

EMPLOYEE HANDBOOK

Dolphin Solutions Inc. HANDBOOK TABLE OF CONTENTS

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WELCOME

Welcome to Dolphin Solutions Inc.! We are looking forward to exciting and rewarding career opportunities with you. This handbook will serve as your point of reference for the standards, policies, and procedures that Dolphin Solutions Inc. is expected to follow.

It is required that you review and complete the acknowledgment form at the back of the handbook and return the form. It will be kept on file for our records.

Your employment is at will, and this handbook is in no way shape, or form a contract. Dolphin Solutions Inc. has the right to terminate the employment of an assigned employee at any time, with or without notice or cause.

WHY YOU WILL LOVE Dolphin Solutions Inc.:

We will always provide the personalized service you expect from a progressive staffing firm. When you call Dolphin Solutions Inc., you'll speak to a human being. When you send us a message, we will contact you promptly. We are committed to open and timely communication with our clients and employees.

ADMINISTRATIVE BASICS

Availability of Dolphin Solutions Inc. Office Staff

The Dolphin Solutions Inc. office is in 2295 S, Hiawassee Rd Ste 217, Orlando, FL 32835 and is open Monday through Friday from 8:00 AM to 5:00 PM. Our local telephone number is 407-758-8193.Outside of normal business hours and in the event of an emergency, please contact us at 407-758-8193. Dolphin Solutions Inc. on-call staff will be available to assist you.

In the event of an emergency, natural disaster, or another uncontrollable event, Dolphin Solutions Inc. will continue to provide service to you through our network from a location where phones and computers are functional. Dolphin Solutions Inc. will do everything possible to support you in meeting your needs during crisis (s). A copy of our Emergency Management Plan is available upon request. **(LD 6)**

Work-Related Injuries and/or Exposures

Dolphin Solutions Inc. provides workers' compensation insurance for its employees as required by law. It is our philosophy that if a Dolphin Solutions Inc. employee is injured while at work, we intend to assist that employee to return to work as soon as possible. The employee is obligated to report a work-related injury to Dolphin Solutions Inc. as soon as possible. An Injury Report Form needs to be completed by the employee as soon as possible after the injury.

Depending on the severity of the injury and when the injury was reported will determine where a physician will see the employee. In the case of an emergency, the Dolphin Solutions Inc. employee is advised to go to the emergency room. If it is not an emergency, Dolphin Solutions Inc. will advise the employee where to seek medical help. The injury will be reported to the worker's compensation insurance provider, who will manage the employee's return to work. **(LD 12)**

Holiday Pay

Holiday pay varies for each client's facility. For further information on holiday pay, consult with Dolphin Solutions Inc. payroll and management directly.

Lunch Break Policy

Dolphin Solutions Inc. employee agrees to clock in and out for a minimum of thirty (30) minutes and up to a maximum of one (1) hour for meal periods unless otherwise specified by facility policy. If the facility requests the employee to work their lunch period due to patient care and safety, the employee agrees to obtain a supervisor's signature from a Client Manager for each applicable shift and to have the supervisor sign off their approval on the sign-in sheet in the nursing office.

Orientation

Hospital orientation information or requirements will be provided to the Dolphin Solutions Inc. employee before the assignment starts by a representative of the client facility. **(HR 3)**

Clinical Supervision

The President or Clinical Liaison provides clinical staff supervision for Dolphin Solutions Inc. healthcare professionals. The President or Clinical Liaison has an understanding of the scope of services provided by the disciplines supervised. The President or Clinical Liaison utilizes the appropriate practice acts, the professional licensing and certification boards, and professional associations as clinical resources, as needed. It is the President or Clinical Liaison's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies. **(HR6)**

Floating Policy

Dolphin Solutions Inc. employees may only be placed in assignments that match the job description for which Dolphin Solutions Inc. assigns them. If an employee is asked to float to another department with the customer, the department must be a like department or unit, and the float Dolphin Solutions Inc. must have demonstrated previous competency and have the appropriate certifications and credentials for that department/unit. Dolphin Solutions Inc. employees should only be floated to areas of comparable clinical diagnoses and acuities.

The following procedures should be followed for healthcare professionals and nurses in particular, who are assigned to an area in which they do not feel competent:

- The healthcare provider will immediately notify Dolphin Solutions Inc.
- The employee is obligated to inform the hospital of his/her professional limitations based upon the Nurse Practice Act standards and Dolphin Solutions Inc. client contract specifications as they relate to the assignment.
- The President or Clinical Liaison at Dolphin Solutions Inc. will work within the bounds of each discipline's Professional Association or State Governing Body and the client agreement to resolve the issue. **(HR 2)**

- Dolphin Solutions Inc. will pay healthcare professionals for hours worked up until the end of his/her shift.
- Dolphin Solutions Inc. will compensate nurses for all hours worked through the completion of their shift.

CODE OF BUSINESS ETHICS

The first element of the Code of Business Ethics is putting the interests of the client facilities and the patient above our personal and individual interests. It is in the best interest of Dolphin Solutions Inc. to avoid conflicts of interest between the client hospital, Dolphin Solutions Inc., and staff.

Dolphin Solutions Inc. has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures. It is also meant to assist Dolphin Solutions Inc. comply with all applicable laws, rules, and regulations.

- All Dolphin Solutions Inc. employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity.
- Preserving Dolphin Solutions Inc.'s reputation for integrity and professionalism is an important objective. How Dolphin Solutions Inc. fulfill their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and the spirit of the law, regulations, and judicial decrees.
- No Dolphin Solutions Inc. employee should at any time take any action on behalf of Dolphin Solutions Inc. that is known or should be known to violate any law or regulation.
- Information about a healthcare provider's medical condition and history is required during the hiring process. Dolphin Solutions Inc. recognizes this health information and electronic information must be held securely and in confidence. It is the policy of Dolphin Solutions Inc. that clinical staff's specific information is not to be released to anyone outside of Dolphin Solutions Inc. without a court order, subpoena, or applicable statute.
- Marketing materials, regardless of medium, shall accurately describe the services, facilities, and resources of Dolphin Solutions Inc..
- To maintain high standards of performance, Dolphin Solutions Inc. employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap, or disability in compliance with all federal and state laws regarding discrimination.
- Dolphin Solutions Inc. is committed to maintaining a workplace environment in which employees are free from sexual harassment.
- Dolphin Solutions Inc. will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures, and/or physical fighting by any Dolphin Solutions Inc. employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- Dolphin Solutions Inc. recognizes that its employees and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
- Dolphin Solutions Inc. employees who are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct about that profession, in addition to the rules stated herein.
- Dolphin Solutions Inc. prohibits the use or possession of illegal drugs and alcohol abuse on Dolphin Solutions Inc. property or while engaged in company activity.
- Dolphin Solutions Inc. is committed to providing initial and ongoing education for all employees regarding their responsibilities to uphold the code of business ethics and this set of Dolphin Solutions Inc. Corporate Compliance guidelines.
- Dolphin Solutions Inc. prohibits field staff from discussing hospital bill rates or special rates for employees with other healthcare providers.
- Dolphin Solutions Inc. prohibits field staff from discussing the personal or business affairs of any employee (field or office staff) with any individual not directly involved with the said personal or business affair.
- Dolphin Solutions Inc. is committed to protecting the privacy, confidentiality, and security of the personal (education, employment, and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- Dolphin Solutions Inc. is committed to protecting its own and its client's trade secrets, proprietary information, and other internal information.
- It is the desire of Dolphin Solutions Inc. to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.

- Dolphin Solutions Inc. employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview about the company's operations or financial matters.

Any employee who becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person because of their involvement in the situation, you should immediately contact the Dolphin Solutions Inc. Corporate Office or any other member of management. Any employee can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries are managed confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases, that can make it more difficult to follow up and ensure a resolution to the situation.

Dolphin Solutions Inc. wants every employee to report violations of our ethical or other principles whenever they see or learn about them. It is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

STANDARDS OF CONDUCT

It is the responsibility of every member of Dolphin Solutions Inc. clinical field staff to exercise appropriate judgment and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

DOLPHIN SOLUTIONS INC. RESPONSIBILITIES

The Employee is and shall be duly licensed to practice his/her profession in any State where Dolphin Solutions Inc. Field employee is assigned and shall maintain current professional standing at all times. Evidence of such licensing shall be submitted to Dolphin Solutions Inc. before commencing the Assignment. Dolphin Solutions Inc. Field employee agrees to give immediate notice to Dolphin Solutions Inc. in the case of suspension or revocation of his/her license, initiation of any proceeding that could result in suspension or revocation of such licensing, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing.

Employee agrees to submit to Dolphin Solutions Inc. before commencing any Assignment all requested documentation that is necessary to comply with Joint Commission, Client, and Dolphin Solutions Inc. expectations 10 days before the Assignment start date in Assignment Detail.

Employee agrees to and shall observe and comply with the applicable policies, procedures, rules, and regulations established by Client.

Employee agrees to work all scheduled shifts as directed by Client (including weekends and holidays).

Employee agrees to adhere fully to all quality assurance, peer review, risk management programs, or other programs that may be established by Client to promote appropriate professional standards of medical care. Employee agrees to accept both clinical and operational supervision from his/her immediate supervisor.

Employee agrees that patient records and charts shall at all times remain the property of the Client. Dolphin Solutions Inc. Field employee agrees to maintain the confidentiality of all information related to patient records, charges, expenses, quality assurance, risk management, or other programs derived from, through, or provided by clients and all information related to this Agreement.

Employee agrees to immediately provide written notice to Dolphin Solutions Inc. to any legal proceeding instituted or threatened, or any claim or demand, made against Dolphin Solutions Inc. employee or Dolphin Solutions Inc. concerning Dolphin Solutions Inc. employee rendering of services under this Agreement.

Employee agrees to notify Client of any unscheduled absence at least two (2) hours before beginning a shift and to notify Dolphin Solutions Inc. within twenty-four (24) hours to report the unscheduled absence.

Any injury or illness suffered by a Dolphin Solutions Inc. Field employee must be reported to a Dolphin Solutions Inc. representative within 24 hours of the incident. If an injury occurs while working, notify your supervisor immediately, and if applicable, seek appropriate medical attention and follow the Client's specific injury procedures.

Dolphin Solutions Inc. employees agree not to disclose any Dolphin Solutions Inc. trade secrets or any confidential or proprietary information of Dolphin Solutions Inc., Clients, or patients of Clients. Dolphin Solutions Inc. employee further agrees not to compete either as a direct competitor or with a competing company at the Client assignment where Dolphin Solutions Inc. has placed Dolphin Solutions Inc. employee. (LD 2, CPR 6 &11)

GENERAL STANDARDS

The following set of standards is to inform and guide all staff assigned to work in hospital units. The guidelines below include but are not limited to the following:

- Patient care providers are to render care in a manner that enhances each patient's personal dignity and rights. Any form of patient abuse and/or neglect will not be tolerated, and patient care providers are to support Dolphin Solutions Inc.'s policies and procedures in this regard.
- Interactions with all hospital patients, visitors, Dolphin Solutions Inc., physicians, vendors, etc., must be conducted courteously and professionally at all times, ensuring that Dolphin Solutions Inc. is always presented in the most favorable light.
- The practice of counseling the patient regarding personal problems and/or participation of the Dolphin Solutions Inc. patient care provider in conversations with patients about topics not relevant to the plan of care--is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly, and the selection of "favorites" is not acceptable.
- Appropriate language is to be always used when a Dolphin Solutions Inc. patient care staff member is at a Dolphin Solutions Inc. client facility, and in any patient care area private and/or public. Abusive, profane, threatening, demeaning, language resulting in violation of HIPPA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable.
- Socializing with patients and/or patients' significant others after discharge from the Hospital is prohibited. Staff are not to call, date, or develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving personal information or residential phone numbers. Staff should discuss with their manager any matter of concern regarding their contacts with current or former patients or family members of the patient's significant others.
- All staff will uphold all rules and regulations related to patient confidentiality in all areas, including patient care and public and non-patient care. These rules and regulations include but are not limited to the following:
    - Patient care providers are not to divulge any information or records concerning any patient without proper authorization to anyone. Unauthorized release of confidential information may constitute grounds for termination and/or civil action.
    - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
    - Problems of a patient are not to be discussed with another patient.
    - Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
- Personal problems, concerns, or personal life information of patient care providers are not to be discussed with any patient, patient group, or family/significant others.
- Staff is not to discuss disagreements or criticize other patient care providers or physicians within the earshot of patients/families/significant others. Professional differences of opinion must be addressed in an appropriate private space.
- Behavior in patient care areas and at the nurses' station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
- Dolphin Solutions Inc. must avoid any situation that involves a possible conflict between their interests and those of Dolphin Solutions Inc.. Staff shall not solicit and are encouraged not to accept gifts or compensation of any kind from any individual or employee outside of Dolphin Solutions Inc. because of their position at Dolphin Solutions Inc..
- Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the hospital will be met with investigation and quick response within the framework of Dolphin Solutions Inc. policy and procedure.
- Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct about that profession, in addition to the rules stated herein.
- All Dolphin Solutions Inc., and patient care staff will be expected to maintain English proficiency standards and use English exclusively during all paid working hours.
- The client's name badge must always be worn while on assignment, above the waist, with the name and title fully visible.
- While at the hospital, all Dolphin Solutions Inc. employees must follow these basic rules:

- Eating and drinking are only permitted in the cafeteria, designated employee lounges, unit conference rooms, and private offices, when not in use for patient care.
- Sleeping is not permitted during paid working hours.
- Personal phone calls on the unit during work time are prohibited, except in emergencies.
- Assigned duties must be carried out in a timely, efficient manner as directed or delegated.
- When entering a patient's room and/or when greeting a patient, practice the following.
  - Knock before entering.
  - Greet the patient by name.
  - If it is the first contact of the day, introduce yourself by name and title.
  - Tell the patient why you are in the room.
- When exiting a pt room, Dolphin Solutions Inc. patient care staff is expected to:
  - Inform the Patient / Family that you are leaving.
  - State the time you expect a return.
  - Ask if there is anything the pt. / family needs before you leave **(HR 2 & IM 3)**

DRESS CODE/FINGERNAIL POLICY

The dress code policy must be followed at all times while on the hospital premises. The Dolphin Solutions Inc. dress code includes but is not limited to the following:

- Clothing must be clean and neat and allow for quick, efficient movement as necessary in the performance of job duties, including emergencies. Professional healthcare attire is acceptable.
- Unacceptable attire includes but is not limited to:
  - Bare midriffs
  - Low-cut, tank, tube, or sleeveless tops
  - Transparent, provocative, excessively form-fitting, or revealing clothing.
  - Mini skirts
  - Sweat (warm-up) shirts or pants.
  - Clothing with printed messages, caricatures, or pictorial representations (e.g., university logos, beverage cans, and cartoon characters) applications that have the potential of falling off (e.g., sequins, glitter) shorts. Note: Exception business attire that is identified by a small logo (e.g., Polo insignia).
  - Denim jeans (any color).
  - Spandex tights or leggings.
  - Fishnet stockings.
  - Hats
    Note: Exceptions to these rules may be made with the written approval of the manager when the job expectations demand different attire.

- Jewelry is to be kept at a minimum and be kept up to date with general safety and infection control practices for the employee and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets, and sharp rings are not acceptable.
- Fingernails must be kept short, clean, and natural; no artificial applications are to be worn.
- Hair must be neat and well-groomed.
- Shoes must be clean and in good repair, provide good support and protection, and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times**. (HR 3)**

CUSTOMER SERVICE

All Dolphin Solutions Inc. nurses need to promote our culture of excellent service while on assignment at a client facility. Every time you interact with a customer or patient, you are representing Dolphin Solutions Inc..

Behaviors of Exceptional Customer Service:

1. Take pride and joy in creating a positive experience.
2. Smile and be friendly.

a. Make eye contact.

b. Give a genuine warm greeting, using the patient/customer's name when possible.
c. Be positive, talk positively.
d. Respect patients and co-workers.
e. Take ownership: you are responsible for safety, cleanliness, and confidentiality.

Standards of Service Excellence

1. Use L.E.A.P: if you receive a patient complaint, OWN IT!
   a. L- Listen
   b. E- Empathize
   c. A- Ask questions.
   d. P- Produce a solution.
2. Customer perceptions are reality: Deliver service the customer wants (not what you think they want)
3. Provide SMART feedback to team members. Everyone wants feedback. Build positive relationships with coworkers by recognizing their strengths, successes, and weaknesses. Be:
   a. S- Sensitive
   b. M- Meaningful
   c. A- Accurate
   d. R- Reinforcing
   e. T- Timely

TELEPHONE COURTESY

Telephone courtesy guidelines include but are not limited to:

- Answering the phone, preferably by the third ring
- Identify yourself by giving your department and name.
- Identify the caller and what they are requesting.
- When leaving the line, before placing the caller on hold, ask the caller if he/she can hold the line and wait for the caller's response.
- When returning to the line, thank the caller for waiting.
- When you give a call to another person, inform them both that they have a call and who the caller is.
- Try not to leave the caller holding for more than thirty (30) seconds. If you must handle several calls at the same time or are unable to find the requested information or person quickly, ask if the caller would prefer to wait or to be called back.
- If the person receiving the call is not available, advise the caller of this and offer the option of speaking with someone else or leaving a message.
- After taking a message, repeat the message to the caller to confirm that you have taken it down correctly and thank the caller.
- When transferring a call, let the caller know that you are transferring the call and why. Also, identify the extension to which you are transferring in case the caller is inadvertently disconnected.
- Allow your voice to reflect courtesy and a smile. What and how you say what you say makes a difference.
- Employees are to seek guidance from their manager when they have questions, concerns, or problems with these rules or any other part of their employment.

Any violations of the Code of Conduct will be investigated and may result in Disciplinary action up to and including termination, per Dolphin Solutions Inc. Policy and Procedures. (HR 3)

SUBSTANCE ABUSE: DRUGS IN THE WORKPLACE

Dolphin Solutions Inc. believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all people involved in our business, including employees and clients.

The use, possession, sale, or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activity is forbidden. Also, being under the influence of drugs or alcohol while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other actions, including notification of appropriate law

enforcement agencies, may be taken against any violator of this policy. Following the Drug-Free Work-Place Act of 1989, as a condition of employment, patient care providers must comply with this policy and notify management within five (5) days of conviction for any use of or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.
For the protection of our employees and the public and to ensure an environment as free from the influence of illegal drugs as is reasonably and practically possible, the company requires a pre-employment drug screen and annual drug employment screen and reserves the option to conduct a "for cause" drug screen for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of further employment of every employee. If any director, manager, supervisor, or other company officer or client representative has any suspicion that any employee under his or her supervision may be affected by or under the influence of illegal drugs, the employee under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the Dolphin Solutions Inc. employee to immediate termination. Additionally, consistent with the law, drug, and alcohol screening tests will be given after accidents or near misses, upon reasonable suspicion of alcohol or drug use, when a client requires pre-assignment testing, or upon any other circumstances that warrant a test.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

Dolphin Solutions Inc. is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual 'harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual Harassment is defined as unwanted sexual advances or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of examples of sexual harassment.

- Unwanted sexual advances—verbal and/or non-verbal.
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons, or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails, or invitations.
- Physical conduct that includes touching, assaulting, impeding, or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as a term or condition of employment.
- Submission or rejection of the conduct is used as a basis for making employment decisions or
- The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Upon experiencing or witnessing sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Dolphin Solutions Inc. Corporate Office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and that of the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim will be informed of the outcome.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the President or any member of management so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

PHYSICAL ASSAULT/WORKPLACE VIOLENCE

Dolphin Solutions Inc. is committed to providing a safe and secure workplace and an environment free from physical violence, threats, and intimidation. Employees are expected to report to work to perform their jobs in a nonviolent manner. Conduct and behaviors of physical violence, threats, or intimidation by any employee may result in disciplinary action up to and including discharge and/or other appropriate action.

Dolphin Solutions Inc. will not permit employment-based retaliation against anyone who, in good faith, brings a complaint of workplace violence or speaks as a witness in the investigation of a complaint of workplace violence.

Definitions

Workplace violence is any physical assault, threatening behavior, or verbally abusive remark that is made in the workplace and/or affects the workplace behavior of an employee, which includes but is not limited to:

1. Verbal Abuse: Any verbal expression issued with the intent of creating fear or intimidation in another individual or group of individuals, or verbal remarks or comments expressed in a loud, harsh, or threatening tone of voice or a joking manner within the workplace.
2. Physical Abuse: Any intentional movement of the body, which may include touching, gestures, pushing, striking, stalking, or any unwanted intrusion of "reasonable space" of any employee. Any intentional use of any object toward an individual.
3. Creating a Hostile Work Environment: Any intentional nonphysical action that can be considered intimidating or harassing with the intent of creating an environment that has the purpose or effect of unreasonably interfering with an individual's performance or where behaviors create a hostile or threatening environment.

Responsibilities

1. Management: Management will foster an environment that is safe and free from workplace violence and will act immediately to reduce the effects of workplace violence and/or verbal or physical abuse.
2. Dolphin Solutions Inc.: Employees will conduct themselves in such a way as to reduce the possibility of any conflicts or acts that would create a violent, abusive, or unsafe workplace environment for themselves or others. Dolphin Solutions Inc. employees will notify management of workplace violence incidents that have occurred on or off-site that have the potential to impact the work environment. The employee will remove him/herself from any situation that may result in workplace violence. This means that if confronted with a potential situation involving workplace violence, an employee must make a serious attempt to retreat from the situation and report to management.

JOINT COMMISSION EDUCATION

The Joint Commission emphasizes prevention - identifying problems and correcting them before anything happens. The organization has definitions that you need to know for the following terms:

- Error
- Sentinel Event
- Near Miss
- Hazardous Condition

Error

An Error is an unintended act of either omission or commission, or an act that does not achieve its intended outcome. In other words, an Error is:

- Something done by accident
- Something that should have been done but was not
- Something that was done that did not have the expected result.

An example of an Error is a patient's blood pressure not being measured when it should have been.

Sentinel Event

A Sentinel Event is an unexpected occurrence **which actually happened** and which either resulted in death or serious physical or psychological injury or carried a significant risk thereof. Serious injury specifically includes loss of limb or function.

An example of a Sentinel Event is the wrong dose of medication being given to an infant, causing death.

Certain types of events are reported to The Joint Commission under their Sentinel Event policy, whether they actually or potentially resulted in death or serious injury. These events are:

- Rape
- Patient suicide
- Infant abduction or discharge to the wrong family
- Hemolytic transfusion reaction involving administration of blood or blood products
- Surgery on the wrong patient or wrong body part.

Near Miss

This term is used to describe any process variation which could have led to a Sentinel Event, but the Sentinel Event did not actually happen because of some kind of intervention. A recurrence of the process variation carries a significant chance of a serious adverse outcome.

Here is an example of a Near Miss. By mistake, a patient is handed a medication to which she is allergic, and which could lead to death or serious illness. Fortunately, she recognizes the medication is different from what she is usually given, questions staff about it, and ultimately receives the correct medication, instead. In this case, the process variation is that the patient is not wearing a wrist band listing her allergies, and that the information about her allergies is not available to staff anywhere else.

Hazardous Condition

This refers to any set of circumstances (other than the disease or condition for which the patient is being treated) which significantly increases the likelihood of a serious adverse outcome.

In other words, a Hazardous Condition is:

- Something that could cause the patient harm
- Something other than the patient's disease or condition.

An example of a Hazardous Condition is a power outage and simultaneous failure of the back-up generator that shuts down life-support systems for some patients, meaning staff must manually ventilate affected patients until power is restored.

All hospitals must have a plan to identify risks to patient safety. They must also have policies for reporting and investigating sentinel events, near misses, and hazardous conditions.

ANNUAL NATIONAL PERFORMANCE GOALS (CRITICAL ACCESS HOSPITALS AND HOSPITALS) AND NATIONAL PATIENT SAFETY GOALS

Dolphin Solutions Inc. is committed to promoting safe, high-quality patient care and supporting compliance with applicable Joint Commission requirements.
Joint Commission establishes National Performance Goals (NPGs) and National Patient Safety Goals (NPSGs), as applicable to the accreditation program and healthcare setting. Effective January 1, 2026, the National Performance Goals replaced the former National Patient Safety Goals chapter for Hospital and Critical Access Hospital accreditation programs.

Joint Commission standards, National Performance Goals, National Patient Safety Goals, and related requirements may be revised periodically. Employees should refer to the current Joint Commission information available at:

National Performance Goals:
https://www.jointcommission.org/en-us/standards/national-performance-goals
National Patient Safety Goals:
https://www.jointcommission.org/en-us/standards/national-patient-safety-goals

Because Joint Commission requirements may be updated periodically, employees are expected to follow the most current applicable Joint Commission requirements and the policies and procedures of their assigned healthcare facility.

The following 14 areas represent the National Performance Goal framework applicable to Hospitals and Critical Access Hospitals. Employees should apply these patient safety principles as appropriate to their professional role, scope of practice, and assigned healthcare setting.

1. **Right Patient, Right Care**
   - Ensure the correct patient receives the correct care at the correct time through accurate patient identification, effective communication, safe procedures, and appropriate response to changes in patient condition.
   - **Example:** Verify the patient's identity using approved patient identifiers before administering medication, collecting specimens, or performing a procedure.

2. **Culture of Safety**
   - Promote a culture of safety through teamwork, effective communication, reporting of safety concerns, prevention of workplace violence, and continuous improvement.
   - **Example:** Promptly report safety concerns, near misses, unsafe conditions, or workplace violence concerns according to facility procedures.

3. **Emergency Readiness**
   - Support organizational preparedness and an effective response to emergencies and disasters.
   - **Example:** Know and follow the assigned facility's emergency, evacuation, fire safety, and disaster response procedures.

4. **High Quality, Safe Care for All**
   - Support high-quality, safe, patient-centered care for all patients.
   - **Example:** Follow facility procedures for effective communication and use available resources, such as qualified interpreter services, when needed for safe patient care.

5. **Preventing and Controlling Infection**
   - Follow evidence-based practices to prevent and control infections.
   - **Example:** Perform appropriate hand hygiene and use required personal protective equipment (PPE) and infection prevention precautions.

6. **Pain Management**
   - Support safe and appropriate assessment and management of pain consistent with the employee's role and scope of practice.
   - **Example:** Assess and document pain using the assigned organization's approved procedures and report or respond to findings as appropriate.

7. **Safe Informed Care**
   - Respect patient rights and support informed decision-making, effective communication, and patient participation in care.
   - **Example:** Provide information within your scope of practice, respond appropriately to patient questions, and follow facility requirements for informed consent.

8. **Reducing the Risk for Suicide**
   - Follow applicable procedures for identifying and responding to patients who may be at risk for suicide or self-harm.

- **Example:** Follow the assigned organization's suicide risk screening, assessment, observation, communication, and escalation procedures when applicable.

9. Tissue Transplant Safety *(when applicable)*
- Follow established requirements designed to support the safe handling and use of organs and tissues.
- **Example**: Follow required identification, verification, handling, storage, and documentation procedures applicable to transplant-related activities.

10. Waived Testing *(when applicable)*
- Perform waived testing safely and accurately according to applicable requirements and facility procedures.
- **Example**: Perform point-of-care testing according to approved procedures and manufacturer instructions and accurately document results.

11. Creating a Secure and Safe Physical Environment
- Help maintain an environment that protects patients, employees, visitors, and others from safety and security risks.
- **Example**: Promptly identify and report environmental hazards, unsafe conditions, security concerns, or other risks according to facility procedures.

12. Health Professional Resource Management
- Support safe patient care by maintaining required qualifications, credentials, orientation, training, education, and demonstrated competency.
- **Example**: Complete required orientation and competency assessments and maintain current licenses and certifications required for the assignment.

13. Protecting Patients and Providers in Imaging *(when applicable)*
- Follow applicable procedures designed to minimize risks associated with diagnostic and therapeutic imaging.
- **Example**: Follow patient identification, imaging safety, radiation protection, and other applicable facility procedures before and during imaging services.

14. Effectively Managing Medications *(when applicable)*
- Follow medication management requirements applicable to the employee's professional role and scope of practice.
- **Example**: Follow established procedures for medication preparation, administration, documentation, reconciliation, monitoring, and reporting of medication-related concerns.

DO-NOT-USE LIST

Joint Commission has created a list of abbreviations, acronyms, symbols, and dose designations that are not to be used throughout organization. The Do-Not-Use list applies to all orders and medication-related documentation and information that is handwritten or computer entered as free text

Do Not Use	Why	Use Instead
U (unit)	Mistaken for "0" (zero), the number "4" (four) or "cc"	Write "unit"
IU (International Unit)	Mistaken for IV (intravenous) or the number 10 (ten)	Write "International Unit"
Q.D., QD, q.d., qd (daily) D.O.D., QOD, q.o.d., qod (every other day)	Mistaken for each other. Period after the Q mistaken for "I" and the "O" mistaken for "I"	Write "daily" Write "every other day"
Trailing zero (X.0 mg)* Lack of leading zero (.X mg)	Decimal point is missed	Write X mg Write 0.X mg

MS MSO_4 and $MgSO_4$	Can mean morphine sulfate or magnesium sulfate. Confused for one another.	Write “morphine sulfate” Write “magnesium sulfate”

INFECTION CONTROL: UNIVERSAL PRECAUTIONS AND BLOODBORNE PATHOGENS

Dolphin Solutions Inc. strives to educate employees on nosocomial infections and their method of transmission and to provide education on work practices; engineering control and personal protective equipment prevent the spread of nosocomial infections.

Nosocomial Infections

Nosocomial infections are infections which are a result of treatment in a hospital or a healthcare service unit, but secondary to the patient's original condition. Infections are considered nosocomial if they first appear 48 hours or more after hospital admission or within 30 days after discharge. This type of infection is also known as a hospital-acquired infection.

Nosocomial infections are even more alarming in the 21st century as antibiotic resistance spreads. Reasons why nosocomial infections are so common include:

- Hospitals house large numbers of people who are sick and whose immune systems are often in a weakened state.
- Increased use of outpatient treatment means that people who are in the hospital are sicker on average;
- Medical staff move from patient to patient, providing a way for pathogens to spread;
- Many medical procedures bypass the body's natural protective barriers;
- Routine use of anti-microbial agents in hospitals creates selection pressure for the emergence of resistant strains

The Spread of Germs

Germs can be spread through 4 different modes of transmission

1. Airborne transmission: Occurs by dissemination of either airborne droplet nuclei (small-particle residue of evaporated droplets containing microorganisms that remain suspended in the air for long periods of time) or dust particles containing the infectious agent. Microorganisms transmitted by airborne transmission include *Mycobacterium tuberculosis* and the rubeola and varicella viruses.
2. Droplet transmission: Contact of the mucous membrane of the nose, mouth or eye with infectious articles can be produced by coughing, sneezing, talking or procedures such as bronchoscopy or suctioning. Droplet transmission requires close contact between the source and the susceptible person because particles remain airborne briefly and can travel. Microorganisms transmitted by droplet transmission include the common cold and flu.

3. Blood borne transmission: Germs can live in the bloodstream and in other body fluids that contain blood components. A person's skin prevents germs from entering into the body, but if the skin is broken because of a cut, it is possible for infected blood of another individual to enter. Mucous membranes, found in the mouth, vagina, or rectum may also allow germs to spread through contact with blood and/or secretions containing blood. Unprotected sexual contact can lead to this method of transmission.
4. Direct Contact Method: Infectious agents can spread directly or indirectly from one infected person to another, often on contaminated hands. The best protection is proper hand washing (Please see Centers for Disease Control and Prevention Hand Hygiene Guideline for more information on proper hand washing).

General Prevention

General steps to follow to prevent the spread of germs are:

- Following the Infection Control policies of your facility
- Identifying the people, patients, and staff, who are most at risk
- Washing your hands

- Staying healthy by getting plenty of rest, eating properly, and exercising
- Getting vaccinated against flu and hepatitis B
- Washing your hands
- Following the standard recommended precautions with everyone
- NOT coming to work if you are sick.

CDC HAND HYGIENE GUIDELINES

Improved adherence to proper hand hygiene has been shown to terminate outbreaks in health care facilities, to reduce transmission of antimicrobial resistant organisms and reduce overall infection rates.

The Centers for Disease Control (CDC) has released the following guidelines to improve adherence to hand hygiene in health care settings.

The six steps in routine hand washing are:

1. Wet hands thoroughly under running water. Warm or hot water is best.
2. Lather with soap from a dispenser
3. Wash hands thoroughly, for 15 seconds, using friction. Be sure to include the backs, palms, wrists, between fingers, and under fingernails.
4. Rinse hands thoroughly under running water.
5. Leave the water running and use a paper towel or an air dryer to dry hands thoroughly.

The four steps to round alcohol hand rubs are:

1. Pour the alcohol hand rub in the palm of one hand
2. Rub both hands together
3. Rub all parts of the wrist, hand, and fingers
4. Rub until completely dry

STANDARD PRECAUTIONS

Standard Precautions combine the major elements of Universal Precautions and Body Substance Isolation. Standard Precautions call for the use of gloves and other personal protective equipment to guard against anticipated or accidental contact with any body fluid, secretion, or excretion.

Personal Protective equipment is to be utilized when there is a break in the skin or when working around mucus membranes. All employees shall follow Standard Precautions in order to minimize and/or eliminate exposure to blood borne pathogens and communicable diseases. All body substances shall be treated as a potential source of infection and all facilities shall provide an adequate supply of Personal Protective Equipment in appropriate sizes to ensure all personnel have access when required.

At a minimum, all employees should follow these basic practices:

1. Hand protection

Protect your hands by wearing latex/hypoallergenic gloves (the correct size) when:

- Emptying a Foley catheter
- Emptying a bedpan
- Starting an IV
- Dealing with trauma in the emergency room
- Pricking the finger for blood glucose
- Handling blood specimens
- Drawing arterial or venous blood
- Cleaning biomedical equipment.

2. Body protection

Wear gown, mask, and goggles to cover any part of your body that could be splashed or sprayed (or otherwise come in contact with) the blood and/or body fluids of another person (for example, when caring for a trauma patient in the Emergency Department or when assisting in a procedure where exposure is possible).

3. General protection

- Dispose of all materials containing blood in the proper waste containers.
- Use a barrier device instead of performing direct mouth-to-mouth ventilations during CPR.
- Avoid contact with blood from needles by using safety devices provided by your facility.
- Never recap a needle (if you miss, you could jab your finger).
- Dispose of all sharps (needles, blades, IV catheters) in the proper disposal box.
- Wash your hands after removing gloves.
- Do not eat, drink, and apply make-up or contact lenses in areas where exposure to body fluids is possible.

Post Exposure and Follow up Plan

An exposure incident to blood borne pathogens involves specific eye, mouth, mucous membrane, or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duties. All employees involved in direct patient care should be familiar with appropriate decontamination procedures, Dolphin Solutions Inc. shall make immediately available a confidential medical evaluation and follow-up the exposed individual. Post-exposure follow-up shall be:

- Made available at no cost to the employee
- Performed by or under the supervision of a licensed healthcare professional who has a copy of all relevant information related to the incident.
- Made available at a reasonable time and place.

Dolphin Solutions Inc.'s post-exposure and follow-up, shall include the following:

- Documentation of the route(s) of exposure, and the circumstances under which an exposure incident occurred.
- Identification and documentation of the source individual
- Collection and testing of blood for HIV and HBV serological status
- Post-exposure prophylaxis, as recommended by the U.S. Public Health Service
- Counseling
- Evaluation of reported illness

The company maintains confidential medical records for each employee with occupational exposure. Records are kept for the duration of employment plus thirty (30) years. Each record shall contain the employee's name, social security number, hepatitis B vaccine history, and a record of all post-exposure follow-up.

BLOODBORNE PATHOGENS

The Occupational Safety and Health Administration (OSHA) has a Standard which was developed to protect the healthcare worker. The Bloodborne Pathogen Standard addresses the potential exposure of healthcare workers to blood and body fluids in the work environment. Bloodborne pathogens are Hepatitis B, C and Human Immunodeficiency Virus (HIV).

Hepatitis

Hepatitis is a serious disease of the liver, an organ necessary for life. Hepatitis B and C, the two most serious kinds of hepatitis, are similar kinds of liver infection that are caused by different viruses. Methods of blood-borne transmission of both Hepatitis B and C include:

- Blood splashes from minor cuts and nosebleeds
- Procedures that involve blood (especially in health care)
- Hemodialysis (using kidney machines)
- Sharing personal items like nail clippers, razors, and toothbrushes

- Sharing needles for intravenous drug use

In order to prevent the spread of Hepatitis:

- Follow Standard Precautions.
- Receive the Hepatitis B vaccine at no cost, if you are not already immune to the virus.
- Maintain good personal hygiene habits.

Human Immunodeficiency Virus (HIV)

HIV is the virus that causes AIDS. A condition in which the immune system begins to fail, leading to life-threatening opportunistic infections. Once this virus enters and infects the body, the person is said to be "HIV Positive." However, the person may be infected with the virus for up to 10 years or more before developing AIDS. The routes of transmission for HIV are:

- Sexual route: Acquired through unprotected sexual relations, wherein infected sexual secretions of one partner come into contact with the genital, oral or rectal mucous membranes of another
- Blood/blood product route: Accounts for infections in intravenous drug users, hemophiliacs and recipients of blood transfusions and other blood products.
- Mother-to-child: Occurs in utero during pregnancy and intrapartum at childbirth.

In order to prevent the spread of HIV:

- Follow Standard Precautions
- Wear protective equipment
- Abstain from sex or sex-related activities when the HIV status of your partner is doubtful or not known.
- If you are HIV infected and pregnant, take appropriate medication to reduce the chances of passing the virus to your unborn child.
- If you are HIV infected, DO NOT breastfeed.
- NEVER share needles, including needles used for tattoos, body piercing, or injecting steroids.

Tuberculosis

Tuberculosis is a common and deadly infectious disease caused mainly BY *Mycobacterium tuberculosis*. Tuberculosis most commonly attacks the lungs (but can also affect the central nervous system, the lymphatic system, the circulatory system, the genitourinary system, bones, joints and even the skin. Tuberculosis is curable, but it involves taking medication for a very long time. TB is caused by airborne bacteria and spreads through coughing, sneezing, talking, laughing, and breathing.

Healthcare professionals and persons exposed to TB need to have a Purified Protein Derivative (PPD) skin test or a chest X-ray. Positive test results indicate the person is infected with TB but may not have TB disease. He or she may be given preventive therapy to kill germs that are not doing any damage now but, could break out later.

To protect yourself and others from contracting tuberculosis, follow your facility's recommended Special Precautions in addition to Standard Precautions.

Special Precautions for the treatment of TB patients:

- Place TB patients in private rooms.
- Ventilate rooms directly to the outside if possible, to prevent the circulation of TB germs to other areas of the facility.
- Wear a special "fit-tested" mask (and receive training in how to wear it correctly) when entering the room and while in the room.
- Explain to patients and visitors how to use special masks.
- Keep patients in their rooms as much as possible.
- Encourage patients to cough or sneeze directly into tissues and to dispose of them.
- Have patients wear masks when being transported to other areas of the hospital

SUSPECTED ABUSE: IDENTIFICATION, TREATMENT AND REPORTING

Elder/Adult Abuse

With an elderly person (65 years of age or older) or disabled adult (18 years of age or older), abuse means the willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm or pain, or mental anguish or the willful deprivation by a caretaker or one's self of goods or services which are necessary to avoid physical harm, mental anguish, or mental illness.

Signs and Symptoms of Elder/Adult Abuse

- Patient or family member states that abuse is happening in the home.
- Explanation for injuries is inconsistent with the injury.
- Family or caregiver attempts to conceal injury.
- Indications that someone is exploiting the patient's finances or property.
- Delay in seeking treatment.
- Multiple bruises or injuries in various stages of healing
- Human bite marks
- Burns, especially on the back or buttocks.
- Bruises in the shape of a hand or fingers
- Patient's behavior changes in the presence of the family or caregiver

Child Abuse

With a child (under 18 years of age), abuse includes:

1. Mental or emotional injury that results in an observable and material impairment in the child's growth, development, or psychological functioning.
2. Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment.
3. Physical injury that results in substantial harm to the child or the genuine threat of substantial harm from physical injury to the child
4. Failure to make a reasonable effort to prevent an action by another person that results in substantial harm to the child.
5. Sexual contact, sexual intercourse, or sexual conduct.
6. Failure to make a reasonable effort to prevent sexual contact, sexual intercourse, or sexual conduct.

Signs and Symptoms of Child Abuse

- Burns on the soles of the feet (from forced standing in hot places)
- Burns on buttocks, thighs, hands or feet (from submersion in hot water)
- Explanation for injury does not match developmental stage (for example, caregiver explains a broken leg by saying the patient fell, but the patient is too young to stand up)
- Evidence of sexually transmitted disease
- Bruising or tearing around the genital area

NEGLECT

With an adult, neglect means failure to provide the goods or services that are necessary to avoid physical harm, mental anguish, or mental illness.
With a child, neglect includes leaving the child in a situation where the child would be exposed to a substantial risk of harm, i.e., failure to seek or follow through with medical care, failure to provide food, clothing, or shelter.

Signs and Symptoms of Elder/Adult Neglect, Including Self-Neglect

- Malnutrition
- Dirty, unkempt

- Unattended medical conditions
- Alcohol or substance abuse by caretakers

Signs and Symptoms of Child Neglect
- Chronic truancy (caregivers do not send a child to school)
- Failure to thrive (unexplained weight loss)
- Unexplained delay in development
- Accidental injuries that suggest poor supervision.

Spousal/Partner Violence
Spousal/partner violence involves the situation where a victim has been involved in an intimate, romantic, or spousal relationship with the perpetrator. It encompasses violence against both men and women and includes violence in same-sex relationships. It consists of a pattern of behaviors that establish power over another adult.

Signs and Symptoms of Spousal/Partner Violence
Signs and symptoms of spousal/partner violence can include the usual signs and symptoms of abuse and neglect. Violence in a relationship may not result in physical evidence. For example, the abuser may deny the victim the ability to communicate with friends or relatives. The abuser may abandon the victim in a dangerous place, refuse help when sick or injured, or prohibit access to money or other necessities.

Exploitation
The illegal or improper act or process of a caretaker using the resources of an elderly or disabled person for monetary or personal benefit, profit, or gain.
- The treatment team may identify the history of abuse, neglect, or exploitation.
- Any staff member suspecting child and or adult abuse and/or neglect is required to report suspicions according to local law and the rules and regulations of the state's Department of Human Services (DHS) or appropriate agency. If clarification is necessary concerning the criteria for reporting the Adult Protective Supervisor will occur without disclosing the identity of the patient and/or family.
- The report to DHS may be made orally or in writing. It shall include:
  a) The name, age, and address of the person
  b) The name and address of the person responsible for the care
  c) The nature and extent of the person's condition
  d) The basis of the reporter's knowledge
  e) Any other relevant information
  f) Documentation shall occur in the appropriate section of the patient record.
- If circumstances allow, the reporting procedure will be discussed with the patient and/or family involved before the report is made. Consent will be obtained if deemed appropriate by the treatment team.
- Outside agency personnel requesting information about the family should be referred to the patient's physician or other appropriate staff.
- Any act of omission is reportable. Any reportable suspicion, including a child victim or abuse, shall be documented in the appropriate section of the medical record.
- Symptoms resulting from abuse will be addressed by the patient's treatment team.
- Physical marking documentation should include photographic documentation (with appropriate patient identification) and be included in the appropriate portion of the patient's medical record.
- Any other evidentiary material of abuse released by the patient will be included in the appropriate portion of the patient's medical record.
- Adult patients shall be given information regarding legal counsel.
- Physical injuries requiring medical attention will be treated as deemed necessary by the patient's physician.

Abuse Reporting
All healthcare practitioners are mandated reporters. Social workers are not on site 24 hours/day, so practitioners need to know the appropriate procedures to take when abuse is suspected. Failure to report child, spousal, or elder abuse or neglect is a misdemeanor punishable by up to six months in jail and a $1000 fine. The law requires that the suspected abuse be reported immediately by telephone and followed up with a written report within 26 hours. To recognize these situations necessitates an awareness of the signs and symptoms indicative of abuse.

Suspected abuse, neglect, and/or exploitation should be reported directly to the Nurse Manager/Nurse Director/Charge Nurse and should include:

a. A description of the incident
b. To whom the incident happened
c. When the incident occurred
d. Where the incident occurred
e. Who was responsible for the neglect/abuse? **(HR 2 & 3)**

COMPLAINT RESOLUTION (STAFF AND CUSTOMER)

A Customer Service Complaint is any complaint and/or concern from one of our valued customers regarding a situation or incident that results in dissatisfaction with that customer. The purpose of our complaint policy is to:

- To have a positive impact in improving customer service and satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by customer dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

All Dolphin Solutions Inc. patient care providers and internal office staff are entitled to full and equal accommodations, advantages, facilities, privileges, and services provided by the company.

Dolphin Solutions Inc. accepts complaints from people who believe that they have experienced a violation of their rights. The following guidelines shall be followed when resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident violated his/her rights.
- An individual seeking to file a complaint needs to contact Dolphin Solutions Inc. management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain a claim which constitutes a violation of the complaining person's rights.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed, and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).
- If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled. Settlement terms may require:
    - Restoration of previously denied rights.
    - Compensation for any out-of-pocket losses incurred by the person filing a complaint
    - Correction of other harm(s) resulting from the violation(s).
    - Modification of practices that adversely affect persons protected under law
    - Other actions to eliminate the effects of violation of rights.

Our goal is to always provide you with a consistent level of service. If, for any reason, you are dissatisfied with our service or the service, we encourage you to contact the Dolphin Solutions Inc. Management to discuss the issue. Dolphin Solutions Inc. has processes in place to resolve complaints effectively and efficiently. If the resolution does not meet your expectations, we encourage you to call the Dolphin Solutions Inc. corporate office at (240) 752-8698. A corporate representative will work with you to resolve your concern. Any individual who has a concern about the quality and safety of patient care delivered by Dolphin Solutions Inc. health care professionals that has not been addressed by Dolphin Solutions Inc. management is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (800) 994-6610, Fax: Office of the Quality Monitoring (630) 792-5636. Dolphin Solutions Inc. demonstrates this commitment by taking no

retaliatory or disciplinary action against Dolphin Solutions Inc. when they report safety or quality of care concerns to the Joint Commission. **(LD7, CPR 6 &11)**

HUMAN RESOURCES: EMPLOYMENT APPLICATION PROCESS

In keeping with our standard of excellence, Dolphin Solutions Inc.'s initial application process and ongoing quality assurance initiatives are designed with the primary goal of providing the highest quality of nursing professionals possible. Our objectives include:

- To recruit and employ professionals who are dedicated to quality care and have proven skill histories.
- To provide a thorough orientation for each nurse so that he/she may perform his/her work safely and effectively.
- To provide consistent opportunities for staff education via our in-service training and staff development program.
- To monitor the quality of nursing performance through regular on-site evaluations
- To work closely with clients while modifying our service concepts to meet their needs.

Each applicant undergoes a stringent screening process to verify skills and commitment to nursing excellence.

Proof of Citizenship or Ability to Work as Required by Law

Dolphin Solutions Inc. verifies eligibility to work in the United States. The U.S. Immigration and Naturalization Service requires that employees show proof of citizenship/eligibility to work by completing an Employment Eligibility Verification Form (I-9). Failure to produce the necessary proof according to the applicable laws will result in the postponement of employment.

Background Checks

Dolphin Solutions Inc. may perform criminal background checks on applicants, which may include a felony and misdemeanor search in the state the applicant resides and may also include states and counties of residence/employment for the previous 7 years when specified in the written agreement between Dolphin Solutions Inc. and its clients. Criminal background checks can also be conducted post-employment based on a reasonable suspicion of criminal activity.

In addition, Dolphin Solutions Inc. verifies that applicants are not included in the Office of Inspector General's (OIG) or the Excluded Parties List System (EPLS) databases of excluded providers.

License/Certification/Education Verification

Applicants may be required to provide valid, original professional licenses to practice their profession in the state of the assignment, Basic Cardiac Life Support (BCLS) certification, and any other professional certifications required for the practice of their specialty when specified in the written agreement between Dolphin Solutions Inc. and its clients. Dolphin Solutions Inc. conducts primary source verification of professional licenses in all states where Dolphin Solutions Inc. is employing the provider or offering placement for the provider, with the appropriate licensing bodies to verify issue date, expiration date, active status of the license and to determine if a license has ever been suspended, revoked, restricted, reprimanded, sanctioned or disciplined. Any disciplinary action on a professional license can be terms for non-employment with Dolphin Solutions Inc., and falsification of any documentation will render the applicant completely ineligible for employment with Dolphin Solutions Inc..

Positions that require a specific educational requirement and/or certification must have verification of such. Where education and licensure are required, but the license may not be obtained without meeting the education requirements, it is not necessary to confirm education, but only to verify the license (A specific example would be an RN where state licensure is required and completion of an approved nursing program or completion of a certain number of continuing education units. In this case, the individual may not obtain state licensure or renewal without completion of an approved program or continuing education units. Therefore, only license verification would be required. If the position requires state licensure as an RN and a master's degree, then both the licensure and the education would need to be verified).

It is the employee's responsibility to maintain a current valid license. Failure to do so will result in removal from duties and progressive discipline. Employees are required to immediately notify Dolphin Solutions Inc. if a license/certification is suspended or revoked prior to education.

Reference Checking

Dolphin Solutions Inc. verifies at least one reference from previous employers or from clinical peers that may provide information related to the applicant's knowledge and applied job skill proficiency or confirm dates of employment.

Pre-Employment Skills and Competency Assessment

To ensure that work is performed safely and efficiently in the hospital setting, all applicants are required to complete a competency self-assessment for every unit and specialty to which they will be assigned. All current competency assessment tools are maintained in their personnel file.

Applicants must also complete a competency examination for every specialty to which they would like to be assigned and receive a passing score of at least 80%. Any applicant not receiving a passing score on their first time will be given one additional opportunity to re-take the competency exam and pass. Failure to achieve a passing score of at least 80% within the first two attempts is automatically ineligible for employment with Dolphin Solutions Inc.. In addition, all staff must complete all required client-specific examinations and receive a passing score of at least 80%. Any applicant not receiving a passing score for the first time will be given one additional opportunity to retake exams and pass. Failure to achieve a passing score of at least 80% within the first two attempts is automatically ineligible for employment with Dolphin Solutions Inc..

Health Screening

Applicants may need to go through a screening process when specified in the written agreement between Dolphin Solutions Inc. and its clients, to demonstrate that they are free from communicable disease and are free from any health impairment that is of potential risk to the patient, caregiver, other Dolphin Solutions Inc., or that may interfere with the performance of duties. All applicants may need to provide:

- Clearance for Work is only required when specified in the written agreement between Dolphin Solutions Inc. and its clients. If required, the applicant will submit a written clearance for work conducted within the last twelve months before the hire date. The Clearance for Work shall include whatever specifications are in the written agreement between Dolphin Solutions Inc. and its clients, which may or may not include a medical history, physical examination, laboratory work as indicated, and a written report to indicate that the employee is physically and medically qualified to perform the duties to be assigned. In addition, annual physicals are only required when specified in the written agreement between Dolphin Solutions Inc. and its clients.
- Tuberculosis Tests: These tests are only required when specified in the written agreement between Dolphin Solutions Inc. and its clients. TB tests, if required, may need to be conducted within the last twelve months before the hire date. The TB test may show a negative result. Applicants who test positive as a tuberculin reactor are required to submit documentation of a negative chest X-ray showing no abnormalities and/or provide proof of prophylactic antibiotic therapy. One clear chest X-ray is required for individuals following a positive skin test or documented history of positive skin test. Repeat chest X-rays thereafter are not required for those who present positive skin results. Repeat chest X-rays are only required when specified in the written agreement between Dolphin Solutions Inc. and its clients. Applicants with positive TB results must also complete a TB questionnaire upon hire and annually thereafter when specified in the written agreement between Dolphin Solutions Inc. and its clients.
- Vaccinations: are only required when specified in the written agreement between Dolphin Solutions Inc. and its clients. If required, the applicant will Submit proof of exposure to or immunization to Dolphin Solutions Inc..
- Drug Tests: are only required when specified in the written agreement between Dolphin Solutions Inc. and its clients. If required, the applicant will submit a drug screen that may screen any or all of the following: amphetamines, barbiturates, benzodiazepines, cannabinoids, cocaine, meperidine, Methadone, Opiates, Phencyclidine, Propoxyphene
- Hepatitis B: is only required when specified in the written agreement between Dolphin Solutions Inc. and its clients. Employees must provide proof of vaccination for Hepatitis B or sign a waiver/declination. The Hepatitis B vaccine and vaccination series shall be made available at no cost to all Dolphin Solutions Inc.. Dolphin Solutions Inc. shall not receive the vaccination if they have previously received the Hepatitis B vaccination series or have antibody resting, which reveals the employee is immune or for whom the vaccine is contraindicated for medical reasons.

*** *Please note that random drug screening and drug screening for cause may occur at any time.*

Interview and Education

Applicants whose qualifications are in question are interviewed by the President or Clinical Liaison. Interviews are designed to determine the applicant's knowledge, competence, and skills in specified areas of expertise. Interviews are based on actual events and circumstances that applicants are likely to encounter in the work environment.

Applicants are also oriented to Dolphin Solutions Inc.'s general policies and procedures and specific administrative policies on overtime and scheduling. Orientation is also provided for select hospitals, as specified by select client hospitals.

Applicants are also oriented and asked to acknowledge their comprehension of a variety of topics, including, but not limited to:

- Medication: administration, safety, and prevention of errors
- Abuse: Child, elder and reporting, SCAN
- Sexual and domestic violence, assault, rape
- Drugs in the workplace, workplace violence
- Safety: electrical, fire, environmental, safety signals
- Hazardous materials
- Infection control and CDC Hand Guidelines
- OSHA and blood-borne pathogens.
- Dress code and fingernail policy.
- JCAHO education, National Patient Safety Goals, List of Abbreviations/Do-not-use
- Patient rights/advance directives
- Emergency Preparedness
- End-of-life care.
- Code situation policies.
- Sentinel event policies and procedures.
- Restraints
- Age-specific education
- HIPAA
- Pain Management
- Body Mechanics
- Documentation of patient care, transcribing of physician orders
- Conscious Sedation
- Patient safety and education
- Fall Prevention

The completion of orientation shall be documented and signed by the applicant. The form will be retained in the Dolphin Solutions Inc.'s personnel record. **(All of the above cover HR 1, 2, 3, &4)**

Maintaining Nursing Personnel Files

HR maintains all personnel files and monitors relevant requirements and their expirations. Requirements are kept current through daily alerts of soon-to-expire or expired requirements.

Orientation

Dolphin Solutions Inc. will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive a Dolphin Solutions Inc. Employee Handbook.

Some facilities require some form of orientation. The amount of time required by each facility varies. Some facilities require computer training classes and orientation before the work assignment start date. The Recruiter will explain the required orientation to all employees prior to scheduling the first shift with a facility. Orientation time worked at the facility is paid at the orientation rate. (Usually less than the regular pay rate)

Some facilities require that their specific pre-employment orientation "packets" be completed by the prospective caregiver at Dolphin Solutions Inc. before the first shift is worked, and there is no pay for this required activity.

The first time you visit a facility, the following guidelines should be followed:

- Report approximately one (1) hour early for orientation (it may vary for each facility).

- Carry photo ID for evidence of identity when reporting for assignment.
- Take your nursing license and certifications with you.
- Report to the appropriate supervisor.
- It is expected that the healthcare practitioner locates and complies with the facility policy and procedures manual, as well as locates fire pulls, crash carts, medication rooms, linen carts, and appropriate exits before your shift starts.
- Always dress in proper attire when working at the facility. Orientation is only paid when the time has been properly verified by facility staff.

Occasionally, an employee may show up early as directed for orientation shift, but no one is available for orientation. Please take it upon yourself to utilize this time to become familiar with the floor layout and the location of vital items you may need to function effectively on your shift. It will be to your advantage to know the location of the policy and procedures manual, fire pulls, crash cart, med. room, linen cart, and appropriate exits before the onset of your shift.

Dolphin Solutions Inc. attempts to provide a comprehensive pre-employment orientation and in-service training that reflects current compliance and promotes safe healthcare delivery. The program includes, but is not limited to, the following:

- Age Specific
- Disaster Preparedness
- Cultural Diversity
- Environmental Safety
- Hazardous Chemicals
- HIPAA
- Infection Control/Bloodborne Pathogens
- Abuse
- Domestic Violence
- Ethics for Healthcare
- Annual National Patient Safety Goals
- Pain Awareness
- Patient Restraints
- Patient Rights
- Workplace Violence (HR 3)

PERFORMANCE IMPROVEMENT AND EDUCATION PROGRAM

The purpose of performance management is to enhance the knowledge, skills, and behaviors of all employees. This is accomplished by providing a means of measuring employees' effectiveness on the job; identifying areas of development where employees need training, growth, improvement, and/or additional resources; maintaining a high level of motivation through feedback with management and establishing individual performance goals.

Initial Assessment

Upon hire, one of Dolphin Solutions Inc. Recruiters must inform new hires of all the competencies that must be met. For the initial assessment, the competency self-assessments will serve as the baseline assessment. Review and education for errors on any competency exams, pharmacology exams, and additional examinations will also serve as areas of improvement.

Biannual Assessments

Dolphin Solutions Inc. has attempted to implement a continuous, systematic, and coordinated approach to measure and assess the hospital's feedback on all agency personnel being utilized. The following assessments are utilized to ensure Dolphin Solutions Inc. performance and customer satisfaction:

- The charge nurse, nurse manager, or client designee assesses caregivers once during their assignment or at least quarterly. The assessment focuses on professionalism, safety, patient care, compliance, assessment, planning, and documentation.

Any unsatisfactory scores will be reviewed and discussed with each nurse, and methods for improvement will be recommended by the Dolphin Solutions Inc. President or Clinical Liaison. For more information on the Dolphin Solutions Inc. Progressive Discipline Program, please see the Progressive Discipline Program.

Periodic Assessments

Dolphin Solutions Inc. President or Clinical Liaison conducts annual assessments of all staff. Biannual performance evaluations are solicited via phone calls to review clinical performance based on client feedback. The President or Clinical Liaison and clients evaluate the employee's job performance based on the functions and standards as outlined in the job descriptions. The President or Clinical Liaison and the employee will identify strengths, accomplishments, and areas for improvement and development. All hospital reviews, including initial and random assessments, are also incorporated into the biannual and annual performance review. The employees will also update their competency self-assessments at this time.

If performance improvement is required, written recommendations identifying the expected performance will be created and will be used to gain the employee's commitment to performing to those expectations. The President or Clinical Liaison will provide written coaching, resources, and suggestions to assist the employee in working toward the performance expectations established in this phase. In the event that a Performance Plan is created, it is expected that the President or Clinical Liaison conducts Progress Checks or informal reviews of performance to determine if the agreed-upon goals and objectives are being achieved, to recognize achievements, to discuss developmental needs, and/or to provide assistance in the accomplishment of performance goals.

Dolphin Solutions Inc. Performance Review

- Every healthcare professional employed by Dolphin Solutions Inc. who is currently working or has worked in the last year will have an annual performance evaluation carried out by Dolphin Solutions Inc. during December or on the anniversary of their date of hire.
- Traveling providers are eligible for annual evaluations if they worked a minimum of one 13-week assignment during the preceding year and are active during the current year at the anniversary of their date of hire.
- Per diem providers are eligible for annual evaluations if they worked a minimum of 8 hours during the preceding year and are active during the current year at the anniversary of the date of hire.
- Dolphin Solutions Inc. will attempt to obtain feedback from client representatives regarding clinical staff competence and ongoing performance of professional behaviors. Unfortunately, some clients will not cooperate with Dolphin Solutions Inc. in this regard, so the Dolphin Solutions Inc. representative may conduct phone solicitation of feedback from its clients.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our employees immediately. Follow-up with our clients is completed within an appropriate time frame.
- Annual skills checklists that apply to the specialty area of work will be completed by every health professional employed by Dolphin Solutions Inc..
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of the employee's competence at hire, at performance evaluation, and as needed or required by state licensing agencies to ensure that Dolphin Solutions Inc. clinicians have the skills or can develop the skills to perform and continue to perform their duties.
- The president or clinical liaison is responsible for ensuring that any identified areas of development are addressed. **(HR 6)**

Education

Ongoing continuing education is the responsibility of each employee to ensure that they have a current knowledge and practice base. Dolphin Solutions Inc. maintains information on available resources for BLS, ACLS, PALS, etc. The following online education programs are also available for continuing education; however, this is not an inclusive list of available resources: www.nursetesting.com, www.rn.com, and www.lww.com. Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please provide Dolphin Solutions Inc. with copies of your continuing education certificates. **(HR 5)**

Disciplinary Action

Dolphin Solutions Inc. has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive, progressive approach is taken to solve discipline problems, which appeals to an employee's self-respect rather than creating the fear of losing a job. Our system emphasizes the correction of offensive behavior. If correction of the problem and sustained improvement does not occur, termination may result.

The following may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work or not notifying us.
- Unauthorized possession, use, or removal of property belonging to any patient or any client of Dolphin Solutions Inc..
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- Lewd, unacceptable behavior, possession of weapons or explosives, and provoking, instigating, or participating in a fight is prohibited at Dolphin Solutions Inc. and/or at its client hospitals.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination. (For example, refusal to conduct your supervisor's reasonable work request).
- Leaving an assignment without notice i.e., patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims about injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Disrespect to clients or fellow employees. **(LD 7)**

Do Not Send Policy and Process

The staff of Dolphin Solutions Inc. is committed to providing a higher standard of service to our clients and to the delivery of safe, quality patient care. As an employee, you play a very valuable role in our success in delivering excellent customer service and in our ability to achieve Joint Commission Certification. We are implementing a "Do Not Send" **Prevention** Program.

- Below is the Termination Policy.
  - Following the Termination Policy are the Do Not Send Prevention Curriculum and the Do Not Send Prevention Quiz
  - **You will be held responsible for the information in the curriculum** and quiz in both your clinical and professional/behavioral performances **every time you work for Dolphin Solutions Inc..**
  - Please take the quiz and return only the answer sheet to us within 14 days in the enclosed self-addressed stamped envelope.
  - ***When a performance issue arises, Dolphin Solutions Inc. will use the point system outlined below. As you can see, significant performance issues or ongoing performance issues could result in termination. By implementing this program, it is our goal to reduce the number of performance issues and/or Do Not Send.***

Termination Policy

The following point system is used to determine termination as a result of Do Not Sends.

1 Point — Attitude / lack of professionalism / customer service

2 Points

- Clinical incompetence – poor clinical performance
- Poor time management
- Medication Error
- Documentation Deficiencies Lack of Compassion

3 Points

- Danger to patient.
- No call No show.
- Departing facility before end of shift secondary to dissatisfaction with assignment.
- Do Not Send from any Travel Assignment regardless of origin

5 Points

- Illegal Behavior (Includes false identity; falsified documentation, use of or distribution of controlled substances etc.)

- Pt. abandonment. When nurse is under investigation for above behavior they will be considered terminated until exonerated from all accusations.
- Error resulting in Pt. Death or Permanent physical or mental damage
- Self-terminating travel assignment without proper notice to facility or Staffing Agency.

A nurse who receives 5 points will be considered for termination.
Any nurse involved in illegal activity will be terminated immediately

Please feel free to contact the Client office, if you have any questions

Do Not Send Prevention: Curriculum
Do Not Sends are usually subjective in nature. However, there are things we as Agency nurses can do to avoid Do Not Sends.

1. Be on time to all shifts.
Be 30 to 45min early, arriving to the floor, when working at a hospital for the first time.

To ensure being on time, preparation begins the night before, or day of your night shift.

Have clothes, nursing tools, lunch etc. prepared before sleeping.

Get to bed early to ensure 8 hrs of sleep.

Awake early enough to eat before you leave for shift.

Make sure you have accurate directions and facility phone number before you begin driving to the shift.

Do not sign in and out at the same time!

Rationale: Arriving early allows the Agency nurse to familiarize themselves with the unit, get organized, meet the Charge Nurse and make a positive first impression. Signing in and out at the same time is fraud.

2. Take a detailed report.
Head to toe, system by system, Neuro to Skin.

Review your patient's charts, (ten to twenty minutes per chart) after report, and before lunch.

Rationale: This is of paramount importance! Sets the tone for the start of the shift, provides the foundation for the plan of care, focus of initial assessments and interventions.
Taking a detailed report and reviewing the pt's chart during the first half of your shift also prepares the Agency nurse to give a knowledgeable, relevant report.

3. Show Initiative.
Find the Charge nurse, introduce yourself, ask to be shown around, and inquire who your resource person may be for the shift (if initial shift @ facility), if not the Charge nurse.

Communicate early and often any relevant information to the Charge nurse such as: changes in patient condition, difficulty with or questions about; assignment, staff, equipment or documentation tools.

Rationale: Allows Charge nurse to make adjustments or provide assistance in a timely manner, in order to provide the safest patient care and prevent a delay in patient treatment.

4. Avoid handling personal business during shift.
Talking on mobile phones or using facility information systems for personal use (other than in an emergency or away from patient care area during breaks) is a sure way to make an impression that will reflect poorly on the Agency nurse.

Rationale: This behavior often leads directly to a Do Not Send.

5. When in Rome… **Make every attempt to do things, the way the Facility you are working in, does things.**
Some Facilities want two nurses to sign off on all **insulin** administration, **narcotic** administration and **lab specimens**.

Please respect all of our facilities policies and procedures, without complaint or argument.

However, if you have been asked to perform a task or procedure you feel will place a patient in danger or you feel unqualified to perform, contact your immediate supervisor and/or go up the chain of command until you feel you have been able to express your concern professionally and respectfully.

If one of us as agency nurses encounters a situation in which you feel obligated to challenge a request, in order to maintain the safest patient care environment. It is of vital importance that you:

1. Communicate with Client
2. Document the incident in your own words before leaving the facility.
3. Furnish signed and dated copies of your documentation of the incident to Client, the Nursing Supervisor of the facility in which you were working and retain a copy for yourself.

Rationale: Knowledge of, and compliance with each facilities policies and procedures are fundamental elements of professionalism, providing safe patient care and creating an impression that makes a facility ask for an Agency nurse by name.

6. Practice the 6 rights of medication administration.
1. Right Patient
2. Right Medication
3. Right Dose
4. Right Time
5. Right Route
6. Right Rate
7. Right Reason
8. Right Documentation
9. Right Assessment
10. Right Education
11. Right Evaluation

If an agency nurse is confused regarding any aspect of the medication administration process, clarification with the physician becomes an immediate priority, to ensure safe medication administration.

Rationale: Medication errors are serious, and can lead to negative patient outcomes, extended hospitalization, severe injury and death. Most importantly for a careful, knowledgeable and conscientious Agency nurse, medication errors are almost always preventable.

7. Be conscious of Joint Commission National Patient Safety Goals in your practice.

1. Improve the accuracy of patient identification.

2. Improve the effectiveness of communication among caregivers.

3. Improve the safety of using medications.

4. Reduce the risk of health care-associated infections.

5. Accurately and completely reconcile medications across the continuum of care.

6. Reduce the risk of patient harm resulting from falls.

A complete and current set of National Patient Safety Goals should be posted or easily accessible on any unit in any Acute Care Facility.

Rationale: "The mission of Joint Commission is to continuously improve the safety and quality of care provided to the public" through the "support of performance improvement in healthcare organizations."

8. Ask the Charge nurse to Audit your Charting a few hours before end of shift.

Having the charge nurse review our documentation, within a couple of hours of the end of your shift, displays exceptional accountability, reduces the healthcare provider and facility's exposure to liability. Thorough documentation also helps convey important information to the following shift and ensures the necessary facts will be available when and if the chart is reviewed in the future.

Rationale: Complete documentation, is an essential component of effective, efficient nursing. Since many Agency nurses work in multiple facilities in a short period of time, it is not an easy task to dot every "i" and cross every "t", without help from a knowledgeable source.

9. Practice excellent customer service.

Customer service extends further than our patients and their families; it includes every person we come onto contact with while we are working. Our customers are every nurse, pharmacist, physician, respiratory care practitioner, etc. Every time we interact with another human being at work it is imperative that we greet that person with a friendly and helpful attitude.

Rationale: Treating our patients, their families, our colleagues and interdisciplinary team members with friendliness, respect and kindness creates an environment where being helpful and taking the extra step to solve someone's problem is not the exception but the "norm".

10. Take excellent care of your patient(s).

The reason hospitals exist is because people who are ill, injured or have had major surgery require 24-hour care. The necessity of 24-hour care is the reason why tens of thousands of hospitals across the US continue to operate, often at a loss.

Keep the person you are taking care of clean. Be gentle. Communicate kindly and effectively. Listen carefully. Show respect, for your patient's privacy, age, culture, family and human existence. Spend time teaching them, explaining what is happening at any given moment. Explain what you are doing or giving your patients and why.

Rationale: As direct patient care providers taking good care of our patients what we should expect of ourselves, it is what we are expected to do. It is our ethical obligation. It is our job.

11. Remember This! … When we are working for a TEMPORARY Staffing Firm "We are PERMANENTLY on PROBATION"

There are common reasons many of us work for Staffing Firms. We enjoy the flexibility, often making our own schedules, increased pay, getting paid sooner, working in new environments and meeting new people. We also need to be aware that there are trade-offs or things we give away for those benefits.

We are not employees of the facilities in which we are working. We are not "on staff". We are not members of the union. We cannot expect to receive fair treatment. We will almost never get the best assignment. We might be "ganged up" on. We might not get help as soon as we ask for it. If we complain we can expect to be asked not to return. We have to out-perform our colleagues "on staff" every shift. We can never get comfortable.

Rationale: The key to being "successful" and enjoying our careers as providers who work for temporary staffing forms… is having as many places to work as possible. Having a wide range of choices will allow us to minimize interruptions to income

when our favorite places do not need us. The sooner we let go of our expectations of being treated as if we were employees of the facilities we work in, on a TEMPORARY basis the greater chances we have of being successful.

Do Not Send Prevention: Quiz

1. **Its 4:45 a.m. and La Tasha Davis has just been confirmed for the day shift at a Medical Center across town from her. La Tasha lives in across town from and has never been to the Medical Center. Which of the sequences will below provide La Tasha with greatest chances of making a great first impression and having a successful shift?**

    a. Wake up at 6:15 a.m., take a shower, get dressed, hit the road @ and head in general direction of the facility and call for directions from the car.

    b. Get out of bed at 0500 obtain detailed directions and the nursing office phone number. Eat a small healthy breakfast, shower, dress neatly, gather nursing tools (ID badge, medication book, stethoscope etc.) and be on the road by 0545.

    c. Get out of bed at 0500 go to the gym, come home, shower, get dressed, walk the dog, be on the road at 0705, call the staffing firm and say she got lost.

    d. Refuse to go to the Medical Center located across town, call the staffing firm at 0730 and ask if the hospital she usually works at has any late call needs.

2. **Lynn Carson RN is alone at the Nursing station in a facility in which she has been working twice a week, for over year, she is faxing a new order to the Pharmacy. Before Lynn leaves the Nursing station the phone rings, and several lines are blinking. Which of the following answers is the best example of excellent customer service?**

    a. Lynn looks around and sees the unit secretary speaking to the charge nurse, the nurse manager, and two executives with hospital badges and wearing suits and yells out to the secretary that the "phones are ringing!" and walks away from the Nursing station.

    b. Lynn answers the phone lines and politely explains to every caller that she is not the unit secretary and cannot help them before hanging up, and walking away from the Nursing station.

    c. Lynn finishes faxing her new medication order to the Pharmacy, doesn't acknowledge any of the phones ringing and walks away from the nursing station.

    d. Lynn sits down at the nursing station answers all the lines and directs the calls courteously and professionally. Lynn then remains at the nursing station, handling the phones for a few minutes until unit secretary returns. Lynn then passes along all relevant information upon being relieved.

3. **Kenny Slater RN has an extremely heavy assignment working day shift in a very busy Telemetry unit for the first time. Kenny's patients tell him he has done a great job. However, the night shift Charge Nurse makes Kenny a Do Not Send, stating incomplete documentation as the reason. Which of the options below is the most reliable way to prevent this from happening in the future?**

    a. Kenny could have communicated the condition of his patients, explained how busy he was, asked for help and requested the dayshift Charge Nurse to audit his charts several hours before his shift ended.

    b. Kenny could have avoided fulfilling his pts requests, not followed up on MD orders, and missing medications and made completing his documentation his first priority.

c. Kenny could have stated that his assignment was unfair and unsafe then complained to his patients and their families.

d. Kenny could have done nothing more, it wasn't his fault. It was the hospital's fault for giving him such a hard assignment and not showing him all the details of the documentation process in the first place.

4. **An MD on a pediatric floor orders .1mg of M.S. prn q 1º and a Dig level QD. Please write in the correct versions of the abbreviations used above, which comply with Joint Commission National Patient Safety Goals.**
   a. *0.1mg of Morphine Sulfate prn q 1 hour, Digoxin level daily*

5. **Its 0930 and Ude Amin RN, who also works as a Real Estate agent, is working in the ICU. At the end of her morning break, Ude checks her voice mail. Ude finds out an offer for a 2-million-dollar property, from one of her clients, has been accepted! Which of the following actions would be appropriate?**

   a. Ude tells the Charge RN she has a severe family emergency and leaves the facility immediately.

   b. Ude excitedly calls the seller's broker back from the Nursing station, and asks him to fax the counter offer to the ICU, so she can fax it to her client right away.

   c. Ude waits until her lunch break to call the seller's broker back. She uses her mobile phone outside of the hospital.

   d. Ude uses the nursing station computer, logs on to the internet, and prints out pictures of the 2-million-dollar house she just sold. She then borrows another RN's calculator to estimate the commission she expects to earn from the sale.

REPORTING ANY ISSUES

Assignment Issues

Issues may arise while an employee is on assignment for a client. As a representative of Dolphin Solutions Inc. and as a responsible and mature nursing professional, it is important that professionalism and integrity are maintained throughout the conflict resolution process and that above all, patient safety is the priority.

Common issues that may arise are:

- Conflict with hospital staff
- Conflict with patient and/or patient family members
- Unfair patient assignments, or "dumping"
- Assignment to a unit for which you are incapable of safely performing your duties.

In the event of any of the above events:

1. Contact the nursing supervisor for assistance.
2. If escalation is required, contact Dolphin Solutions Inc. for mediation.
3. Complete an incident report at the facility (if required)
4. Complete an incident report at Dolphin Solutions Inc. (if required)

Blood Borne Exposure

An exposure incident to blood-borne pathogens involves specific eye, mouth, mucous membrane, or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duties. All employees involved in direct patient care should be familiar with appropriate decontamination procedures.

In the event of exposure to any blood-borne pathogens:

1. Adhere to appropriate decontamination procedures.
2. Contact the charge nurse or nursing supervisor for assistance.
3. Inform Dolphin Solutions Inc. immediately of exposure.

Dolphin Solutions Inc. shall immediately make a confidential medical evaluation and follow-up for the exposed individual available. Post-exposure follow-up shall be:

- Made available at no cost to the employee.
- Performed by or under the supervision of a licensed healthcare professional who has a copy of all relevant information related to the incident.
- Made available at a reasonable time and place.

Dolphin Solutions Inc. post-exposure and follow-up shall include the following:

- Documentation of the route(s) of exposure and the circumstances under which an exposure incident occurred.
- Identification and documentation of the source individual
- Collection and testing of blood for HIV and HBV serological status
- Post-exposure prophylaxis, as recommended by the U.S. Public Health Service
- Counseling
- Evaluation of reported illness

The company maintains confidential medical records for each employee with occupational exposure. Records are kept for the duration of employment plus thirty (30) years. Each record shall contain the employee's name, social security number, hepatitis B vaccine history, and a record of all post-exposure ((follow-up**. (LD 8 & IM 3)**

CLINICAL INCIDENTS AND SENTINEL EVENTS

Dolphin Solutions Inc. is committed to promoting a culture of safety by encouraging the prompt recognition, reporting, investigation, and resolution of clinical incidents, patient safety events, and sentinel events. All healthcare professionals share responsibility for maintaining a safe environment for patients, visitors, clients, and coworkers through timely reporting of actual or potential safety concerns.

Healthcare professionals are expected to immediately report any unsafe condition, clinical incident, sentinel event, near miss, or event that could compromise patient safety, quality of care, or professional practice. Reports shall be made to the client's Charge Nurse or Supervisor in accordance with the client's policies and to the Dolphin Solutions Inc. Clinical Liaison or designated clinical leadership as soon as possible.

Employees are encouraged to speak up whenever they identify a condition or practice that may place a patient, coworker, or organization at risk. Dolphin Solutions Inc. , Inc. supports a culture of safety and non-retaliation for employees who report patient safety concerns in good faith.

Clinical Incidents

A Clinical Incident is any event, circumstance, or deviation from accepted standards of care that resulted in, or had the potential to result in, patient harm, employee injury, or compromised quality of care, regardless of whether an adverse outcome occurred.

Examples of clinical incidents include, but are not limited to:

- Medication errors or medication variances
- Omission or delay of treatment
- Inaccurate patient assessment or documentation
- Patient falls
- Improper use or malfunction of medical equipment
- Intravenous (IV) or blood product complications
- Breach of infection prevention or patient safety practices
- Patient, family, physician, or client complaints related to clinical care
- Any event requiring clinical counseling, corrective action, or follow-up

All clinical incidents shall be documented, reviewed, and investigated as appropriate. Findings may be incorporated into the organization's Performance Improvement Program to identify trends, implement corrective actions, and improve the quality and safety of healthcare services.

Sentinel Events

A **Sentinel Event** is an unexpected occurrence involving death, permanent harm, severe temporary harm, or the risk thereof, requiring immediate evaluation and response.

Examples may include:

- Wrong-patient, wrong-site, or wrong-procedure events
- Medication errors resulting in death or permanent harm
- Patient suicide or attempted suicide meeting Joint Commission reporting criteria
- Patient abduction
- Retained foreign object following a procedure
- Hemolytic transfusion reaction involving major blood group incompatibility
- Maternal or perinatal death meeting Joint Commission criteria
- Patient falls resulting in death or permanent loss of function
- Criminal acts, assault, or homicide occurring during the provision of care
- Any other event meeting the Joint Commission definition of a Sentinel Event

Dolphin Solutions Inc. recognizes that client organizations may have additional reportable event requirements. Employees shall comply with both client reporting procedures and Dolphin Solutions Inc. reporting requirements.

Reporting and Investigation

1. Protect the patient and address immediate danger
Take appropriate immediate action within your role to protect the patient and reduce further risk. Follow the facility's emergency procedures and notify the appropriate facility personnel. Seek emergency care for an emergency injury or exposure.

2. Notify Dolphin Solutions Inc.
Immediately report unexpected patient incidents and potential safety concerns to the appropriate facility personnel and promptly notify Dolphin Solutions Inc. management, the President, or the Clinical Liaison by calling 407-758-8193. This number is used during business hours and for after-hours emergencies. Report every incident or near miss regardless of whether an adverse patient outcome occurred; do not wait for harm to be confirmed.
For a suspected or confirmed sentinel event, immediately notify the facility charge nurse or nursing supervisor and Dolphin Solutions Inc. President or Clinical Liaison at 407-758-8193. Follow the facility's emergency procedures and do not delay notification pending investigation or confirmation of the patient's outcome.
For a work-related injury or exposure, notify Dolphin Solutions Inc. as soon as possible. In an emergency, go to the emergency room. For a non-emergency injury, contact the firm for guidance about where to seek medical care.
Firm contact: Dolphin Solutions Inc. — 407-758-8193 (regular business hours and after-hours emergency/on-call contact; Employee Handbook, page 4).

3. Document and share factual information
Provide the firm with the information needed to understand and follow up on the incident:

- Date, time, and location.
- What happened or nearly happened, stated factually.
- The care, treatment, or service involved.
- The patient's condition and any known outcome.
- Immediate actions taken to protect the patient or address the risk.
- Facility personnel notified and when they were notified.
- Names and contact information of people with relevant information, if available.
- Any related records or documents, following privacy requirements and facility procedures.

Complete the facility's required incident reporting and clinical documentation. Cooperate with the firm's follow-up, including interviews and review of relevant information. Protect patient privacy and share information through approved channels.

4. Support review and follow-up
The Clinical Liaison reviews reported clinical incidents and coordinates appropriate follow-up with the clinical staff member and customer or facility. For sentinel events, the facility conducts a root cause analysis. The Clinical Liaison supports involved staff, facilitates communication with the customer as appropriate, and uses findings to plan improvement activities.
When a report involves a deviation from professional practice requirements, suspected fraud, narcotic abuse or diversion, or other aberrant or illegal behavior, document the event and report it to the Clinical Liaison. The Clinical Liaison will report the situation according to applicable professional association guidelines.

5. Handle complaints through the complaint process when applicable
A concern or dissatisfaction may also be a customer service complaint. Contact Dolphin Solutions Inc. management so the appropriate manager or staff member can conduct an intake interview and complete a complaint management report. The complaint process includes screening, investigation, interviews and record review as appropriate, and resolution or improvement actions when warranted.

The complaint policy's 30-day filing guideline applies to complaints under that policy. It does not remove the requirement to promptly report clinical incidents, near misses, safety hazards, injuries, or sentinel events to the firm.

Upon notification of a clinical incident or sentinel event, the Clinical Liaison or designated clinical leader shall:

1. Ensure the immediate safety of patients and others involved.
2. Obtain relevant information from the employee, client, and other available sources.
3. Document the event in accordance with organizational policy.
4. Coordinate with the client facility regarding investigation and follow-up activities.
5. Determine whether additional counseling, competency validation, education, or corrective action is necessary.
6. Refer significant events to leadership and the Performance Improvement Program for trend analysis and organizational learning.
7. Report events to regulatory agencies, licensing boards, certification organizations, or other authorities when required by law, regulation, contractual obligation, or professional standards.

Professional Practice Concerns

Dolphin Solutions Inc. investigates all reports involving concerns related to professional practice, competency, ethics, or conduct.

Examples include, but are not limited to:

- Deviation from accepted standards of professional practice
- Fraudulent documentation or misrepresentation
- Diversion, misuse, or impairment related to controlled substances
- Unprofessional or unethical conduct
- Patient abuse, neglect, exploitation, or mistreatment
- Violation of applicable laws, regulations, organizational policies, or client requirements

When appropriate, Dolphin Solutions Inc. shall take corrective action, which may include counseling, additional education, competency reassessment, suspension from assignment, disciplinary action, termination of employment, or reporting to the appropriate licensing board, regulatory agency, or other authority.

Performance Improvement

Clinical incidents, patient safety events, sentinel events, near misses, client complaints, and professional practice concerns shall be incorporated into the organization's ongoing Performance Improvement Program.

Leadership shall review reported events to:

- Identify trends and opportunities for improvement.
- Evaluate the effectiveness of corrective actions.

- Improve patient safety and quality of care.
- Strengthen education, competency validation, and clinical practice.
- Reduce the likelihood of recurrence through process and system improvements.

Lessons learned from significant events shall be communicated, when appropriate, through education, competency training, policy revisions, or other quality improvement initiatives.

Joint Commission Sentinel Event Policy

Dolphin Solutions Inc. supports the principles of the Joint Commission's Sentinel Event Policy, which is intended to promote patient safety through the timely identification, reporting, investigation, and prevention of serious patient safety events.

The objectives of the Sentinel Event Policy are to:

1. Improve the safety and quality of patient care by identifying, reporting, and responding to sentinel events and other significant patient safety events.
2. Promote a thorough analysis of contributing factors and underlying system issues to reduce the likelihood of recurrence through effective corrective and preventive actions.
3. Foster a culture of safety, continuous learning, and performance improvement by sharing lessons learned and implementing evidence-based risk reduction strategies.
4. Maintain public confidence in accredited healthcare organizations by demonstrating a commitment to patient safety, accountability, and continuous quality improvement.

Dolphin Solutions Inc. shall cooperate with client facilities in the investigation of clinical incidents and sentinel events, as appropriate, and participate in follow-up activities related to employee performance, competency assessment, education, and corrective action.

Any report involving a deviation from accepted professional practice, fraudulent activity, diversion or misuse of controlled substances, patient abuse or neglect, unethical conduct, or other illegal or reportable behavior shall be promptly documented, investigated, and managed in accordance with organizational policies, applicable laws, contractual obligations, and professional standards.

When required, the President, Clinical Liaison, or designated leadership representative shall report verified incidents to the appropriate licensing board, regulatory agency, certification organization, or other authority, and implement appropriate corrective actions, including counseling, competency reassessment, education, disciplinary action, or termination of employment, as warranted.

Information obtained through incident investigations and performance reviews shall be incorporated into the organization's Performance Improvement Program to identify trends, strengthen patient safety practices, and support continuous quality improvement. **(HR 3, CPR 6 &11)**