

# STAFF NEWSLETTER

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10/6/2011

Edition 10, Volume 5

## PERSONNEL RECORDS

Most businesses will eventually encounter the need to produce documentation about employee performance and work history...either at the request of a surveyor or Department of Labor.

Accreditors require written proof that new employees have been oriented to the company. If the employee is involved in driving and delivering, he must have a current driver's license. Clinicians must be licensed in the state where they practice (ever wonder why it is called 'practice' rather than something like 'excel?'). Unlike a driver's license that allows you to drive anywhere in the country, nurses or respiratory therapists must have a separate clinical license for every state they work in. Some accreditors are also looking for '*primary verification of licensure*' which means that the employer prints the page from the state licensing department website that validates the professional license. Don't forget the rehab professional's ATP credentials from the RESNA web site. Next time you renew your license, give a copy to your manager.

Your job description is the basis for the documented Performance Review where your manager provides feedback to you on how you are doing. 'Competencies' are different from performance reviews in that this document confirms that the employee can setup and train a patient on how to use equipment, and/or can build, repair, or maintain equipment. Documented competency is required for staff that work directly with patients, patient equipment and/or supplies. Thus, Service Technician/Drivers, Repair staff, Clinicians, and retail staff are the core group who must have proof of competency in their personnel file. The Joint Commission allows your policy for the frequency of performance reviews and competencies to occur once every three years, while most other accreditors and some state's HME licensure require documentation of competencies and performance reviews on an annual basis.

Respiratory Therapist or Service Technician who are per diem (a sub-contractor) need all this documentation too. From the patient's perspective, this contractor is representing your company and regardless of how he is paid, the same rules of orientation, proof of licensure, training, and competency apply.

Proper record keeping is a requirement for employers. It simply makes good business sense to have accurate information handy and organized when a manager wants to use it.

