Table 1: Temporary Agency Professional Quality Assurance Review

Component	System Validated	Notes
Contract Review		
• The center has a current signed contract in place (for each temporary staffing agency in use). • The contract includes language on professional license or certification, determination of skill or competencies, and training guidance. • The contract includes language requiring the temporary staff professional immediately report any allegation of abuse, neglect, misappropriation and/or neglect to the organization Administrator, consistent with center policies. • The contract has been activated by signatures of the authorized representative of both organizations.		
Determination of Skill/Competency Needs		
• The center has determined the skill competency level and needs for the various units in the organization to support resident care. • The center has communicated the competency level and needs with the staffing coordinator(s).		
Temporary Agency Professional Skill Validation		
• The center has a process implemented for temporary agency professional on-boarding, ensuring validation of the professional credentials, skills, competencies, trainings, and regulatory requirements are filed on site before the temporary staff member begins work. • The center has determined the position(s) responsible for in the review of the applicants with regards to temporary agency professional assignments on site. • The center has completed training with the responsible position(s) for review of the temporary agency professional assignment.		
Temporary Agency Professional Files		

• The center has a process to ensure temporary agency professional human resource files are created. The contracts include language wherein the full human resource file is maintained with the temporary agency organization.
• The files are kept confidential and contain, at a minimum:
    • Professional's resume',
    • License and/or certification,
    • Background check information,
    • Training and skill competency,
    • TB test and applicable vaccination(s)
    • Organization validation of license, background check and inclusion in fingerprint system as a contract worker		

Temporary Agency Professional Orientation and Training		

• The center has an orientation practice in place for temporary staff as well as identified trainer(s) for orientation.
• The center has validated the staffing coordinator(s) use the identified trainers for new temporary agency professional training.
• The orientation process includes, at a minimum:
    • Facility floor plan including a walking review of the organization's floor plan identifying equipment storage, supply room, medical room, and break area
    • Dress code policy, organization's mission, and customer service expectation,
    • Emergency response manuals and safety standards,
    • Medical record system with assigned logins and documentation expectations (i.e., care plans, Nursing Assistant charting tools, assessments, incident reports, grievances, new admission & transfer protocol, etc)
    • Phone system use, overhead paging, and after-hours support contacts,
    • Medical provider on-call and communication expectations (i.e. SBAR reports),
    • Diagnostic service procedures or contacts,
    • Resident Rights, Dementia Care Standards, Behavioral Health,
    • Abuse prevention and reporting expectations,
    • Infection control guidance and PPE information,
    • Specific resident needs and report tools (i.e., 24 hour reports, alert charting standards, etc) or specialized units
    • On site supervisory contact and supervisor on call contact information.
• The center has a process to track temporary agency professional attendance with ongoing training programs		

Temporary Agency Professional Communication		
• The center has a system of checking in with temporary agency professionals on their experience, competency in the center and potential for identified needs. • The center maintains routine communication with the staffing agency to verify the assigned staff feel supported, feel competent in the role, and do not have any questions. • The center maintains ongoing communication with the temporary agency staff managers on documentation and training needs for the contracted professional.		
Quality Assurance		
• The center reviews results of the quality assessment reviews at the QAPI meeting for discussion to ensure ongoing compliance is maintained. • The center includes a review of license status validation and monitoring of state disciplinary board notices at QAPI a minimum of quarterly.		