FIELD EMPLOYEE MANAGEMENT GUIDELINES

Policy Statement

Progressive discipline policy for how to manage travelers' eligibility for placement with unsuccessful assignments or to address any other issues that could make the traveler ineligible for placement.

It is the company's goal to be fair and consistent, supporting our travelers and our client facilities, minimizing risk to the company, while ensuring both clinical and professional competency.

- **Basic Premise**
  - Offer coaching, counseling and remediation when possible, to improve assignment outcomes.
  - Recognize that there are two-sides to every situation, and we cannot control the working environments of our travelers.
  - Watch for a pattern of behavior/unsuccessful assignments and make employment eligibility decisions accordingly.

- **Quality Assurance Committee**
  - Group designated to review employment eligibility for all travelers being considered for Termination/Do Not Use (DNU) status, due to nature of individual offense, or pattern of unsuccessful assignments.
  - Make recommendations for company policy or guidelines changes based on trends or data collected.

- **Rehire Consideration**
  - To be considered, a compelling reason must exist, and an internal policy must have changed (a traveler would NOT be terminated for the same offense today). All rehire decisions to be made by Quality Assurance Committee. (*Written statement, successful history since termination will be required for all considerations).*

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Unsuccessful Assignments

	Category	Action	Process
	First Offense or 1 of 3 most recent assignments	**Coaching**	Clinical Liaison evaluates for seriousness of offense; places in Suspended status if needed. Once coaching conversation or remediation (if required) completed, Clinical Liaison returns to Active status and clears for placement.
	2 of 3 most recent assignments	**Warning / Probation notice**	Clinical Liaison evaluates for seriousness of offense; places in Suspended status if needed. Warning/notification that next assignment will be Probation; if unable to successfully complete Probation assignment for any reason, Quality Assurance Committee to consider termination/Do Not Use (DNU).
	3 of 4 most recent assignments	**Termination discussion**	Clinical Liaison to take to Quality Assurance committee for termination discussion.
	*Serious offenses **may warrant immediate termination or suspension periods** as well as remediation/training modules.		
	*Consider pre-start cancels in addition to unsuccessful assignments, time between cancel and estimated start date, communication or lack of; consider whether notice given or not (generally 2 weeks, or designated notice required by vendor/facility).		

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Definitions

	Term	Definition
	Active Status	Eligible for placement without restrictions
	Suspended Status	Ineligible for placement for a designated time period related to specific policy or guideline; or, due to severity of previous actions, or for the time period while investigation placement eligibility is still being considered.
	Probation Status	Assignment status representing an unsuccessful pattern of assignments; where 2 of the last 3 assignments ended early (cancel or term). Failure to successfully complete probation assignment is grounds for termination and will be considered by Quality Assurance Committee. Successful completion of probation assignment returns traveler back to active status. Additional unsuccessful assignments, where 2 of the last 3 assignments are unsuccessful may result in additional probation assignment or in Termination. All recommendations for termination will be presented to the Quality Assurance Committee for consideration.
	Do Not Use (DNU)/Termination	Ineligible for future placement.

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