

## HEALTH CARE STAFFING SERVICES STANDARDIZED MEASURE SET FRAMEWORK

Domains	Key Measurement Areas
Coordination of Services – Service to client organization	<ul style="list-style-type: none"> <li>• Cancellation rates               <ul style="list-style-type: none"> <li>○ Per diem                   <ul style="list-style-type: none"> <li>▪ Staff cancellations of assignments</li> <li>▪ Client organization cancellation of staff assignments</li> <li>▪ HCSS cancellation of staff assignments</li> </ul> </li> <li>○ Traveler                   <ul style="list-style-type: none"> <li>▪ Staff cancellations of assignments</li> <li>▪ Client organization cancellation of staff assignments</li> <li>▪ HCSS cancellation of staff assignments</li> </ul> </li> </ul> </li> </ul>
	• Response rate
	• Fill rate
Coordination of Services – Client organization to Service	<ul style="list-style-type: none"> <li>• Do not return (DNR) evaluation process (n/a to independent contractors)</li> <li>• Other complaints</li> </ul>
Outcomes	<ul style="list-style-type: none"> <li>• Repeat assignments               <ul style="list-style-type: none"> <li>○ HCSS to same client organization</li> <li>○ Individual staff to same client organization</li> </ul> </li> <li>• Number of times traveler accepts additional assignments</li> <li>• Number of years traveler has been with HCSS</li> </ul>
	• Number of W-2 employees
Organizational/system factors	• Ability of HCSS to make payroll
	• Timeliness of HCSS payroll
	• Financial viability of HCSS
	• Experience of HCSS management staff
	• Contract clarity and delineation of required components
	• Requirements of contract are followed by HCSS
	• HCSS meets contract requirements
	• Subcontracting requirements to multiple parties

Domains	Key Measurement Areas
Safety	<ul style="list-style-type: none"> <li>Competency of clinical staff <ul style="list-style-type: none"> <li>On hire</li> <li>Periodic</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>Credentialing process <ul style="list-style-type: none"> <li>On hire</li> <li>Periodic</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>Performance evaluations include: <ul style="list-style-type: none"> <li>All aspects of nursing/patient care processes</li> <li>Patient feedback</li> <li>Performance of the technical elements of the role</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>Orientation is provided for each client organization, unit, or specialty <ul style="list-style-type: none"> <li>HCSS has documented requirements for each client organization they staff</li> <li>Staff must complete orientation prior to placement in any client organization</li> <li>Completion of each client organization's orientation process is documented in each staff person's file</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>Clinical performance issues with staff are evaluated/investigated <ul style="list-style-type: none"> <li>Medication errors</li> <li>Restraint and seclusion</li> <li>Operative and other invasive procedures</li> <li>Blood administration</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>Clinical issues with staff result in appropriate counseling, administrative and remedial action, as needed for: <ul style="list-style-type: none"> <li>Medication errors</li> <li>Restraint and seclusion</li> <li>Operative and other invasive procedures</li> <li>Blood administration</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>Clinical incident reports of adverse patient outcomes are investigated</li> </ul>
	<ul style="list-style-type: none"> <li>HCSS has a risk management process</li> </ul>
	<ul style="list-style-type: none"> <li>Background checks are completed for each employee</li> </ul>