at Acute Nursing Solutions will work within the bounds of the Nurse Practice Act and the Client facility contract to resolve the issue.
- Acute Nursing Solutions will pay employee for hours worked up to the end of his/her shift.

### ***Continuing Education***

Ongoing continuing education is the responsibility of Acute Nursing Solutions employees to ensure that all clinical staff has a current knowledge and practice base. Acute Nursing Solutions maintains information on available resources for BLS, ACLS, PALS, etc. The following online education programs are also available for continuing education; however this is not an inclusive list of available resources: [www.nursetesting.com](http://www.nursetesting.com), [www.nursingspectrum.com](http://www.nursingspectrum.com), [nurseceu.com](http://nurseceu.com) and [www.nursingcenter.com](http://www.nursingcenter.com).

Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in the personnel file.

### ***Employee Performance Review***

- Every healthcare professional employed by Acute Nursing Solutions, who has worked for greater than 1 year will have an annual performance evaluation carried out by the CEO or COO.
- Upon hire, Acute Nursing Solutions management requests that all new healthcare providers obtain performance evaluations of their first three shifts. Thereafter, Acute Nursing Solutions will attempt to obtain feedback from client representative regarding clinical staff competence and ongoing performance of professional employee on a quarterly basis. Unfortunately, some clients will not cooperate in this

regard, so Acute Nursing Solutions follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our employees are meeting performance expectations.

- Feedback from our clients regarding clinical and/or professional performance is addressed with our employees immediately. Follow-up with our clients is completed within an appropriate time frame.
- Annual skills checklists which apply to their area of work will be completed by every health professional employed by Acute Nursing Solutions.
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion by CEO and/or COO. Completion of a continuing education course may be required.
- The company assesses aspects of employee's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties.
- CEO and/or COO are responsible to ensure that any areas of development are identified and addressed.

### ***Clinical Supervision***

The CEO and/or COO provide clinical staff supervision for Acute Nursing Solutions' healthcare professionals. The CEO/COO has an understanding of the scope of services provided by the disciplines supervised. The CEO/COO utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is the CEO's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

### ***Availability of Acute Nursing Solutions Office Staff***

The Acute Nursing Solutions' office, located in **Chandler, AZ**. Office Hours are by appointment only, however the Acute Nursing Solutions Team is available 24 hours/day. Our local telephone number is **(480) 699-5612**. Outside of normal business hours and in the event of an emergency please contact us at the same number listed above.

In the event of an emergency, natural disaster or other uncontrollable event, Acute Nursing Solutions will continue to provide service to you through our network from a location where phones and computers are functional. Acute Nursing Solutions will do everything possible to support you in meeting your needs during crisis situation(s). A copy of our Emergency Management Plan is available upon request.

### ***Pay Method***

Payment will be made weekly to the employee for the number of hours worked each week, with the week starting on Sunday and ending the following Saturday. Overtime is paid according to Client facility contract and overtime rules. Most facilities do not pay 1.5 times pay for overtime.

### ***Timesheet:***

Timesheets will be provided to Employee by Acute Nursing Solutions to record time worked. A record of hours worked each shift must be signed and approved by an authorized Client representative and submitted to Acute Nursing Solutions no later than Monday by 10:00am Pacific Standard Time (PST). Employee assumes responsibility for the timely transmittal of all time sheets. Failure to submit a completed time sheet in accordance with this section may result in the Employee not receiving his/her paycheck as scheduled.

***Holiday Pay:***

Holiday hours worked will be paid according to the hospital fee schedule. Holiday pay is based on the days and hours observed by the facility at which the Employee is working.

***Lunch Break Policy:***

Employee agrees to clock in and out for a minimum of thirty (30) minutes and up to a maximum of one (1) hour for meal periods, unless otherwise specified by facility policy. If the facility requests Employee to work their lunch period due to patient care and safety, Employee agrees to obtain a supervisor signature from a Client Manager for each applicable shift.

***Direct Deposit:***

Direct deposit is available to Employee the first pay period following the Employee completing Acute Nursing Solutions' direct deposit form.

***Employee Responsibilities***

Employee is and shall be duly licensed to practice his/her profession in any State where Employee is assigned and shall maintain current professional standing at all times. Evidence of such licensing shall be submitted to Acute Nursing Solutions prior to commencing the Assignment. Employee agrees to give immediate notice to Acute Nursing Solutions in the case of suspension or revocation of his/her license, initiation of any proceeding that could result in suspension or revocation of such licensing, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing.

Employee agrees to submit to Acute Nursing Solutions, before commencing any Assignment, all requested documentation that is necessary to comply with Joint Commission, Client and Acute Nursing Solutions expectations.

Employee agrees to and shall observe and comply with the applicable policies, procedures, rules and regulations established by Client.

Employee agrees to adhere fully with all quality assurance, peer review, risk management program or other programs that may be established by Client to promote appropriate professional standards of care. Employee agrees to accept both clinical and operational supervision from his/her immediate supervisor.

Employee agrees that patient records and charts shall at all times remain the property of the Client. Employee agrees to maintain the confidentiality of all information related to patient records, charges, expenses, quality assurance, risk management or other programs derived from, through, or provided by clients and all information related to this Agreement.

Employee agrees to immediately provide written notice to Acute Nursing Solutions as to any legal proceeding instituted or threatened, or any claim or demand, made against Employee or Acute Nursing Solutions with respect to Employee's rendering of services under this Agreement.

Employee agrees to notify Acute Nursing Solutions of any unscheduled absence at least two (2) hours prior to beginning a shift.

Any injury or illnesses suffered by Employee must be reported to an Acute Nursing Solutions representative within 24 hours of the incident. If injury occurs while working, notify your supervisor immediately, and if applicable, seek appropriate medical attention and follow the Client's specific injury procedures.

Employee agrees not to disclose any Acute Nursing Solutions trade secrets or any confidential or proprietary information of Acute Nursing Solutions, employees, Clients, or patients of Clients. Employee further agrees not to compete either as a direct competitor or with a competing company at the Client assignment where Employee has been placed by Acute Nursing Solutions for a term of six (6) months after Employee's final day of work at Client.

### ***Scheduling***

The best way to get started with shifts is to be oriented at as many facilities in your local area as quickly as possible. Also give your local branch office your availability to place into our scheduling database. Acute Nursing Solutions will work diligently to match your skills with one of our many facilities. When work, suitable for your abilities, is available and Acute Nursing Solutions contacts you for an assignment, you are under no obligation to accept the assignment. You have been contacted because you are qualified and suited for that particular assignment. It is the responsibility of the employee to inform the scheduling coordinators of his/her availability. By communicating availability, the employee enhances their opportunity to work available shifts.

If you accept the assignment offered by Acute Nursing Solutions our expectations are:

- Employee will be committed to work
- Employee will be prepared to work
- Employee will be appropriately dressed
- Employee will be to work on time.

Acute Nursing Solutions would prefer you turn down a shift rather than to later cancel one you have accepted. Canceling a shift you have accepted is a very serious matter. It is important that you understand Acute Nursing Solutions' policy regarding cancellation of shifts.

Occasionally our facilities will call with an immediate need. You may be contacted and offered work for this shift. You are under no obligation to accept this shift; however, this is a great way to pick up extra hours.

### ***Cancellations***

Acute Nursing Solutions has the right to cancel any scheduled shift. Scheduled shifts may be canceled at any time within a negotiated time frame. We will attempt to notify you of cancellation as soon as we receive notice. It is your responsibility to be accessible so we can notify you of any changes or cancellation, as well as offer you other shift opportunities should they be available. If Acute Nursing Solutions schedulers are unable to reach employee, proper documentation will be made and no "Late Cancel" pay will be issued.

Occasionally, our facilities may have to cancel a previously booked shift because of a decrease in patient census. However, cancellation times may vary with facilities; contact your office scheduler for further information.

If you have accepted a shift and need to cancel, you must give Acute Nursing Solutions a minimum of four (4) hour's notice.

Should you need to cancel your shift assignment, you should personally call and speak to the schedulers for cancellation. If the scheduler is not contacted personally, it will be considered a “no-call-no-show”. Remember someone will always be available to answer your call, even on weekends and during the late night hours.

If you are sick and unable to fulfill your assigned shift, you must personally call Acute Nursing Solutions, and speak to the schedulers and advise them of your illness and when you might be available to return to work. Should you miss three consecutive scheduled shifts, you may be required to have a physician’s verification of the illness prior to scheduling any further shifts. This note needs to include the date you may return to work and state that no work restrictions apply.

Obviously, bad weather does occur. Please, make every attempt to be aware of the weather forecast. Employees may need to leave earlier to fulfill patient care commitments. Our ultimate concern is for your safety and also for the care of the patients. In the event of bad weather we will make every effort to assist you. Please give Acute Nursing Solutions as much advance notice as possible.

### **No Call No Show**

No Call No Shows are those shifts, in which an employee previously books and fails to show up and did not personally notify our scheduling office. A No Call No Show on any assignment could be considered grounds for immediate termination of employment.

## **Healthcare Professionals Job Descriptions**

### **Registered Nurse**

#### **Job Summary:**

The Registered Nurse provides patient care on a supplemental basis to our client facilities. With the delivery of safe, quality patient care as the primary goal, the Registered Nurse exercises sound professional judgment and skills in the performance of assigned duties. The Registered Nurse is expected to practice a systematic approach to patient care utilizing the nursing process; assessment of patient status and needs, planning of patient care based on needs, implementation of the plan of care and evaluation of goal achievement.

#### **Qualifications:**

Graduation from an accredited School of Nursing

Current RN License in the appropriate state/s

Minimum of one year clinical experience in chosen clinical specialty

Supervisory references or at a minimum verification of previous work experience

Current CPR certification

Advanced education or specialty skills training as required for specific client assignments

#### **Duties and Responsibilities**

The Registered Nurse is expected to practice safe and ethical nursing care within the scope of his/her profession as defined by state Nursing Practice Act, understanding of his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Performs routine nursing care
- Provides patient and family teaching

- Assists physician with patients
- Accurately gives and receives report on patient status
- Monitors patient per facility protocol and patient needs
- Identifies and acts on change in patient status
- Institutes comfort and safety measures for patient
- Provides age specific care to all patients
- Provides patient care with a sensitivity to cultural diversity of patient population
- Performs nursing procedures in compliance with the facilities' policies and procedures
- Consistently practices standard precautions
- Adheres to hospital policies for handling, labeling and disposal of bio hazardous materials
- Adheres to Joint Commission professional standards and incorporates the National Patient Safety Goals into current practice.

**Essential Functions:**

- Must have working knowledge of the theory, principles, techniques and practice of professional nursing
- Must have current knowledge in caring for patients in different development stages throughout the life cycle possibly to include infants through geriatrics
- Must have a command for the English language and have ability to communicate effectively both verbally and in writing
- Seeks to obtain educational resources and create learning experiences to enhance and maintain current knowledge and skills for continued clinical competence
- Ability to operate medical equipment
- Frequently move or lift between 50-100 pounds, depending on assignment requirements.
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, managing patient care or managing the patient care environment.
- Sensory requirements include speech for communication, and vision, smell, touch and hearing for accurate patient assessment.
- Manual dexterity and fine motor coordination.
- Ability to work in a stressful environment.
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- While on assignment, the Registered Nurse is responsible and accountable to their assigned patients and to the client facility. The nurse is under the direct supervision of the charge nurse or other assigned personnel and must have the ability to follow directions/instructions from his/her supervisor.

**Working Conditions:**

The Registered Nurse must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient, and frequent exposures to distressed patients, families or visitors.



## **Certified Nursing Assistant**

### **Job Summary:**

The Certified Nursing Assistant provides services on a supplemental staffing basis to our client facilities. The Certified Nursing Assistant performs nursing procedures and patient care tasks as assigned by the facility under the direction of a Nurse or Physician.

### **Qualifications:**

Education: High School Graduate or equivalent preferred. Successful completion of a nursing assistant course. Current certification as a Certified Nursing Assistant.

Experience: One year full time experience in the clinical area or specialty he/she requests to work.

Certification: Current CPR/BLS Certification

### **Duties and Responsibilities**

The Certified Nursing Assistant is expected to practice safe and ethical nursing assistant duties within his/her scope as defined by the State Regulatory Agency under the direction of Licensed Practical Nurse, Registered Nurse or Physician. The Certified Nursing Assistant should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Provide for patient's personal hygiene, comfort and activities of daily living
- Administer treatments and perform duties as assigned in accordance with the facilities' policies and procedures
- Take vital signs and monitor intake and output
- Assist the nurse or physician with patients and procedures
- Completes documentation as required and in accordance with the client facilities' policy
- Accurately report patient status to supervisor
- Utilize resources and materials in an efficient and safe manner
- Consistently practice universal precautions
- Performs all duties promptly in a competent and caring manner
- Maintain good working relations and communication among patients/residents and all healthcare personnel
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Certified Nursing Assistant is responsible and accountable to their assigned patients and to the client institution. The Nursing Assistant is under the direct supervision of the Charge Nurse, Physician or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

### **Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics, follow facilities "No Lift" policy as appropriate
- Ability to operate and handle many kinds of medical equipment
- Frequently move/lift between 50-100 pounds, depending on assignment requirements

- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment
- Sensory requirements include speech for communication and vision, smell, touch and hearing to monitor patient status.
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Certified Nursing Assistant must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Sitter**

**Job Summary:**

The Sitter provides services on a supplemental staffing basis to our client facilities. The Sitter performs monitoring and observation as assigned by the facility under the direction of a Nurse or Physician.

**Qualifications:**

Education: High School Graduate or equivalent preferred.

Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Sitter is expected to practice safe and ethical duties within his/her scope as defined by the State Regulatory Agency under the direction of Licensed Practical Nurse, Registered Nurse or Physician. The Sitter should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Assist nursing staff with patient's personal hygiene, comfort and activities of daily living
- Administer treatments and perform duties as assigned in accordance with the facilities' policies and procedures
- Take vital signs and monitor intake and output
- Perform monitoring and observation of the patient as directed
- Completes documentation as required and in accordance with the client facilities' policy
- Accurately report patient status to supervisor
- Utilize resources and materials in an efficient and safe manner
- Consistently practice universal precautions
- Performs all duties promptly in a competent and caring manner
- Maintain good working relations and communication among patients/residents and all healthcare personnel

- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Sitter is responsible and accountable to their assigned patients and to the client institution. The Sitter is under the direct supervision of the Charge Nurse, Physician or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

**Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics, follow facilities "No Lift" policy as appropriate
- Ability to operate and handle many kinds of medical equipment
- Frequently move/lift between 50-100 pounds, depending on assignment requirements
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment
- Sensory requirements include speech for communication and vision, smell, touch and hearing to monitor patient status.
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Sitter must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Licensed Practical Nurse**

**Job Summary:**

The Licensed Practical Nurse provides services on a supplemental staffing basis to client facilities. The LPN works under the direction of a Registered Nurse and participates in patient care within the objectives, standards, and policies of the department and within the parameters of this/her educational parameters. The LPN is expected to practice a systematic approach to patient care utilizing the nursing process in collaboration with the Registered nurse. The Licensed Practical Nurse's role in the nursing process includes:

- Observes, records and reports patients' condition, symptoms, reactions and progress to the RN
- Contributes to the nursing plan of care
- Assists in the implementation of the plan of care
- Assists in evaluating patient response by documentation and communication of evaluation data to the RN

**Qualifications:**

Education: Graduation from an accredited School of Practical or Vocational Nursing with current license  
Experience: One year full time experience in the clinical area or specialty he/she requests to work  
Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Licensed Practical Nurse is expected to practice safe and ethical nursing within the scope of his/her profession by the State Practice Act, understanding his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Give direct care based on knowledge of principles and practices of the LPN
- Gives medications via oral, topical, subcutaneous, intradermal and intramuscular routes under the direction of a Registered Nurse. The LPN has full knowledge of actions and untoward effects of medications being dispensed.
- Performs activities related to I.V. Therapy according to facility policy and procedures under the supervision of a Registered Nurse.
- Assists physicians with patient exams, when required.
- Contributes to patient/family teaching based on plan of care
- Provides age specific care to all patients
- Documents and reports to RN any changes in patient's condition
- Consistently practices standard precautions, including hand washing, consistent use of personal protective equipment.
- Adheres to facilities' policies for handling bio hazardous materials
- Updates knowledge and skills by attending continuing education opportunities

**Essential Functions:**

- Must have working knowledge of the principles and techniques of practical/vocational nursing
- Must have current knowledge in caring for patients in different developmental stages throughout the life span
- Ability to communicate effectively both verbally and in writing
- Seeks to obtain educational resources and create learning experiences to enhance and maintain current knowledge and skills for continued competence in nursing
- Ability to operate and handle many types of medical equipment
- Frequently move/lift between 50-100 pounds, depending of assignment requirements
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, material or objects for providing patient care.
- Sensory requirements include speech for communication, vision, smell, touch and hearing for accurate assessment of the patient
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- Must have the ability to follow directions/instruction from his/her supervisor.
- Compliance with institutional policies, procedures and practices

- Compliance with policies and to uphold standards of nursing excellence at or client facilities

**Working Conditions:**

The Licensed Practical Nurse must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Respiratory Therapist****Job Summary:**

Respiratory Therapists evaluate, treat, and care for patients with breathing or other cardiopulmonary disorders. Practicing under the direction of Respiratory Department Head. Respiratory therapists assume primary responsibility for all respiratory care therapeutic treatments and diagnostic procedures, including the supervision of respiratory therapy technicians.

**Qualifications:**

Education: Associate degree from an accredited respiratory therapy program. Current license as a Respiratory Therapist as required by state/s

Experience: One year full time experience as a Respiratory Therapist

Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Respiratory Therapist is expected to practice safe and ethical care within his/her scope as defined by the State Regulatory Agency under the direction of the Respiratory Department Head. The Respiratory Therapist should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Assesses patients and recommends respiratory therapy treatments
- Plans, prepares and administers respiratory therapy treatments including IPPB, aerosol, chest physical therapy, incentive spirometry, and sputum inductions, in accordance with established policies and procedures
- Performs diagnostic pulmonary and cardiac tests
- Inspects, tests, maintains and operates respiratory therapy equipment
- Responds to "code blue" calls and assist by maintaining the patient's airway and performs CPR
- Instructs respiratory technicians
- Patient care documentation is timely, legible, and efficient.
- Notes are concise, pertinent and meet departmental documentation standards.
- Oral reporting is clear, concise, relevant, and timely.
- Utilize resources and materials in an efficient and safe manner
- Performs all duties promptly in a competent and caring manner
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Respiratory Therapist is responsible and accountable to their assigned patients and to the client institution. The Physical is under the direct supervision of the Department Head or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

**Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics
- Frequently move/lift between 50-100 pounds, depending on assignment requirements
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment
- Sensory requirements include speech for communication and vision, smell, touch and hearing to assess patient status.
- Problem solving skills
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all client policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Respiratory Therapist must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Physical Therapist****Job Summary:**

Physical therapists provide a variety of medical services to help individuals who have been injured or physically affected by illness to recover or improve function. A Physical Therapist must be able to evaluate a patient's condition and devise a customized physical rehabilitation and treatment plan to enhance strength, flexibility, range of motion, motor control, and reduce any pain, discomfort and swelling the patient is experiencing.

**Qualifications:**

Education: Graduate from an accredited physical therapy program. Current license as a Physical Therapist as required by state.

Experience: One year full time experience as a Physical Therapist

Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Physical Therapist is expected to practice safe and ethical care within his/her scope as defined by the State Regulatory Agency under the direction of an Rehabilitation Department Head. The Physical Therapist should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Demonstrate & articulate sound clinical reasoning in synthesizing complex evaluation data identifying diagnosis and developing a comprehensive plan of care.
- Develop and update appropriate plan of care in collaboration with the patient/family and related to the person's age and lifestyle with measurable long and short term goals and a defined D/C plan
- Understand the role of physical therapy in the context of the patient's age, total needs perspective and environment
- Perform age appropriate competency skills in area of practice and with respect to individual patient's problems.
- Follow intervention protocols and alter plan of care appropriately.
- Discharge patient when goals have been met or medical necessity is no longer warrants intervention.
- Establish provisions for continuing services/follow up as needed.
- Work cooperatively with supervisors and peers to contribute to the overall productivity of the team.
- Utilize support personnel (aides, assistants) as appropriate and available.
- Actively support and participate in patient coverage efforts across all divisions within the department as necessary.
- Assess the learning needs and capabilities of patients and caregivers.
- Initiate patient and family education in a timely manner relative to age, LOS, readiness to learn, and emotional status.
- Utilize appropriate methods and materials for effective learning, monitoring response to education, and adapting program appropriately.
- Ensure that patient/family understands when and how to access further intervention.
- Patient care documentation is timely, legible, and efficient.
- Documentation is concise, pertinent and meets the professions and departments documentation standards.
- Oral reporting is clear, concise, relevant, and timely.
- Cooperates with other personnel to achieve departmental objectives and maintain good employee relations with interdepartmental personnel
- Accurately report patient status to supervisor
- Utilize resources and materials in an efficient and safe manner
- Performs all duties promptly in a competent and caring manner
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Physical Therapist is responsible and accountable to their assigned patients and to the client institution. The Physical is under the direct supervision of the Department Head or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

**Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics
- Frequently move/lift between 50-100 pounds, depending on assignment requirements
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment

- Sensory requirements include speech for communication and vision, smell, touch and hearing to assess patient status.
- Problem solving skills
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all client policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Physical Therapist must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Physical Therapy Assistant**

**Job Summary:**

Physical Therapy Assistants provide a variety of medical services to help individuals who have been injured or physically affected by illness to recover or improve function. Physical therapist assistants provide patients with exercises, massages, electrical stimulation, paraffin baths, hot and cold packs, traction and ultrasound, among other assigned duties. These individuals are also responsible for the monitoring and documentation of patient treatment and response.

**Qualifications:**

Education: High school diploma or equivalent. Associate degree from an accredited physical therapist assistant program preferred.

Experience: One year full time experience as a Physical Therapy Assistant

Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Physical Therapy Assistant is expected to practice safe and ethical care within his/her scope as defined by the State Regulatory Agency under the direction of an Rehabilitation Department Head. The Physical Therapy Assistant should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Demonstrate & articulate sound clinical reasoning in treatment planning, implementation and monitoring of patient progress. Recognize when standard patient protocols or treatment plans need modification to meet individual patient needs & reports to therapist.
- Understand the role of therapy in the context of the patient's age, total needs perspective and environment
- Provide direct patient care including exercise techniques, massages, apply hot & cold packs, and apply ultrasound
- Consistently report to physical therapist, patient progress/status to allow for updated of goals and modifications by physical therapist of treatment program



- Work cooperatively with peers to contribute to the overall productivity of the team.
- Actively support and participate in cross coverage efforts in the division. Assist physical therapist's assessment of the learning needs and capabilities of patients and caregivers with regard to age, level of understanding & emotional status.
- Assist physical therapist in utilizing appropriate methods and materials for effective learning, monitoring response to education, and adapting program appropriately.
- Ensure that patient/family understands when and how to receive further treatment.
- Patient care documentation is timely, legible, and efficient.
- Notes are concise, pertinent and meet departmental documentation standards.
- Oral reporting is clear, concise, relevant, and timely.
- Utilize resources and materials in an efficient and safe manner
- Performs all duties promptly in a competent and caring manner
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Physical Therapy Assistant is responsible and accountable to their assigned patients and to the client institution. The Physical is under the direct supervision of the Department Head or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

**Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics
- Frequently move/lift between 50-100 pounds, depending on assignment requirements
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment
- Sensory requirements include speech for communication and vision, smell, touch and hearing to assess patient status.
- Problem solving skills
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all client policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Physical Therapy Assistant must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

## **Occupational Therapist**

### **Job Summary:**

The practice of Occupational Therapy includes assessment, treatment, planning, implementation, education, communication and demonstration of leadership to address the needs of patients and their families. The Occupational Therapist may be caring for infants, children, adolescents, adults and senior patients and will have the knowledge and skills to care of the physical and developmental needs of these populations.

### **Qualifications:**

Education: Graduate of an accredited occupational therapy program. Current licensure as an Occupational Therapist in the appropriate state/s

Experience: One year full time experience as an Occupational Therapist

Certification: Current CPR/BLS Certification

### **Duties and Responsibilities**

The Occupational Therapist is expected to practice safe and ethical care within his/her scope as defined by the State Regulatory Agency under the direction of the Rehabilitation Department Head. The Occupational Therapist should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Assess the functional needs of the patient and sets appropriate goals for the patient
- Provides direct patient care, evaluates outcomes, consults with other specialists as required
- Reassesses patient functional needs and adjusts care plan as indicated to ensure optimal patient outcomes
- Cooperates with other personnel to achieve departmental objectives and maintain good employee relations with interdepartmental personnel
- Documents evaluations and treatment goals and plans. Regularly updates documentation and maintains all required prescriptions and signatures
- Accurately report patient status to supervisor
- Utilize resources and materials in an efficient and safe manner
- Consistently practice universal precautions
- Performs all duties promptly in a competent and caring manner
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Occupational Therapist is responsible and accountable to their assigned patients and to the client institution. The Occupational Therapist is under the direct supervision of the Department Head or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

### **Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics
- Frequently move/lift between 50-100 pounds, depending on assignment requirements

- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment
- Sensory requirements include speech for communication and vision, smell, touch and hearing to assess patient status.
- Problem solving skills
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all client policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Occupational Therapist must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Certified Occupational Therapy Assistant – COTA**

**Job Summary:**

Occupational therapy assistants provide rehabilitative services to people with mental, emotional, physical, or developmental impairments. They work under the supervision of an Occupational Therapist to assist with patient treatment programs. The Occupational Therapy Assistant helps patients to regain daily living skills.

**Qualifications:**

- Education: Graduate of an associate degree or certificate program. State Certification as an Occupational Therapy Assistant as required by state
- Experience: One year full time experience as an Occupational Therapy Assistant
- Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Occupational Therapy Assistant is expected to practice safe and ethical care within his/her scope as defined by the State Regulatory Agency under the direction of an Occupational Therapist. The Occupational Therapy Assistant should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Supporting clients to help them progress towards the targets agreed with the OT and reporting back on their progress
- Conducting simple needs assessments
- Conducting initial interviews with patients or caretakers to obtain information and reporting back to the occupational therapist
- Carrying out observations, e.g. how a patient copes with daily living functions
- Teach patients how to use and care for orthotic, prosthetic devices and other assistive apparatus
- Make minor repairs to therapeutic equipment

- Leading group activities
- Updating patient records
- Serves as a liaison with nursing staff and social services.
- Cooperates with other personnel to achieve departmental objectives and maintain good employee relations with interdepartmental personnel
- Accurately report patient status to supervisor
- Utilize resources and materials in an efficient and safe manner
- Consistently practice universal precautions
- Performs all duties promptly in a competent and caring manner
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Occupational Therapy Assistant is responsible and accountable to their assigned patients and to the client institution. The Occupational Therapy Assistant is under the direct supervision of the Occupational Therapist or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

**Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics
- Frequently move/lift between 50-100 pounds, depending on assignment requirements
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment
- Sensory requirements include speech for communication and vision, smell, touch and hearing to assess patient status.
- Problem solving skills
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all client policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Occupational Therapy Assistant must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.

**Speech Language Pathologist**

**Job Summary:**

Speech Language Pathologist provides diagnostic and therapeutic services, patient/family counseling and appropriate referrals as necessary to all inpatients and outpatients exhibiting a speech, language, hearing or swallowing disorders. Maintains quality care for all patients through interaction with hospital personnel in a coordinated, comprehensive, multidisciplinary approach and provides assistance where communication barriers exist due to speech/language disabilities to enable each individual to reach his or her maximum level of independence.

**Qualifications:**

Education: Masters degree in Speech Pathology. Current license as a Speech Language Pathologist as required by state/s

Experience: One year full time experience as a Speech Language Pathologist

Certification: Current CPR/BLS Certification

**Duties and Responsibilities**

The Speech Language Pathologist is expected to practice safe and ethical care within his/her scope as defined by the State Regulatory Agency under the direction of the Rehabilitation Department Head. The Speech Language Pathologist should understand his/her own limitations, seeking advice and assistance when necessary. Specific duties may include, but are not limited to the following:

- Performs diagnostic evaluations and provides results in written form for the medical record
- Report at patient evaluation conferences
- Provides therapy for all types of speech, language, hearing and swallowing disorders as well as education and family counseling.
- Performs hearing screening
- Provides total case management and systematic reporting of progress, recommendations and referrals in accordance with applicable guidelines
- Actively participates in patient evaluation conferences with emphasis on discharge planning and referral pertinent to continued rehabilitation and/or stabilization of clinical gains
- Provides assistance to other rehabilitation team members about the most feasible communication pathways to achieve maximum value of patient teaching in rehabilitation techniques
- Assesses and manages swallowing disorders in coordination with other departments
- Assists as a referral source for deaf patients requiring interpreters
- Present a neat appearance and dress in compliance with the client facilities' policies
- While on assignment, the Speech Language Pathologist is responsible and accountable to their assigned patients and to the client institution. The Physical is under the direct supervision of the Department Head or other assigned personnel and must have the ability to follow directions/instruction from his/her supervisor.

**Essential Functions:**

- Ability to communicate effectively both verbally and in writing
- Participates in continuing education and learning experiences to enhance and maintain current knowledge and skills for continued competence
- Perform all duties using proper body mechanics
- Stand for long periods with frequent squatting, twisting, bending, kneeling and reaching to prepare equipment, materials or objects in order to provide patient care or maintain the patient environment

- Sensory requirements include speech for communication and vision, smell, touch and hearing to assess patient status.
- Problem solving skills
- Manual dexterity and fine motor coordination
- Ability to work in a stressful environment
- Consistent attendance is required to assure that the client facilities' needs and patient needs are met.
- To comply with all client facilities' policies, procedures and practices
- To comply with all client policies and to uphold our standards of excellence while on assignment at our client facilities.

**Working Conditions:**

The Speech Language Pathologist must understand and accept the possibility of exposure to inside environmental conditions, such as noise, infectious/communicable diseases, blood and bloodborne diseases, chemicals and/or chemical fumes, odors, gases and dusts. There is also the possibility of physical injury/verbal abuse from an out of control patient and/or visitor. Frequent exposures to distressed patients, families or visitors.



## Employee Acknowledgement Form

### ***Receipt of Employee Handbook***

I acknowledge that I have received a copy of Acute Nursing Solutions' Employee Handbook. I have read and understand Acute Nursing Solutions' policies and my requirements as an Acute Nursing Solutions employee. I understand that if I have any questions and/or need clarification for items addressed in the handbook, it is my responsibility to contact the Acute Nursing Solutions office to discuss.

### ***Release of Information***

I hereby authorize Acute Nursing Solutions, to release any and all professional credentials, work verifications, criminal background check information and/or health information that has been acquired by Acute Nursing Solutions. I understand this information will be sent only to clients where I will be working as an Acute Nursing Solutions' employee, for the purpose of assuring that all required credentials and regulatory documentation as required by contract are in place and current prior to and during my assignment.

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Employee Name (Please Print)

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Employee Signature

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Date