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## **WE WANT TO HEAR FROM YOU!**

Congratulations on your new assignment! In the confusion and excitement of the first few days, there may be some things you need to keep in mind. This is a reminder of a few of those things.

We expect and anticipate that you will receive Orientation at the facility where you are working. During that time, you should be introduced to their policies and procedures, emergency codes, and ways to address ethical concerns in that facility. In the event that you do not receive the information you need, discuss this with your Supervisor on site.

We're sure that patient care will go smoothly in your new position. However, sometimes unexpected and serious situations arise with your patients. JCAHO calls these "incidents" or "sentinel events", and they should always be reported immediately to your supervisor at the hospital. As soon as it is practical, you should also report these events to the Agency, as we need to track them as well. Sentinel events can include unexpected deaths, unplanned returns to the OR, errors such as medication errors which affect the patient, errors during procedures, or any event which might result in legal action, for example. Any serious patient care situation which might have been associated with you or your care should be reported.

Your safety during your time at an assignment is important to us. However, if you should become injured while on duty, you need to once again report to your Supervisor on site immediately. Whether a needlestick, a splash, or a physical injury, we want to be sure first of all that you are cared for. But of course there are always reports and paperwork to follow, so notify your recruiter at the Agency as soon as possible.

While at your assignment, it is always possible for the hospital to reassign ("float") you to another area which needs your help. We want you be safe and comfortable in this new assignment. However, if at any time you are floated to an area where you do not feel competent to care for the patient assignment, you must speak up immediately. You are the only person who knows what you are capable of, so you are responsible to notify the Supervisor at the facility immediately if you are outside of your abilities. If the situation cannot be worked out to one in which you are confident of your patient care, you must notify the Agency. Do not accept an assignment if you cannot be sure you are competent to care for your assigned patients.

In the event of any of the above situations, I understand that I need to follow these procedures. In case of any questions, I will call the Agency for clarification.

Signature \_\_\_\_\_

Date \_\_\_\_\_