



August 29, 2008

RE: Joint Commission Review

To all Favorite Personnel, Field Staff and Clients:

The Joint Commission is scheduled to conduct their re-certification review of Favorite Healthcare Staffing between **September 25, 2008 and December 24, 2008**. The purpose of the review will be to evaluate the staffing service's compliance with nationally established Joint Commission standards.

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 Joint Commission 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 Favorite'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 greatly 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:

**Mail to:**  
**Office of Quality Monitoring**  
**The Joint Commission**  
**One Renaissance Boulevard**  
**Oakbrook Terrace, IL 60181**

OR

**Fax to #630-792-5636**

OR

**E-mail to [complaint@jointcommission.org](mailto:complaint@jointcommission.org)**

OR

**On-line at [www.jointcommission.org/GeneralPublic/Complaint](http://www.jointcommission.org/GeneralPublic/Complaint)**

Sincerely,  
FAVORITE HEALTHCARE STAFFING



Staffing excellence since 1981.

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