



Joint Commission Policy Statement

The Royster Group, Inc. is committed to providing a higher standard of service and delivering safe, quality patient care. The Royster Group, Inc. complies with the Joint Commission's Standards for Healthcare Staffing Services. As our customer, you can have confidence that the processes within The Royster Group, Inc. support that the supplemental staff working in your organization have met the requirements established by the Joint Commission. To assure compliance with the Joint Commission Standards for Healthcare Staffing Services, The Royster Group, Inc. provides the customer a written description of the following service features.

1. Subcontractors

The Royster Group, Inc. will not engage subcontractors to provide Assigned Providers unless agreed to in advance by the customer.

2. Floating

Assigned Providers may only be placed in assignments that match the job description for which The Royster Group, Inc. assigns them; if an Assigned Provider is asked to float to another department with the customer, the department must be a like department or unit, and the float provider must have demonstrated the previous competency and have the appropriate certifications, credentials for that department/unit. Assigned Providers should only be floated to areas of comparable clinical diagnoses and acuities.

3. Competency Review

It is the responsibility of The Royster Group, Inc. to conduct and finalize the pre-employment assessment of the Assigned Provider's competence based on the techniques, procedures, technology, and skills needed to provide care, treatment, and services to the populations served by the customer upon completion of The Royster Group, Inc.' orientation.

It shall be the responsibility of the customer to cooperate in a review or evaluation of each Assigned Provider relative to the provider's ability to perform specific job functions upon completion of provider's assignment or shift. The Royster Group, Inc. relies on the customer's feedback to accurately assess and re-assess the Assigned Provider's competence on an ongoing basis based on the customer's report of clinical performance.

4. Orientation of Providers

The Royster Group, Inc. will provide all new providers with an orientation to the company's policies and procedures. It shall be the customer's responsibility to orient assigned providers to the facility and its rules and regulations and to acquaint them with the facility policies and procedures, including dress code, physical layout, and equipment, and to validate competency and ability of Assigned Provider to use equipment properly.



5. Providers and Independent Contractors

As the provider of staffing services, The Royster Group, Inc. will be the Assigned Providers' employer. Because of their temporary assignment with the customer through The Royster Group, Inc, it shall not become providers of the customer. At its sole discretion, The Royster Group, Inc. reserves the right to utilize Independent Contractors in addition to its providers, to assist in the provision of all agreed upon Healthcare Supplemental Staffing services.

6. Incident, Error, Tracking System

Upon notification of Incidents and or Errors, The Royster Group, Inc. shall document and track all unexpected incidents, including errors, sentinel events, and other events, such as injuries and safety hazards related to the care and services provided, utilizing its data-gathering tools. Information gathered, tracked, and analyzed is shared and reported appropriately to customers, regulatory bodies, and the Joint Commission as required.

7. Communicating Occupational Safety Hazards/Events

It shall be the responsibility of the customer to notify The Royster Group, Inc. within 24 hours of the event; any competency issues, incidents, and/or complaints related to the Assigned Provider. The customer agrees to initiate communication with The Royster Group, Inc. whenever an incident/injury report related to the Assigned Provider is complete.

8. Requirements for Staff Specified

The staff's requirements to the customer by The Royster Group, Inc. are to be determined by the customer as part of the written agreement between the two parties. The Royster Group, Inc.'s obligation to comply with the customer's requirements by supplying staff with the documented competencies, credentials, health screening, and experience to satisfy the customer's requirements to deliver safe care to the population served.

9. Conflicts of Interest

The Royster Group, Inc., to the best of its ability, identifies conflicts of interest. The Royster Group, Inc. discloses all conflicts of interest to its clients. The Royster Group, Inc. annually reviews its relationships and its healthcare providers' relationships with vendors, clients, competitors, and regulatory entities to determine conflicts of interest.



When conflicts of interest arise, The Royster Group, Inc. discloses this conflict of interest when appropriate to whichever client may be involved or affected. The Royster Group, Inc. enforces that internal employees of The Royster Group, Inc. are not permitted to maintain additional employment, accept gifts (other than those of nominal value), or allow payment on their behalf of any travel, living, or entertainment expense by any person or organization currently doing business with or seeking to conduct business with The Royster Group, Inc., unless approved by the client involved or potentially involved.

10. Staff Matching Requirements

The Royster Group, Inc. shall verify the Assigned Provider's licensure, certification, education, and work experience to assure they are competent and possess the skills and knowledge that match the assignment's requirements. Checking the Assigned Provider's licensure, certification, education, and work experience to assure they are competent and possess the skills and experience matching the assignment's specified requirements may include the use of new grad practitioners upon the request or approval of the customer.

The Royster Group, Inc. office, located in Atlanta, GA, is open Monday through Friday from the hours of 9:00 a.m. – 5:30 p.m. Our local telephone number is (770) 507-3353. Outside of regular business hours, in an emergency, please contact us at the same number.

In the event of an emergency, natural disaster, or other uncontrollable circumstance, The Royster Group, Inc. will continue to provide service to you through our corporate network from a location where phones and computers are functional. The Royster Group, Inc. will do everything possible to meet your needs during crises. A copy of our Emergency Management Plan is available upon request.

Our goal is always to 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 healthcare professionals, we encourage you to contact the local manager to discuss the issue. The Royster Group, Inc. has processes to resolve customer complaints effectively and efficiently. If the resolution does not meet your expectation, we encourage you to call The Royster Group, Inc. corporate office at (770) 507-3353. A corporate representative will work with you to resolve your concern. Any individual or organization that has a concern about the quality and safety of patient care delivered by The Royster Group, Inc. healthcare professionals, which management has not addressed, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (630) 792-5636. The Royster Group, Inc. demonstrates this commitment by taking no retaliatory or disciplinary action against providers when they report safety or quality of care concerns to the Joint Commission.