

DEPARTMENT OF THE ARMY
HEADQUARTERS, WALTER REED ARMY MEDICAL CENTER
6900 Georgia Avenue, NW
Washington, DC 20307-5001

HR-8 Nursing Policy

21 July 2005

Management of Nurse Contract Employees

1. PURPOSE. To provide guidelines for nursing personnel regarding the management of nurse contract employees.

2. SCOPE. Applies to all nursing personnel.

3. REFERENCES.

- a. AR 40-68, Clinical Quality Management, 26 Feb 2004.
- b. MEDCOM Regulation 600-3, Off-Duty Employment, 8 Jul 1998.
- c. Applicable Statements of Work for current agency contracts (Appendix A).

4. RESPONSIBILITIES.

a. Deputy Commander for Nursing

1) Directs and oversees the contract staffing management plan for the department.

2) Approves all contract purchase requests and related man hour requests for the Direct Health Care Provider Program (DHCPP).

b. Chief, Nursing Human Resource Office or Department Administration Officer

1) Serves as Contracting Officer's Representative (COR).

2) Serves as the principle technical evaluator for contract offers.

3) Serves as principle technical advisor and liaison to the Contracting Officer (CO).

4) Serves as the primary liaison between the CO and the contractor representatives.

This NPOL has been relabeled, previously labeled NPOL HR-9 and supersedes HR-9 dated 9 August 2002.

- 5) Assures coordination of administrative matters within the HR Office:
 - a) Initial in-processing
 - b) Orientation Scheduling
 - c) On-going compliance tracking
- 6) Assures receipt of services and invoicing documentation using the Wide Area Work Flow system.
- 7) Assures timely and accurate preparation of Purchase Requests using the Aquiline PR Web System for current and future nurse contract requirements.
- 8) Assures that agency provides pertinent information to be included in the contract employees 6-sided folder (maintained by HR Office):
 - a) Section 1: Agency specific job description
 - b) Section 2: Current nursing license prime source verification and all appropriate certifications (BLS and/or ACLS)
 - c) Section 3: Annual Review Training, Department and Command Orientation checklists
 - d) Section 4: Initial competency assessment and on-going competency assessments
 - e) Section 5: Continuing Education
 - f) Section 6: Performance Verifications (initial and annual); any prior competency file documentation
- 9) Assures that the agency maintains compliance records on all mandatory ("condition of employment") education, and that reports are updated and provided monthly to the HR Office.
- 10) Elevates all pertinent contracting issues or concerns to the CO.
- 11) Apprises the DCN of monthly contract expenditures and advises on current budget status for the department.
- 12) Validates all monthly billing invoices and ensures discrepancies are resolved.
- 13) Monitors section contract budget to ensure unit managers are fiscally responsible.

14) Monitors agency fill rates and cancellation trends.

15) Performs periodic audits of all pertinent employee documents.

c. Nursing Section Chief or Designee

1) Works in conjunction with the COR on all pertinent nurse contract matters.

2) Serves as principle liaison between unit managers and the COR on all contract-related issues.

3) Validates daily staffing reports (People Sheets) to ensure nursing contract staffing is reported accurately.

4) Manages section contract budget and ensures contract hour utilization is based on current patient care needs for the unit.

d. Evening/Night Supervisor

1) Validates daily staffing reports (People Sheets) on each shift to ensure nursing contract staffing is reported accurately.

2) Reports all contract issues to Unit Managers, Section Chief or COR as appropriate.

e. Unit Manager or Designee

1) Serves as first line supervisor for contract employees.

2) Communicates scheduling needs to contractor representative; makes assignments and fill requests based on current workload needs.

3) Orients newly appointed personnel.

4) Evaluates professional competency of contract personnel, as prescribed by contract.

5) Assures that daily time slips are properly completed with date, work unit, name, specific hours worked, and signature.

6) Communicates with agency representative regarding all scheduling issues; forwards all other contract-related issues to Section level and/or COR immediately.

7) Manages unit contract budget and ensures contract hour utilization is based on current patient care needs for the unit.

f. Contract Nurse employee

1) Contract nurses are held to the same Standards of Practice, administrative policies and clinical procedures as any WRAMC employee.

2) Contract employees will comply with all components of pertinent contract requirements and modifications (please refer to Statement of Work for specific contract requirements).

3) Contract personnel are expected to complete time slips with name, date, work unit, and exact hours worked; separate work tickets will be completed for each shift (or portion thereof) and must be authenticated by the HN, charge nurse or Supervisor.

4) Contract personnel must report call-outs/cancellations to their agency, who will immediately notify the appropriate unit or ward.

5) Contract personnel must communicate all scheduling requests directly to their respective agency, not to unit manager on schedule unit.

4. PROCEDURE.

a. Contract agencies notify the HR Office regarding new employee assignment.

1) In-processing datasheets are sent to HR Office.

2) HR Office enters employee into databases and schedules them for all required training:

- a) Annual Review Training
- b) Department of Nursing Orientation
- c) CIS and CHCS computer training
- d) Customer Service Training
- e) HAZCOM training

b. Contract employees report to HR Office prior to their first schedule work day to pick-up a memorandum requesting hospital parking and name badge identification.

1) Contract employees are instructed to go to Building 11 (Delano Hall) to pick-up an identification badge and parking placard.

2) Contract personnel are required to display the WRAMC identification badge while on duty.

3) Contract employees may work for only one agency while working for the Department of Nursing.

4) Contract employees may work no more than 12 hours in a row and no more than 60 hours in a seven day period.

5) Contract employees who are also Government Employees assigned to WRAMC in the same capacity must notify their immediate supervisor and complete Off-Duty Employment paperwork as prescribed in MEDCOM Regulation 600-3 prior to working as a contract nurse; military nurses and technicians are not eligible to work as contract employees in any DoD facility and therefore cannot work at WRAMC in a contract capacity.

6) Contract employees:

- a) May not work more than 16 hours extra per week
- b) May not work on the same unit where the employee normally works
- c) Must report all hours worked to immediate supervisor

7) Contract personnel shall provide their own uniform and shall dress in a neat, professional manner in good keeping with standard health care practices. Personnel will wear name tag and hospital ID badge at all times while on duty.

8) Contract personnel may eat in the WRAMC dining facility when on duty.

9) Within the scope of the contract, contract personnel may be reassigned at the discretion of the Section Chief or Evening/Night Supervisor. Please note: Specialty contract personnel such as ICU, Pediatric or Perioperative nurses should not be reassigned outside the specialty area unless absolutely necessary.

10) Contract employees may be cancelled at anytime at the discretion of the unit manager, or nursing supervisor and are paid for only those hours actually worked.

11) Contract employees are usually paid an inconvenience fee of two hours if they are not cancelled at least 2 hours prior to the start of their shift; please refer to specific contract for more guidance on inconvenience pay issues.

f. Contract nurses are considered essential personnel and are required to report in inclement weather; any failure to report is considered a "no show" or cancellation. The department may require contract employees to remain on duty until relieved during local emergencies or disasters.

g. The COR or Supervisor may approve requests for overtime if stipulated in the base contract, but only under extenuating circumstances (refer to contract scope for list of extenuating circumstances).

h. The HR Office will maintain competency assessment files (CAF) for all assigned nurse contract employees. Contract representatives, as well as contract employees

must ensure that the contents of their CAF are kept updated and comply with all current policies and regulations.

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JOAN P. EITZEN
COL, AN
Deputy Commander for Nursing

APPENDIX A**Current Contract Summary**

Contractor Name	Contract Type
Innovative Management	LPN
Progressive Nursing	Peds-Med Surg ICU-RN
CareSource	ICU-RN Certified NA
Contemporary	Med Surg RN ICU-RN
RLM	OR RN OR Tech
Arora Group	CMS Tech OR Tech (Mr. Murray)
Aliron	Telemetry Technicians