

HARBOR-UCLA MEDICAL CENTER

SUBJECT: CONTRACT REGISTRY HIRING

POLICY NO.: 234

PURPOSE:

To ensure contract registry Personnel Authorization Requests (PAR) hiring requests are approved, hiring in-processing procedures are followed, time card records are approved, reconciled and payment is processed in accordance with the contract agency contract requirements and county policies, and timely reporting is facilitated by the use of the DHS Registry Application System.

POLICY:

Harbor-UCLA Medical Center shall hire contract registry personnel through agencies that have a contract approved by the Los Angeles County Board of Supervisors, and in compliance with County policies concerning the use of registry personnel, including:

- Hiring of contract registry personnel is permitted for clinical/medical personnel only, upon pre-approval by Hospital Administration.
- County policy prohibits the use of registries to hire clerical personnel under any circumstances.
- Upon approval, registries may be used to cover temporary absences of County employees that are essential to patient care and temporarily fill critical vacancies of hard-to-recruit positions.
- County policy prohibits the use of any registry employee for a period longer than 120 consecutive days.

PROCEDURE:

A. Requesting Department

1. Complete the “Hiring Contract Registry Employees – Personnel Action Request” (PAR) Form (Attachment I) as follows:
 - a. In the top section of the form, complete the following:
 - Date of the request.
 - Department/Division.
 - Unit (i.e. Cost Center) the expense will be charged to by Accounting.
 - Position Title (payroll classification) per the registry contract. **Note:** Registry usage is limited to clinical/medical personnel only.
 - Equivalent County payroll classification.
 - Contract Agency name and contract number. Harbor’s Contracts Manager maintains copies of Board approved contracts and contract numbers.
 - Registry new hire or backfill (check either box).
 - Date(s) employee to work. **Note:** County policy prohibits the use of the same registry employee for more than 120 consecutive days.

EFFECTIVE DATE: 10/01/04, 07/01/14

REVISED: 08/10, 05/14, 06/17

REVIEWED: 06/06, 08/10, 05/14, 06/17

REVIEWED COMMITTEE: N/A

APPROVED BY:

Kim McKenzie, RN, MSN, CPHQ
Chief Executive Officer

Anish Mahajan, MD
Chief Medical Officer

Patricia Soltero Sanchez, RN, BSN, MAOM
Chief Nursing Officer

Signature(s) on File.

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- Contract hourly rate to be paid for the payroll classification.
 - Full-time equivalents (FTEs) or number of hours that an employee or multiple employees that comprise an FTE will work per week, if the need is on-going and recurring.
Note: If approval is granted for multiple FTEs in a specific item classification, the department is responsible for adhering to this FTE limit and may not request registry services beyond this limit. Requests for multiple FTEs are subject to re-validation and approval every six months from the PAR approval date. If approval is required beyond the FTE(s) approved, another form (Attachment I) must be submitted for approval. Any use of emergency registry services must be documented by submitting a form within 3 business days.
 - Justification should support the need for registry usage in terms of the critical duties/function performed, impact on patient care, efforts to recruit County registry personnel, etc.
 - Contact person in the Department/Division and his/her phone number.
- b. In the Funding Source section of the PAR, check the appropriate box to indicate how registry usage will be funded -- i.e., salary savings, vacant item(s), or other.

Section A: Complete this section if registry usage is funded by salary savings or vacant items.

- Provide information on the County registry employee to be replaced including the employee name, employee number and last day worked.
- List the item vacated by the employee and related information from the Item Control (number of items in the classification vacated that are ordinance, budgeted, filled and vacant).
- Explain the plan to recruit County staff. Registry usage is limited to a maximum of 120 consecutive days.

Section B: Complete this section if registry usage is funded by a source other than salary savings or vacant items.

- Explain the funding source, i.e., services and supplies contract funding, from registry backfill/replacement, or other savings.

Forward completed PAR to Department Chair and then to the Assistant/Associate Administrator for your Department before forwarding it to the Chief Operations Officer (COO) for approval. Nursing Department forms should be submitted to Nursing Administration (Associate Nursing Director) in lieu of the Department Chair.

2. It is the Department/Division's responsibility to ensure full compliance with the terms of the Board contract with the agency (vendor).

B. Approval Entities

1. COO shall receive the PAR and indicate his/her approval or denial at the bottom of the form and forward to the Chief Financial Officer (CFO).
2. CEO receives and reviews the PAR and indicates approval/denial at the bottom of the form. Assistant to the CEO forwards a copy of approved PAR to the COO and CFO. Denials are returned to the COO for discussion with the Department/Division.
3. CFO receives and reviews the source of funding, assigns a PAR number, and indicates approval or denial at the bottom of the form. CFO emails a scanned copy of the approved PAR to Human Resources for processing and copies the Department and Expenditure Management on the email. PAR Denials are returned to the COO for discussion with the Department/Division.

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C. Contract Registry In-Processing

1. The Department/Division shall submit a request for staff from the approved Contract Agency or via fax, email, or telephone. The Department/Division shall provide the Contract Agency with the day, time, and shift to be worked by each Contract Agency referred personnel, including the hours the person will be working (i.e., an eight (8), ten (10) or twelve (12) hour shift. Weekly and Per Diem personnel shall be identified as such.
2. Contract Agency submits to the Department/Division a candidate's name, resume, copies of all current and valid certifications, licenses, health clearances, registrations, permits, cardiopulmonary resuscitation (CPR) card, and any other additional documents that demonstrate the candidate's qualifications. CPR cards must be issued from an organization that meets the requirements of the American Heart Association or the American Red Cross (CPR card should state this).
3. If an acceptable candidate is identified the Department/Division will review the DHS "Do Not Send" list from the Lotus Notes database. If the candidate does not appear on the "Do Not Send" list, the department will submit a written request to Human Resources (HR) Operations staff (Box 456) for an in-processing appointment. The Department/Division will notify the Contractor of the date and time of the in-processing appointment. Contract registry personnel must report to Human Resources for their in-processing appointment to obtain clearance and a picture identification.
4. Human Resources will:
 - Receive a copy of the approved PAR from Expenditure Management for every registry new hire, which may cover approval for multiple FTEs.
 - Verify identity with a Live Scan background check
 - Validate licenses, certificates, permits, or registration using primary source verification
 - Check the DHS "Do Not Send List", Office of Inspector General, and General Services Administration Federal Exclusion lists
 - Notify the Department/Division of the Live Scan results
 - Issue a badge if a background check is acceptable
 - Issue a policy and procedures handbook, DHS Risk Management Information Handbook
 - Schedule the contract registry employee for new employee orientation
5. The Department/Division will:
 - Create an area file folder which includes copies of all licenses, registrations, permits, certifications, CPR certificates or any qualifying training certificates or required special certifications
 - Provide contract staff with a duty-specific job description that is consistent with his/her job responsibilities
 - Complete an Area Unit Orientation
 - Complete an initial Skills Validation or Competency Assessment. Initial Competency assessment must be initiated by 2nd shift after area unit orientation. **Note:** must include population/age-specific competencies.
 - Complete performance evaluations at six (6) months and yearly thereafter
 - Provide contract registry personnel with continuing training and education

Note: Contract registry personnel are subject to the same expectations for qualifications, orientation and competence assessment as County staff, regardless of whether the contractual agreement is with an individual or an organization.

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1. Departments/Divisions maintain a weekly Contract Registry Employee Time Record for each employee (Attachment II) to ensure the contract registry personnel time is properly recorded, billed, approved and paid. Use of alternative formats is permitted, provided the format contains the same data elements and is approved by Expenditure Management. It is important for hours worked to be recorded on a daily basis, including "time in" and "time out". All contract registry personnel must certify the accuracy of the daily hours reported, by signing the time record. The supervisor or responsible manager must certify the accuracy of the employee time record, by: a) verifying the daily hours worked (i.e., regular and overtime hours are differentiated by staff type and shift), and b) signing the time record. If a supervisor approves an incorrect or incomplete time record, he/she is not performing his/her duties and may be subject to disciplinary action. The time record must be completed clearly and legibly.

The procedures for completing the Contract Registry Employee Time Record (Attachment II) are to enter the following:

- Facility name (i.e., Harbor-UCLA).
- Name of the facility department.
- The five 5-digit unit code where contract registry services are provided.
- Name of contract registry agency.
- Contract registry employee name.
- Contract registry employee's item classification.
- Type of shift by encircling Traveler, Weekly, or Per Diem; and encircle 8 Hr, 10 Hr, or 12 Hr.
- Name of the facility department's contact and telephone number.
- The time period covered by the time record i.e., daily, weekly.
- Date worked.
- The five-digit unit code from the area worked.
- Start time, lunch period, and end time. Enter lunch break period (if no meal breaks are taken, manager's initial is required in the last column). If left blank and there are no manager's initials, ½ hour will be deducted for lunch. Start times cannot be before the beginning of the shift and contractors must stay until the end of the shift. Times should be rounded in 15-minute increments.
- Calculation of total regular hours worked.
- Start and end time for overtime worked. For Travelers, overtime is applicable after 40 hours. For Weekly contractors, overtime is applicable on the 6th day of work after working 5 consecutive days. Lastly, for Per Diem contractors, overtime is applicable after 8 hours, 10 hours, or 12 hours depending upon the shift schedule.
- Calculation of the total overtime hours worked.
- Calculation of the total hours worked (both regular and overtime hours).

Contractor must sign and date the form to attest to the accuracy and validity of the information.

Department/Division manager must sign and date, attesting to the accuracy and validity of time record.

2. At the end of the time period, the supervisor or responsible manager uses the time record information to complete the electronic time record summary (Attachment III), and emails it to Expenditure Management-General Accounting (EM-GA). This summary details each employee that worked with hours detailed, by day, and the total hours worked. This form is a DHS enterprise form that must be completed electronically, as it contains all the necessary data elements to allow DHS to generate a proforma invoice for the vendor's review. This process is based upon a Board of Supervisors directive to enable timely reporting and monitoring of registry usage (i.e., facilitates time reconciliation process).

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3. Upon receipt of the Attachment III summary, EM-GA uploads the Attachment III data into the DHS Registry Application System, which generates a proforma invoice based upon profiles and rate tables that are in accordance with the contract. EM-GA forwards the proforma invoice to the vendor.
4. Vendor reviews the proforma invoice and matches it to internal records. If approved, the vendor assigns an invoice number and emails it to EM-GA for payment processing. If there is a discrepancy, the vendor contacts EM-GA to investigate the discrepancy.
5. EM-GA forwards the vendor invoice to the Department/Division for approval signature. The approval process should be expedited since the invoice is based upon the Department/Division's time records. Approved invoices should be returned to EM-GA within 10 days of receipt. For Small Business Entity (SBE) vendors who are certified to participate in the County's Prompt Payment Program, payment provisions provide for a 15-day payment clause; therefore, invoices from SBE vendors must be approved and returned to EM-GA within 1-2 days of receipt.
6. Once validated, the manager signs the invoice for payment and emails the invoice to EM-GA. The originals along with the Attachment II time record, should be mailed to Harbor, Box 479 for EM-GA files. The Department/Division should maintain a copy of the time records on file for a period of 2 years from the date of service.
7. EM-GA receives the approved invoice and processes it for payment. Expenditure Management submits payment to the vendor within 30 days of receipt of a complete and accurate invoice (within 15 days for SBE vendors). Expenditure Management retains copies of all payment documents for a period of five fiscal years.

E. DHS Registry Reporting

1. DHS Finance will centrally generate the Quarterly Personnel Services Report that details hours and amount paid to each vendor, in item classification detail. This report will be generated from the DHS Registry Application System. Expenditure Management will provide assistance, as necessary.
2. DHS Finance will centrally generate the Union registry report that details a registry personnel body count. This report will be generated from the DHS Registry Application System. Expenditure Management will provide assistance, as necessary.

REFERENCES:

Los Angeles County Code
Los Angeles County Fiscal Manual
County Policies & Procedures – Human Resources

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Attachment I

LOS ANGELES COUNTY • HARBOR-UCLA MEDICAL CENTER
HIRING CONTRACT REGISTRY EMPLOYEES
PERSONNEL ACTION REQUEST (PAR)

Date of Request: Department/Division: Unit (Cost Center):

Position Title:
(Note: Per the Board Contract, Registry usage is limited to clinical/medical personnel only.)

Equivalent Co. Item Classification:

Contract Agency: Contract No.

Check one: [] New hire [] Backfill/replacement

Date(s) Employee to Work Hourly Rate:
(Note: County policy prohibits the use of registry employees for more than 120 consecutive days.)

FTE(s) or No. of Hours Required per Week (Usage may not exceed the FTEs or Hours requested for this payroll classification):

Justification: (Explain the critical duties/function, performed on patient care impact, efforts to recruit Co. staff, etc.)

Department/Division Contact Person: Phone No.

Department/Division Approval: Date:

Funding Source

Item to be funded by: [] Salary Savings/Vacant item [] Other (Complete section
(Complete section "A below) (Complete section "A below)

A. Name of County Employee to be replaced:

Employee No. Last Day Worked:
Item Vacated by Employee:

Item Control Information: No. Ord. No. Budgeted No. Filled No. Vacant

Explain recruitment plan: (Note: registry usage may not exceed beyond 120 consecutive days):

B. Explain how registry usage will be funded:

Administrative Approvals

- 1. Dept. Chair/Assoc. Nsg. Director: Date: [] Approved [] Denied
2. Chief Operations Officer: Date: [] Approved [] Denied
3. Chief Executive Officer: Date: [] Approved [] Denied
4. Chief Financial Officer: Date: [] Approved [] Denied

Distribution: Original - Chief Financial Officer (Box 40)
Copies via email - Dept/Division Contact, Human Resources