
CUSTOMER SATISFACTION RESULTS

TO: CAPABILITY HEALTHCARE CUSTOMERS
FROM: DANIEL BIGBEE
SUBJECT: Q3 CUSTOMER SURVEY RESULTS
DATE: 10/19/2009

Over the past month, Capability Healthcare has been reviewing the data obtained from our Q3 customer satisfaction survey. This feedback has enabled us to measure our level of service to you as a valued client.

Although our results were overwhelmingly positive (pricing, turn-around time, and understanding your needs) they also highlighted a specific area of improvement.

As a part of our Quality Improvement Focus, we are committed to immediate action to increase your level of satisfaction with Capability Healthcare. The specific key area of improvement and action items is:

Improve the quality of our agency staff

Action Items – Review and reinforce the 9 Step Capability Healthcare Recruitment Process (See attached documents). This process is designed to provide the best candidates from a pool of available candidates. A secondary action item is to increase the depth of our candidate pool. This will enable Capability Healthcare to increase the number of quality candidates submitted per position. The increased quality and volume of candidates will ultimately increase the quality of recruiting provided to our customers.

Capability Healthcare will continue to measure your level of satisfaction and improve the level of service provided to you as an employee. Our Quality Improvement updates are always available on www.capabilityhealthcare.com. If you have any specific feedback or suggestions regarding our service level, please contact the office at 425-679-5779 or email feedback@capabilityhealthcare.com. Your input is what will make Capability Healthcare a provider of choice.

Sincerely,



Daniel Bigbee

President – Capability Healthcare

Capability Healthcare Recruitment Process

The initial pool of candidates is drawn from a combination of referrals, advertising leads, internet search engines, and direct inquiries. Capability Healthcare follows all of the required Joint Commission Standards with regards to HR documentation of potential staff. Our hiring process incorporates a number of steps that are documented and followed with every prospective employee.

1. Recruitment – All candidates are carefully reviewed prior to contact to assess general skills and experience. Our trained staff of recruitment specialists review all candidate profiles/resumes to categorize each nurse by specialty, location, and experience level.
2. Phone Screen – Each prospective nurse is thoroughly screened on the telephone to assess clinical skills, communication, and understand the unique attributes marketable to our clients.
3. Reference Check – Capability Healthcare requires 2 professional references that are related to the specialty requested. All reference letters and reference are verified and interviewed by our recruitment staff. Each reference must be given by a direct supervisor (if possible) at the time of employment.
4. Application Process – After the phone screen, every prospective nurse completes a comprehensive application, skills checklist, competency exams (RN, specialties, universal precautions, age related, fire and safety, med calc, etc.). All of the application process is automated and can be completed from any location that has internet access.
5. Personal Interview- The most important step to the hiring process is the personal interview. All candidates are met by a member of the Capability Healthcare recruitment team. The primary activities of the personal interview are reviewing all documentation from previous steps, discussing current skills/limitations, securing a pay rate, completing all employment paperwork, creating a name badge, and obtaining all required credentials/immunizations.
6. Background Check and Drug Test – All Capability Healthcare employees are required to pass a background check and drug test prior to becoming employed. Each requirement is renewed on a yearly basis (Based on facility requirement).
7. Final Interview – Capability Healthcare President and quality team are available to review all the documentation outlined. Clients are encouraged to participate in the final interview process if time permits.
8. Assignment Confirmation and On-boarding – Capability Healthcare takes additional steps to ensure proper orientation of all our nurse staff. A final on-boarding session is scheduled to discuss locations, client policies and procedures, confirm contract period and rate, and time keeping requirements.
9. Ongoing Communication – Capability Healthcare considers communication throughout the contract assignment to be a part of the recruitment process. Feedback from both the nurse staff and client is facilitated on a weekly basis by our recruitment staff. . If feedback regarding the nurse staff or client is communicated to be unsuitable, an immediate replacement will be prioritized through the recruitment process.