

24-Hour Medical Staffing Services

Volume 2, Issue 1
August 1, 2014

Your Healthcare Staffing Solutions

SUMMER GREETINGS FROM OUR PRESIDENT, ERNIE BUMATAY!

Inside this issue:

<i>Summer Greetings From Our President</i>	1
<i>New Offices</i>	2
<i>Service Excellence Awards</i>	2
<i>Quality and Patient Satisfaction</i>	3
<i>Do's and Don'ts</i>	3
<i>Did you know?</i>	4
<i>Contact Information</i>	4
<i>Joint Commission</i>	4

Editor: Alejandra Almanza

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We hope your summer is going well, and you are enjoying long days, warm weather, and quality time with friends and family. For those who have already taken a well-deserved vacation, we hope you had rest, relaxation, and good times. For those planning to take one in the future, we wish you the same. Please send your favorite vacation picture to erica@24-hrmed.com. We'll post them on our Facebook page and ask you to vote for your favorite. The picture with the most "likes" will receive a nice prize.

We're growing, and we need more space. We recently moved our corporate offices to the Gateway Corporate Center in Diamond Bar, California. You can see a picture of our new office building on page 2 and learn why you might want to stop by.

In this issue, we will focus on Customer Satisfaction from both a patient and client standpoint. At the end of the day that is why our company exists—to provide essential healthcare services in a manner that provides high customer satisfaction. This is not easy to do. It requires planning, training, commitment, and execution. For those of you who work directly with patients, you have an opportunity to improve

a patient's health, make their life better, and brighten up their day. We are fortunate and privileged to be in a business that helps others in a way that we can each be proud of. In this issue, you will find an article that discusses how patient satisfaction surveys can impact the level of hospital cost reimbursements. In addition, we offer tips to help our healthcare professionals deliver their services in a manner that will be appreciated by both patients and clients alike. In this issue, we also announce our new Service Excellence Award Winners. We will honor and reward them for their exemplary performance in delivering their services the 24 Hour Way!

I attended the Kaiser Summit in San Diego at AMN Healthcare's offices a few months ago. 24HRMED colleagues Linda Stone, Myrna Lavapie, and Krystle Garcia also attended.

We were honored to receive



the Most Engaged Per Diem partner award for 2013. We also got some good insights into Kaiser Permanente's future plans relative to customer satisfaction, technology, and new innovations.

In early September, I will be going to Dallas to attend the annual healthcare staffing industry summit. It is an opportunity to meet many of our clients and competitors in person, compare notes, and find out what's on their minds. We use this knowledge to develop future plans to better serve our clients. It is also a great opportunity to benchmark ourselves against others, meet vendors that can help us improve in targeted areas, soak up new knowledge, and selectively use what we learned for continuous company improvement.

I hope you find this newsletter interesting and helpful. Enjoy the rest of your summer.

Ernie Bumatay



New Offices

Here is a picture of our new offices at the Gateway Corporate Center in Diamond Bar, California.



We remain close to the intersection of the 57 and 60 freeways, and our offices are next to City Hall. The office suite has been designed to encourage collaboration in a light-filled, airy environment. Healthcare applicants will find private testing areas.

Clients and valued partners will find a comfortable, glass encased conference room designed to meet their needs. We invite each of you to visit us at our new address, 21700 East Copley Drive, Suite 270 Diamond Bar, CA.



Service Excellence Award Winners

Our company selects and honors Service Excellence Award winners from our talented and dedicated healthcare professional staff. We have over 200 healthcare professionals so earning an award is difficult and special.

Winners must exemplify both clinical and interpersonal skills as appropriate. They must provide high patient and customer satisfaction. They must also demonstrate consistency and reliability. Our new Service Excellence Award winners are:

★ Mohammad - RN ICU

Mohammad has worked for 24HRMED for close to two years. He is presently working for one of our high profile clients situated in Panorama City. He is flexible and very responsive to client needs. Mohammad has also helped our company grow by referring other healthcare professionals to our company.

★ Myrna - CNA

Myrna has worked for 24HRMED for two years. She always gives 110% in everything she does. She can handle a large patient load, multi-task, and works well under pressure. Clients appreciate Myrna's hard work and look forward to having her in their facilities.

★ Imelda - Custodial Care Worker

Imelda has worked for 24HRMED for almost two years and provides care giving services for a non-profit Foundation. Imelda is caring, flexible, very dependable, and attentive to the needs of her clients. She is a team player and people around her enjoy working with her.

Hospital Medicare Payments tied to Quality and Patient Satisfaction

Medicare has two payment incentive programs for hospitals. Value Based Purchasing gives bonuses and penalties to hospitals based on clinical process factors (45% weight), patient experience/satisfaction (30% weight), and outcomes (25%). Another program penalizes hospitals when the number of patients readmitted within a month are excessive. Both programs are in their second year. Hospitals could gain up to 1.25 percent in payments or lose as much as 3.25 percent from the two programs combined.

To assess patient care and satisfaction, a survey called the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is used. The survey is administered to a sample of adult patients between 48 hours and six weeks after discharge. All short-term, acute care, and non-specialty hospitals are invited to participate in the HCAHPS Survey. Over 4,000 hospitals participate in HCAHPS. The goal is to get

at least 300 completed patient surveys from each hospital each year.

Patient Experience encompasses eight important aspects of hospital quality:

1. Communication with Nurses
2. Communication with Doctors
3. Responsiveness of Hospital Staff
4. Pain Management
5. Cleanliness and Quietness of Hospital Environment
6. Communication about Medicines
7. Discharge Information
8. Overall Rating of Hospital

The first four questions of the survey target care given to the patient by the nurses. The questions address courtesy/respect given to the patient, nurse listening skills, nurse explanations, and nurse responsiveness. For maximum scores, nurses should keep these factors in mind and practice so

their communications and actions are aligned with a positive patient experience. With focus and practice, positive nurse behavior becomes second nature. Hospitals want and need staff members that provide excellent Customer Service at all times. Their reputation and the level of reimbursements from Medicare are tied to patient satisfaction. If 24HRMED staff are rated highly on a consistent basis, they will be requested frequently and regularly. We want to be known for doing things the 24 Hour Way, which reflects all the key points discussed in this article. Orientation and training programs are being developed to help you. Below are some tips you can put into practice now.

Written by: Gadier Uriarte



Helpful Tips: Do's and Don'ts

Do

- Remember your patient's name and use it when you talk to them. This is powerful.
- Look your patient in the eye when you speak to them. It is respectful and makes them feel cared for.
- Smile at your patient. Smiles are contagious. When you look happy, it makes your patient happy.
- Take time to listen to your patient's needs. They will appreciate it, and it will save you time.

Don't

- Go to a facility unprepared. You will not be ready to work when you arrive and may be considered unprofessional.
- Do personal business or make personal calls at our Client's facility. You are expected to meet client and patient needs at all times.
- Be rude to anyone. Patients, visitors, and other staff should all be treated with respect. They are watching and judging your actions. Always observe the Golden Rule.

Sources for article above:

Rau, Jordan. "KHN: Kaiser Health News." *Nearly 1,500 Hospitals Penalized Under Medicare Program Rating Quality*. N.p., 14 Nov. 2013. Web. 21 July 2014 .

"Survey of Patients' Experiences." *Hospital Patients' Survey Data*. Medicare, n.d. Web. 21 July 2014.

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Did you know?



July 24, 2014

- Registered Nurses (RN) make up the largest group in the U.S nursing workforce.
- Nursing is the fastest growing career industry in the country.
- Demand for nurses exceeds supply and is steadily on the rise.
- The U.S. Bureau of Labor Statistics predicts nursing will be the fastest growing profession between 2008 and 2018.



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Joint Commission

We are a Joint Commission Certified Healthcare Staffing Company. JCAHO is an independent, non-for-profit, national body that oversees the safety and quality of health care and other services provided in certified organizations. They have recently renewed our Certification after extensive audit protocols. This Certification means our company meets high healthcare standards. We demonstrate commitment to the noblest ethical and moral values. We exhibit compassionate, genuine concern, and empathy for patients needs; often exceeding required bedside protocols. We maintain integrity by complying with all applicable laws and regulations. We strive to maintain the highest professional standards set forth by the industry.