



24-Hour Medical Staffing Services

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Your Healthcare Staffing Solutions

HOLIDAY GREETINGS FROM OUR PRESIDENT, ERNIE BUMATAY!

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The seasons are changing. The days grow shorter, and the holiday season is now upon us. It's the happiest season of all, and the spirit of giving abounds. We see it in Salvation Army volunteers ringing their bells on cold December nights. This spirit grows and multiplies as numerous individuals and organizations join together to help those in need. As this year comes to an end, I reflect on all we can be thankful for. At 24-Hour Medical Staffing Services (24-HRMED), we are thankful and grateful for our clients who sustain and motivate us. We are grateful for our employees who deliver essential healthcare services when and where needed. We are also thankful for our business partners who support us and help us grow. Thanks to all of you, for all you do and for all you give.

In November, our staff and company joined together again to raise money for the Los Angeles Mission. They have helped the homeless and those in need for over 80 years. Our donation supported the Mission's annual Thanksgiving meal. Our company and employees also joined together to support The City of Hope Walk for Hope. On November 8, this event raised money to fight

against cancers unique to women through research, treatment, and education.

In March, we redesigned and launched our new website (www.24-hrmed.com) to give it a more contemporary look and feel. It is more user friendly, informative, interactive, and intuitive. It was designed to give you the information you want and need quickly and easily. It allows you to take action and begin interacting with our company directly from our website.

In September, we received the Joint Commission's certification for the fifth consecutive time and a Certificate of Distinction. Each certification is good for two years. It provides independent, third party verification that we meet high industry standards for healthcare policies, procedures, and quality service. Learn more about this on page 3.

During the past year, our healthcare professional Service Excellence Award winners were selected and recognized. We celebrated their excellence at our corporate offices. Special awards were also given to corporate staff personnel who distinguished themselves by their performance, attitude, and team work. New Service Excellence



award winners have been selected and are profiled on page 2.

In September, AMN Healthcare, the largest healthcare staffing company in annual sales, selected our company as one of its top associate vendors. This is an honor we are very proud of. We were given the award of largest diverse supplier, reflecting the roots of our founder, CEO, Linda Stone. Two years ago, we were recognized as AMN's Most Valued Partner, travel nursing. We are thankful for this recognition and for the excellent partnership we have with AMN.

The number of 24-HRMED healthcare professionals that were placed at client hospitals and other facilities has grown significantly this year. Driving this growth are numerous factors that increase demand for our healthcare professionals. I hope this issue helps you reflect on what you are thankful for and the opportunities ahead. Warmest and Best Wishes for a special holiday season!

Ernie Bumatay

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:



Maria- RN



Maria has been working with 24-HRMED for the past 4 years now. Clients continue to request her because she is an expert in her field. Maria is flexible and has an undeniable drive to succeed in everything she does. Clients say her energy at the hospital is very welcoming. She has an enormous passion for what she does.



Alan - RN



Alan has been working with 24-HRMED for the past 11 years. He has displayed an outstanding level of patient care and gives great customer service. Alan has demonstrated true commitment and loyalty to 24-HRMED. He has an exceptional work ethic. Staff members at his facility enjoy working side by side with him.



Oluwatoyin - CNA



Oluwatoyin has worked for 24-HRMED for close to one year now. She is focused and passionate about her work. Oluwatoyin's coworkers have told us that she is always smiling and is a team player. Our clients recognize her hard work and constantly request to extend her assignments.



Denise - RN



Denise has worked for 24-HRMED for over a year. She is regularly requested by our clients, and they have only positive things to say about her. Denise is friendly and always has an uplifting attitude. This helps her exceed the expectations of both clients and patients. She is reliable, a pleasure to be around, and has a great work ethic.



ACHIEVING THE 24-HOUR WAY

At 24-Hour Medical Staffing Services, we are focused on teamwork; respect for each other, our clients and their patients; and a commitment to personal and professional growth. Working together with a common mission is key to our collective success. Each Healthcare Professional is a role model and ambassador for 24-Hour Medical Staffing Services. The 24-Hour Way is a mindset. It manifests itself in the way we, as 24-Hour Medical Staffing Services team members, conduct ourselves and go

about our business so our clients are highly satisfied through reliable and professional quality service from knowledgeable and pleasant staff. We strive to provide quality service that helps our Healthcare Professionals and Clients succeed. Accordingly, we have begun to implement a new onboarding process to ensure every 24-Hour Medical Staffing Services team member understands the 24-Hour Way. With this new onboarding process, we recently created a Welcome Brochure that includes es-

sential knowledge and behaviors required to: (1) perform efficiently and effectively with every client and (2) display the 24-Hour Way. The Welcome Brochure is sent out to all new Healthcare Professionals and can be found in the ID badge pouch.



Thank you all for taking every opportunity to demonstrate and showcase the 24-Hour Way!



Joint Commission Accreditation



The Joint Commission is a nonprofit, tax exempt organization based near Chicago, Illinois. Founded in 1951, it accredits or certifies more than 20,000 health care organizations and programs in the United States. It was formerly known as the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). In 2007, it underwent a significant rebranding and changed its name to simply The Joint Commission. It rolled out a logo and a tagline, "Helping Health Care Organizations Help Patients."

A majority of state governments recognize Joint Commission accreditation as a condition of licensure and the receipt of Medicaid reimbursement. As an independent organization, the Joint Commission performs a thorough audit of hospitals and other healthcare organizations such as laboratories and healthcare staffing companies, to name a few. For hospitals, accreditation lasts for about three years before another audit is required. For laboratories and healthcare staffing firms, accreditation is good for about 2 years. Prior to January 1, 2006, the date inspections would occur was announced in advance. On January 1, 2006, the Joint Commission began conducting unannounced inspections. Given the stakes involved (licensure, ability to do business, and reimbursements), healthcare organizations go to great

lengths to prepare for the Joint Commission audit. There is also a cost for accreditation. An organization requesting accreditation pays a significant fee to the Joint Commission to defray the costs of performing and administering the audits by the nonprofit Joint Commission.



For a staffing firm, accreditation establishes criteria for providing appropriate and competent staffing services. It provides the management framework for quality, safety, and performance improvement. All of our major clients require Joint Commission accreditation as a requirement for doing business. Our company was initially certified on October 2007 and was recently recertified for the fourth consecutive two-year period. We find the Joint Commission provides an independent, comprehensive evaluation of a staffing company's ability to provide qualified and competent healthcare staffing services. A company being audited must be completely familiar with Joint Commission current standards. A company's current processes, policies, and procedures relative to these standards will be examined. Some

materials needed prior to the onsite inspection and review include: (1) a list of the clinical staff that are currently placed or available for placement, (2) a list of customers, (3) the Policy & Procedure Manual, and (4) a written emergency management plan. Four standards will be evaluated: (1) Leadership, (2) Human Resources Management, (3) Information Management, and (4) Performance Measurement and Improvement.

At 24-Hour Medical Staffing Services, we strive to create a quality customer experience that engages our customers as partners and makes them come back to us time and time again. Our awards, our business growth, and our 8 consecutive years of Joint Commission accreditation are evidence that we are doing many things right.

References:

- www.jointcommission.org and
- www.en.wikipedia.org/wiki/Joint_Commission



We practice the spirit of giving by supporting the following well-respected organizations and their causes:



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Spotlight on Dorothy

Dorothy Caballero is our Payroll Specialist Lead. Growing up, Dorothy helped her parents with their business, a clothing store in Cebu, Philippines. After gaining experience at her family's store, Dorothy then obtained a job as a customer service representative. She later earned a Bachelors in Nursing. Dorothy moved to California in May 2007, and began her career with 24-Hour Medical Staffing Services on October 2007. During her 8 years, Dorothy has held many important roles. Dorothy first began working as a nurse recruiter. She was able to relate to nurses and understood the medical terminology due to her nursing background. As a recruiter, Dorothy also worked on timekeeping and invoicing. She

acquired a passion for payroll, and now leads the department.

When Dorothy is not at the office, she likes to spend time with her husband and two children. She also enjoys watching Chinese television dramas in her spare time. As a 24-Hour Medical Staffing Services employee, Dorothy has expanded her understanding of state and government laws. She has great experience in customer service and has outstanding knowledge in dealing with different personalities. This in turn, taught her great patience. Dorothy's hard work and professional support helped our company grow and be successful. We are pleased to recognize her as a valued corporate employee.