



JOINT COMMISSION POLICY STATEMENT

Tribal Health, LLC (“Tribal Health”) is committed to providing a higher standard of service and to the delivery of safe, quality patient care. Tribal Health complies with the Joint Commission’s Standards for Healthcare Staffing Services. As our client (each a “Client”), you can have confidence that the processes within Tribal Health support that its employed supplemental/temporary healthcare professionals (each a “THP”) working in your organization have met the requirements established by the Joint Commission. To ensure compliance with the Joint Commission Standards for Healthcare Staffing Services, below is a written description of Tribal Health’s service features.

1. Client Requirements for THPs. Each Client shall specify in writing, in advance, the requirements (such as credentials, competencies, experience, and health screening) for each THP to be assigned to a Client facility, and Tribal Health shall only assign THPs to the Client facility who meet such written requirements. Tribal Health will verify each assigned THP’s licensure, certification(s), education, and work experience to ensure the THP is competent and possesses the skills and experience that match the Client’s specified requirements for the assignment (which may include the use of newly graduated THPs upon the request or approval of Client).
2. Employees; Independent Contractors. Each Client acknowledges and agrees that (i) Tribal Health shall have the right, at its sole discretion, to utilize both employees and independent contractors to assist in the provision of all agreed-upon healthcare supplemental staffing services for Client and (ii) each assigned THP shall not, by reason of his or her assignment with Client via Tribal Health, become an employee or independent contractor of Client. Tribal Health shall be the employer of, or contracting party with, each assigned THP.
3. Competency Review. Tribal Health will conduct the pre-assignment assessment of each THP’s competence based on the skills, techniques, procedures, and technology needed to provide care, treatment, and services to the populations served by Clients. Each Client shall, upon completion of each THP’s assignment with Client, cooperate with Tribal Health in evaluating the THP’s clinical performance during the assignment so that Tribal Health may accurately assess/re-assess the THP’s competence on an ongoing basis.
4. Orientation. Tribal Health will provide each THP with an orientation of Tribal Health’s policies and procedures applicable to such THP. Each Client shall provide each assigned THP with an orientation of Client’s policies and procedures applicable to such THP and acquaint each THP with the facility and its rules and regulations, dress code, physical layout, and equipment (including validation of each THP’s ability and competency to properly use the equipment).
5. Floating. Each Client may only use a THP for an assignment that matches the job description for which Tribal Health assigns the THP; provided, however, Client may float the THP to another department/unit at Client’s facility if (i) the THP has the appropriate credentials including, but not necessarily limited to, license(s) and certification(s), (ii) the THP has demonstrated prior competency for the floating assignment, and (iii) the department/unit is a like department/unit (i.e., comparable clinical diagnoses and acuities).

6. Incident & Error Report Tracking System. Tribal Health will document, track, and analyze all clinical incidents and/or errors involving an assigned THP of which Tribal Health is notified or otherwise made aware including, but not limited to, sentinel events or other reports of adverse patient outcomes or safety hazards related to the care and services provided at each Client's facility, utilizing its data gathering tools. Information gathered, tracked, and analyzed by Tribal Health will be reported by Tribal Health to each applicable Client, regulatory bodies, and the Joint Commission as required.

7. Occupational Safety Hazards and Events. Each Client shall notify Tribal Health about occupational safety hazards and events (e.g., workplace injuries, illnesses, incidents, close calls/near misses) related to assigned THPs and/or Tribal Health within twenty-four (24) hours after the occurrence of each such hazard or event.

8. Conflicts of Interest. Tribal Health will annually review its relationships and its employees' relationships with government agencies, clients, vendors, and other persons to identify any conflicts of interest. Tribal Health will disclose all relevant and applicable conflicts of interest to each Client as such conflicts arise. Unless otherwise approved by Clients, assigned THPs shall not be permitted to accept any gifts (except gifts of nominal value) or payments (including, but not limited to, payments for travel, lodging, meals, or entertainment) from Clients.

9. Subcontractors. Tribal Health will not engage or otherwise utilize subcontractors to provide THPs unless directed, or agreed to in advance, by Clients.

Tribal Health's office located in Scottsdale, Arizona is open Monday through Friday from the hours of 8:00 a.m. to 5:00 p.m. AZ time. Our local telephone number is (833) 836-8326. Outside of normal business hours, in the event of an emergency, please contact us at (480) 581-6956.

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

Our goal is to always provide you with a consistent level of service. If, for any reason, you are dissatisfied with our service or the service provided by one of our THPs, we encourage you to contact your Tribal Health Account Manager to discuss the issue. Tribal Health has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call Tribal Health's corporate office at (833) 836-8326 so that a corporate representative can work with you to resolve your concerns. Any individual or organization that has a concern about the quality and safety of patient care delivered by Tribal Health's THPs that has not been addressed by Tribal Health's management, is encouraged to contact the Joint Commission via www.jointcommission.org or by calling the Office of Quality Monitoring at (630) 792-5636. Tribal Health will not take retaliatory or disciplinary action against THPs or customers when they report safety or quality of care concerns to the Joint Commission.