



August 21, 2006

RE: JCAHO Review

To all of Favorite Healthcare Staffing Personnel, Field Staff and Clients:

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) will conduct a certification review of Favorite on **September 11 through December 10, 2006**.

The purpose of the review will be to evaluate the staffing service's compliance with nationally established Joint Commission standards. The review results will be used to determine whether, and the conditions under which, certification should be awarded to the staffing service.

There are two methods for Favorite's field staff and clients to provide the Joint Commission with information regarding performance of the staffing service:

- The certification review process involves the reviewer conducting brief, phone interviews on the day of the review with randomly selected field staff and clients. The purpose of these interviews is to collect experience-based data regarding the staffing service's performance from those individuals and organizations that are in frequent contact. A staffing service representative will initiate the contact with field staff and clients to schedule a convenient time for the reviewer to call and ask a few questions. If contacted, and if at all possible, your participation and input would be appreciated.
- Joint Commission standards relate to quality and safety of care issues. Anyone believing that he or she has pertinent and valid information about such matters related to this staffing service may provide input to the Joint Commission by submitting a complaint to the Office of Quality Monitoring at:

**Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
OR
Call #1-800-944-6610, Faxed to #630-792-5636
OR
E-mailed to complaint@jcaho.org**

Any information presented, regardless of the format will be carefully evaluated for relevance to the certification process.

This notice is provided in accordance with the Joint Commission's requirements.

Date of Notice: August 21, 2006

Sincerely,
Favorite Healthcare Staffing