



4/16/24

To our valued partners,

Alto is committed to providing a higher standard of service and to the delivery of safe, quality patient care. Alto complies with the Joint Commission's Standards for Healthcare Staffing Services. As our partner, you can have confidence that the process within Alto supports that the supplemental staff working in your organization have met the requirements established by the Joint Commission. To outline compliance with the Joint Commission Standards for Healthcare Staffing Services, Alto provides you with a written description of the following service features.

- **1. Subcontractors:** Alto will not engage subcontractors to provide assigned providers unless agreed in advance by the customer.
- **2. Floating:** Assigned Providers may only be placed in assignments that match the job description for which Alto assigns them; if an Assigned Provider is asked to float to another department with the customer, the department must be a like department or unit and the float provider must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Assigned Providers should only be floated to areas of comparable clinical diagnoses and acuities.
- **3. Competency Review:** It is the responsibility of Alto to conduct and finalize the pre-employment assessment of the Assigned Provider's competence based on the techniques, procedures, technology, and skills needed to provide care, treatment and services to the populations served by the customer.

It shall be the responsibility of the customer to cooperate in a review or evaluation of each Assigned Provider, relative to the provider's ability to perform specific job functions upon completion of provider's assignment or shift. Alto relies on the customer's feedback to accurately assess and re-assess the competence of the Assigned Provider on an ongoing basis based on the customer's report of clinical performance.

- **4. Orientation of Providers:** Alto will provide all new providers with an orientation of the company's policies and procedures. It shall be the responsibility of the customer to orient assigned providers to the facility, relevant unit, setting, rules and regulations of facility, and acquaint them with facility policies and procedures. These may include but are not limited to dress code, physical layout, equipment, and the use of said equipment. It is also the customer's responsibility to evaluate providers competency with any skills or equipment usage to complete the assigned tasks.
- **5. Providers and Independent Contractors:** As the provider of staffing services, Alto will be the employer of assigned providers. Alto assigned providers are contracted to the customer and are not its employees. At its sole discretion Alto reserves the right to utilize

independent contractors, in addition to its providers, to assist in the provision of all agreed upon Healthcare Supplemental Staffing services.

- **6. Incident, Error, Tracking System:** Upon notification of Incidents and or Errors, Alto shall document and track all unexpected incidents, including errors, sentinel events and other events, such as injuries and safety hazards related to the care and services provided, utilizing its data gathering tools. Information gathered tracked and analyzed is to be shared and reported appropriately to customers, regulatory bodies and the Joint Commission as required.
- **7. Communicating Occupational Safety Hazards/Events:** It shall be the responsibility of the customer to notify Alto, by email or the methods outlined below, within 24 hours of an event, known safety hazards, any competency issues, incidents, and/or complaints related to the assigned provider. Additionally, Customer agrees to initiate communication with Alto whenever an incident/injury report related to the assigned provider is completed.
- **8. Requirements for Staff Specified:** The requirements of staff sent to the customer by Alto are to be determined by the customer as part of the written agreement between the two parties. It is Alto's obligation to comply with the requirements of the customer by supplying staff that have the documented competencies, credentials, health screening and experience to satisfy the requirements specified by the customer.
- **9. Conflicts of Interest:** Alto to the best of its ability identifies conflicts of interest. Alto discloses all conflicts of interest to its clients. Alto annually reviews its relationships and its healthcare providers' relationships with vendors, clients, competitors, and regulatory entities to determine conflicts of interest.

When conflicts of interest arise Alto discloses this conflict of interest when appropriate to whichever client may be involved or affected. Alto enforces that internal employees of Alto are not permitted to maintain additional employment, accept gifts (other than those of nominal value) or to allow payment on their behalf of any travel, living or entertainment expense by any person or organization currently doing business with or seeking to conduct business with Alto, unless approved by the client involved or potentially involved.

- **10. Staff Matching Requirements:** Alto shall verify the Assigned Provider's licensure, certification, education and work experience to assure they are competent and possess the skills and experience that match requirements for the assignment.

Matching the Assigned Provider's licensure, certification, education and work experience to assure they are competent and possess the skills and experience matching the specified



requirements of the assignment may include the use of new grad practitioners upon the request or approval of the customer.

The Alto office, located in Dayton, OH is open Monday through Friday from the hours of 8:00 a.m. – 5:00 p.m. Our local telephone number is (937) 228-7007. Outside of normal business hours, in the event of an emergency please contact us at (937) 228-7007.

In the event of an emergency, natural disaster or other uncontrollable event, Alto will continue to provide service to you through our corporate network from a location where phones and computers are functional. Alto will do everything possible to support you in meeting your needs during a crisis. A copy of our Emergency Management Plan is available upon request.

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service or the service provided by one of our healthcare professionals, we encourage you to contact the local manager to discuss the issue. Alto has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet your expectations, we encourage you to call the Alto corporate office at (937) 228-7007. A corporate representative will work with you to resolve your concern. Any individual or organization that has a concern about the quality and safety of patient care delivered by Alto healthcare professionals, which has not been addressed by Alto management, is encouraged to contact the Joint Commission at www.jointcommission.org. Alto demonstrates this commitment by taking no retaliatory or disciplinary action against providers when they do report safety or quality of care concerns to the Joint Commission.

Thank you,

Chris Young
Chief Executive Officer
Alto Healthcare Staffing