

Quality Assurance

Quality is at the heart of any successful staffing service. Guardian HealthStaff, LLC places quality candidates by thoroughly screening , effectively matching and consistently following through with both clients and employees.

SCREENING

I-9 Forms-Legal I-9 information is collected. Testing -Testing is specialty specific. Interviewing -

All prospective employees are thoroughly interviewed with an emphasis on work history and clinical expertise. Reference Checking -

Each employee will have at least two references verifying work experience in their clinical area as well as skills verifications. Criminal Checking -

All candidates complete the Caregiver Background Information Disclosure and are thoroughly background checked. License Verification -

All licenses and certifications are verified. Copies are kept on file in the office. Testing -

Applicants are given tests in their staffing area and are required to score 80% or higher. OSHA -

All employees are required to attend annual in-service training on TB, Hazardous Communication and Bloodborne Pathogens. Health Evaluations -

Negative drug screens, negative TB tests, current MMR immunity and physician's statement are required and kept on file for all employees.

FOLLOW-UP

- Arrival calls are made on each new job start.
- Quality Control Calls (QCC) are made to clients each week to get performance feedback on Guardian employees. Clients may choose to have these calls made less frequently due to continued good performance. The client may also choose to whom these calls should go. QCC calls are always at the client's convenience.
- Quality Control Calls are made to each employee on a weekly basis, unless otherwise specified.
- Evaluations of employees are done at 10 shifts and annually. These are completed by the Operations Manager in partnership with the staff of the client.