

# 24 Hour Medical Staffing Services

Volume 4, Issue 1  
June 1, 2017

## Your Healthcare Staffing Solutions

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## Tips for Preparing for a Travel Nursing Assignment

When accepting a travel nursing assignment everything starts moving fast. Even if you have already been traveling for a long time, there are many ways to prepare to make your assignment as efficient as possible.



**Know and respect your deadlines.** Communication is key, and you need to keep in constant communication with your recruiter to make the process easier. Keep in mind that position, or facility has different requirements ranging from licenses, IDs, testing, etc.

**Be Prepared.** Get organized and research the location if it's your first time working in that hospital, city/state. Traveling is a great experience but it can be daunting being away from friends and family. Consider traveling to a location where your friends and relatives are at or have a travel buddy whom you would like to work with at the same hospital.

**Keep an open mind and have**

**a positive attitude.** Having a positive attitude can make a huge difference. Keep in mind that not everything will run smoothly and perfectly at the beginning. So, keep an open mind, adjust to the situation, and everything will start to run smoothly. Also, try to build a good relationship with your manager. You'll never know if you're going to need a letter of recommendation or professional reference, so network as much as possible.

**Don't take things personally.** You're going to be new in the hospital/facility and a traveler. Try to not get caught up with nurse politics. If you have any questions or needs, remember your recruiter will always be there to assist you.

**Be ready to show your skills.** Many permanent staff will probably want to see your skill set. You need to be flexible and ready to show your knowledge and experience. Have a willingness to help others and go beyond your expectations and assigned duties. Also, based on your performance, the facility may offer an extension or hire you as a permanent staff.

### References:

<http://www.travelnursing.org/tips-for-preparing-for-a-travel-nurse-assignment/>

## President's Corner

Summer time is just around the corner. The sun is shining bright, the days are longer, kids are out of school and many people are planning their vacations away from home and some just want to stay home and relax.

Whatever you decide to do to enjoy the long summer days, be safe, have fun and hope that you spend more time with your families and friends; and take a lot of picture to share when you travel. Here at 24-Hour Medical Staffing Services, we are at your service any day and any time of the day.

Enjoy your summer.



Linda Stone

## Employee Benefits

Medical Insurance  
Dental Insurance  
Vision Plan  
Flexible Spending Acct  
401K Retirement Plan  
Direct Deposit  
Cal Baptist University's  
Corporate Program  
with 24HRMED  
and more...

Contact:

[Hr@24-hrmed.com](mailto:Hr@24-hrmed.com)

## Referral Bonus\$

*Call and ask  
about our \$500  
Registered Nurse  
Referral Bonus  
Program Today!*

## 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:

### ★ Adebola – RN ★

Adebola has been with 24HRMED since February 2016. She has been extended at both facilities she has worked at due to her excellent patient care, teamwork, and attitude. Adebola is very positive, and shows true commitment to her work. She has been nominated for an award at her facility for her clinical skills and compassion towards her patient.

### ★ Arlene – RN ER ★

Arlene has been with 24HRMED since February 2016. She was hired as a traveler and worked for 1 year and 3 months. Arlene has never received any complaint from the facility, and was graded as someone who exceeds expectations by her charge nurse.

### ★ Melchor – RN ★

Melchor has been working with 24HRMED since October 2015. He always shows up at work, and will give 100% in caring for his patients. Melchor is described by his staffing specialist as caring, hard-working, and very easy to talk to. Melchor exceeds expectations from his peers or supervisors.

### What is COSi?

COSi is the Cycle-of-Success Program. We began COSi last year with the help of John Mautner, President and Founder of Cycle-of-Success institute.

The purpose of this program is to tackle problems or topics that we feel can improve at 24HRMED. Tackling these problems not only helps 24HRMED internally, but it also improves your experience with us. We are committed to exceed your expectations and provide quality service.

Teams are formed from members of different departments to take on the problem or topic. Once it's solved or improved, the team graduates and a new team is formed and ready to take on a new issue.

Congrats to those who graduated!



## 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 essential 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!



Aylene H.

## 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](http://www.jointcommission.org) and
- [www.en.wikipedia.org/wiki/Joint\\_Commission](http://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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Contact our experienced Staffing Specialist for more opportunities!

### *This is Your Newsletter!*



**What type of stories, news, or articles would you like to see?**

The goal of the 24-Hour Medical Staffing Services Newsletter is to keep you updated on company news, events, and happenings. If you would like to see are any other information, or have any suggestions, comments, or questions please E-mail:

[Cindy@24-hrmed.com](mailto:Cindy@24-hrmed.com)

Continuous Education

[www.rm.ca.gov](http://www.rm.ca.gov)

[www.cdph.ca.gov](http://www.cdph.ca.gov)

[www.bvnpt.ca.gov](http://www.bvnpt.ca.gov)

[www.nursingcenter.com](http://www.nursingcenter.com)

[www.continuecpr.com](http://www.continuecpr.com)

# HEALTHY TIPS

**GET ACTIVE!  
TAKE A 15  
MINUTE WALK**

**DON'T SKIP  
BREAKFAST**

**EAT MORE FRUITS &  
VEGETABLES**

**CUT DOWN ON  
SATURATED  
FAT & SUGAR**

**DRINK WATER**

### FOLLOW US



## SPOTLIGHT ON ERIC

Eric M. is an Account Manager here at 24-Hour Medical Staffing. During Eric's college years, he gained great communication skills from serving on the executive board for the American Marketing Association at Cal Poly Pomona. He later graduated with a Bachelor's of Science in Business Administration with an emphasis in general management, and began his career with 24 Hour Medical Staffing on September 2014.

Eric first began as an intern. He had no experience as a staffing specialist, and of the healthcare industry. He had many challenges starting out as an intern, such as sounding confident on the phone, learning all the different credentials, and specialties. After completing his internship, he became a full-time staffing specialist. Eric is very passionate about helping nurses find jobs, and is now an account manager at 24HRMED.

When Eric is not at the office, he enjoys watching or going to sporting events, and spending time with his niece. As a 24-Hour Medical Staffing Services employee, Eric has demonstrated great communication skills and customer service when dealing with different personalities. Eric continues to support to the company growth and success, and we are pleased to recognize him as a valued corporate employee.