POLICY TITLE **AGENCY STAFFING - OWNED AND OPERATED FACILITIES**		
AUTHORIZATION Executive Vice President, Acute Programs	**DATE APPROVED** December 2007	**DATE REVISED**

PHILOSOPHY

Fraser Health is committed to active recruitment and retention of our staff. When staffing requirements exceed staff availability, agency personnel may be considered as a short term solution to ensure the provision of health care services that meet patient care and safety needs.

POLICY

Fraser Health will utilize agency personnel only after all the criteria listed below have been met. Current employees of Fraser Health may not be contracted into any Fraser Health workplace via an agency.

This policy presently applies to Acute and Residential Care in owned and operated Fraser Health facilities. The policy is not intended to apply to contracted health service providers or to Agencies providing community health care workers.

Criteria   **(Please note that all criteria must be met)**

- There is not adequate employee availability to provide safe patient care;
- Casuals have been called per the applicable Collective Agreement;
- Part-time staff have been called and offered extra shifts;
- Staff have been offered overtime;
- Current staff have been reassigned, where feasible;
- Staff have been relocated from other units, where feasible; and
- The vacancies required to be filled by agency personnel are subject to active recruitment by the unit manager.

PROCEDURE

1.   The Director of the clinical service will approve the decision to engage agency personnel the first time that agency staffing is contemplated for a service. Thereafter, Managers and their delegates may call in agency personnel according to any parameters defined by the Director.

2.   Managers will contact their Human Resources Consultant or Staffing Systems and Support for advice and guidance related to the engagement of agency personnel.

POLICY TITLE

AGENCY STAFFING - OWNED AND OPERATED FACILITIES

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Executive Vice President, Acute Programs	December 2007	

3. Managers will contact first, those Agencies that have a formal agreement with Fraser Health governing the provision of Registered Nurses (RN's), Licensed Practical Nurses (LPN's) and Patient Care Aides. Fraser Health reserves the right to establish a preference order for contacting agencies. Managers should follow the preference order listed on the Agency Staffing intranet page provided that sufficient staff with the requisite qualifications can be supplied.

4. The first time agency personnel are engaged at the site, the Manager will advise union local representatives of the intention and rationale for utilizing agency personnel. The Manager will advise staff on the impacted units.

5. The Manager must advise the agency if at any time agency personnel may be exposed to a patient with a communicable disease. The agency should then be requested to recommend personnel who have been fit-tested for the appropriate equipment.

6. The Manager will ensure that agency personnel are appropriately oriented to the unit. For agency nurses, every effort will be made to provide a four (4) hour shadow shift. Orientation is recommended to include:

   - Environment: emergency procedures (fire, security, codes, call systems), unit layout and patient unit layout/equipment.
   - Equipment: carts, procedures, lab, IV, monitors, pumps, bedside equipment.
   - Resources: staff and their roles (Professional Practice Consultant, Infection Control Practitioner, Clinical Resource Nurse, Clinical Nurse Educator, Registered Nurse, Licensed Practical Nurse, Unit Clerk, Allied Health Professionals, Physicians) and resource manuals.
   - Communications: documentation system, order processing, reporting requirements, transfer and discharge procedures, interpreters.
   - Medication Administration: system, supplies, recording, protocols.
   - Assigned Patients: rounds, report, medications, treatments, procedures, infection control.

7. Agency personnel are not entered into the ESP (*Environment for Scheduling of Personnel*) system. This scheduling system is for employees only. Please contact Staffing Systems and Support for assistance in recording agency personnel use.

8. Agency nurses are required to sign a confidentiality agreement as part of their orientation if they are working a longer-term assignment and will be required to access the Meditech system. An orientation to the Meditech system must be

POLICY TITLE

AGENCY STAFFING - OWNED AND OPERATED FACILITIES

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Executive Vice President, Acute Programs	December 2007	

successfully completed before agency personnel will be granted access. The minimum Meditech orientation is four (4) hours (Fraser Health paid) and further modules for specialty services (i.e. OR and ED) may be required depending upon the area of service. Health Information Services must be advised when the contract for an agency nurse has expired so that her/his access may be disabled. Please see the document *Computer Access for Agency Nursing Staff* on the Staffing Systems and Support intranet page for further information.

9. The Manager, or their designate, is responsible for the payment of invoices relating to the use of agency personnel in their department and for ensuring that a procedure is in place to reconcile the invoice against the actual service provided.

10. Payment for "Purchased Services" through agencies must be charged to the following Expense Object Codes (EOC):

- 3509090 UPP, Purch Srv. Nursing (Agency) *for REGISTERED NURSES ONLY*

- 3509000 UPP, Purch Srv. Personnel (for all personnel other than Registered Nurses)

11. Departments purchasing services through Agencies may be responsible for the costs of additional employment related expenses as determined by Human Resources and Accounting. These internal costs will be allocated by Accounting Services on a quarterly basis as outlined in the *Agency Staffing Payment Process*.

REFERENCES

- Agency Staffing
  fhaweb/Programs+and+Services/Core+Services/Staffing+Systems+and+Support/Agency

- Computer Access for Agency Nursing Staff
  fhaweb/Programs+and+Services/Core+Services/Staffing+Systems+and+Support/Agency

- Agency Staffing Payment Process
  fhaweb/Programs+and+Services/Core+Services/Staffing+Systems+and+Support/Agency