

ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE

Solicitation Specific Questions

Bidder Name:

Aya Healthcare, Inc.

Instructions: Complete all questions below. Questions may have a drop-down menu from which to select your response.

NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

QUALITY CONTROL AND ASSURANCE PROCEDURES

NOTE: Please enter "N/A" for any questions that are not applicable to the Lots being bid.

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	When an application is received, the traveler is called and interviewed in depth by one of our professional recruiters. The traveler is then assigned to a recruiter who facilitates the rest of the process. Prior to beginning an assignment, each traveler undergoes a thorough screening and approval process which includes: an in-depth interview, license verification, drug testing, at least 2 professional reference checks, a pharmacology test, as well as complete background and criminal checks and fingerprinting. Our Quality Management staff can customize our screening process to meet a hospital's specific quality and patient care standards. Additionally, all related compliance documents are made available to our clients at a moment's notice, if requested. Aya Healthcare will also conduct periodic customer satisfaction surveys, maintain strict OSHA safety standards, and continuously monitor any staff problems or turnover. Our screening and auditing services are provided at no charge to our clients. Once credentialed, we then forward the employee's application, work history, skills checklist, and references to our facility contact to arrange a phone interview. Once both parties agree to the offered assignment, the hospita. This platform supports quality control by ensuring appropriately qualified staff begin work at their assigned sites, on time and fully vetted. Stop gaps are embedded in the system preventing premature deployment to a work site prior to full vetting and verification.
2	What are your testing, training and orientation programs for temporary workers?	Once a candidate informs Aya Healthcare of his/her expertise, we then verify competency with unit based exams. Aya Healthcare subscribes to Prophecy Health to administer required competency exams to our travelers. Demo exams are available 24 hours a day, 7 days a week. These competency exams test the overall competency of the traveler in the unit that they will be assigned. The minimum score to pass is 80%. Additionally, all of our registered nurses are required to complete a general medications examination prior to starting any assignment. Travelers can either complete the exam online or manually. All tests are then reviewed for completeness and a score of at least 80%. If the traveler's test score is below the required 80%, our Clinical Liaison will contact the traveler to go over what questions were incorrect and to do an additional assessment of the traveler before they go to their assignment. The traveler will be allowed to take the test again if re-testing does not go against the client hospital's internal testing policy. Each traveler placed receives an orientation packet with an easy to follow instruction page that facilitates the traveler's understanding of and preparation for an assignment at said facility. The packet is accompanied by communication between our Travel Experience Team and the traveler to ensure timely return of all required documents. This is done in order to minimize start date postponements. Orientation Packet Includes: Immunization Requirements & Compliance Documentation Checklist, Housing Policy & Requests Form, Assignment Contract, Joint Commission/OSHA/HIPAA Safety Standards and Guidelines, Health Benefits Information & Request Forms, Tax Information for Travelers, Medical or Pharmacology Test, Dress Code Information and Code of Conduct Acknowledgement, Skills Specific testing if required, All Hospital enclosures, tests, information given to Agency by Hospital, and Minimum 10-panel drug screen and the information needed to acquire such drug screen.
3	What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?	It is Aya Healthcare's standard policy to conduct a 7 year FCRA compliant criminal background search of every location where the applicant worked or lived in the last 7 years. This serach first involves a social security number trace and a search for all states and counties where there is a match. alias and maiden names are included in the search base. We then conduct statewide criminal searches in every state or county where the social security number is a match for the last 7 years. When the statewide search is unavailable, we will run a search in the county instead. In addition to the 7-year criminal background check, we also search every healthcare professional's name on the OIG and EPLS federal Governmnet lists to make sure that the healthcare professional is not excluded from working at facilities that receive government funding. License verifications are also run prior to the state fo the assignment to confirm that there is no disciplinary action listed. Often our clients do request additional searches, we we will run those searches as needed. Examples of those searches include: DMV search, education verifications, sex offender, OFAC list, national and state criminal database, and various state specific searches. Our third party vendor is Sterling Infosystems, Inc. Their contact information is as follows: Sterling Infosystems, Inc., 1 State Street Plaza, 24th Floor, New York, NY 10004, 1-800-899-2272
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes

5	How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?	Aya tracks an individuals performance through our Clinical Team. This team routinely follows up with facilities to track RNs performance. Questions our team will ask encompass attendance, quality of care, skill sets and attitude. Aya is able to reward good performance through our Travel Experience team, which consistently reach out to our working RNs to ensure they are enjoying their experience and receiving all the help they need to work most efficiently. Our Clinical Team is also here to help coach RNs, should there be facility specific skill sets an RN can improve on.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	Yes. Aya has received the Gold Seal of Approval from The Joint Commission, demonstrating our commitment to continuous improvement in patient care. With this certification comes the promise to provide a framework for organizational structure, continue enhancing staff recruitment and development, and adopt the standards set forth by the Joint Commission. As a Prime vendor on this engagement, Aya maps its capabilities to defined requirements to achieve customer satisfaction. Aya has both a compliance and customer review team dedicated to customer and employee follow-ups to ensure both parties are happy.
7	What process do you follow to ensure the proposed resumes meet your client's request?	<p>All potential candidates' qualifications are mapped against the PWS/SOW to ensure that the relevant experience, education, licenses, years of relevant experience, etc. are present prior to considering for possible submission to the client..</p> <p>•DEDICATED RESOURCES</p> <p>Our staffing experts manage the entire process from the initial requisition creation to time collection and invoicing. We become a single point of contact that acts as a liaison between suppliers and your internal stakeholders.</p> <p>•CLINICAL INTERVIEW & SCREENING SERVICES</p> <p>Aya potential clinicians partake in a one-time intake call with hiring managers in our recruitment division to determine skills required, cultural fit, experience, and background needed for staff to be successful on assignment. From here, we develop screening tools, interview candidates, and confirm the assignments.</p> <p>•ONBOARDING / COMPLIANCE MANAGEMENT</p> <p>By leveraging our clinical expertise, we provide comprehensive initial screening. All certifications, documents, and health information are verified and uploaded to ensure 100% compliance with HR requirements.</p> <p>Aya is initially informed of our candidates' skills via the skills checklist that is required as part of our employment application. The checklist is comprehensive, and covers most aspects of clinical knowledge that may be required for the unit/department that he/she intends on working. The recruiter will then match that skills inventory checklist with the job description that the healthcare provider is being considered for. In the event that the recruiter has any concerns about the knowledge base of the healthcare professional, the recruiter may also require a phone interview with our clinical liaison who is also a Registered Nurse. Once competency is assessed by Aya Healthcare, we present the candidate to the client for the open position. The client will then further validate the competency of the healthcare professional by conducting a pre-assignment phone interview. Once a candidate informs Aya Healthcare of his/her expertise, we then verify competency with unit based exams.</p>
8	How do you schedule engagements?	Through utilization of our internal electronic system, Aya Connect. The Aya Connect software system database contains all previous and working RNs for past, present, and upcoming jobs.
9	Do you have an electronic system for scheduling? If yes, please describe.	<p>Yes, Aya Connect.</p> <p>Aya Healthcare clients have immediate free access to Aya Connect - our proprietary experience driven management software system. Extremely friendly and easy to use, our point and click portal provides 100% digitized and secure TJC approved compliance management, job posting functionality, and real time data exchange for submissions and pre-screened candidates. Completely secure, Aya Connect will streamline your candidate delivery and management system.</p> <p>Aya Connect provides one source for easy to administer staffing management:</p> <ul style="list-style-type: none"> - Multi-user Interface: login and create additional users with ease - Job Postings: post jobs with ease to our database and to our vendors - Job Templating: create and save templates for effortless job posting - Review submitted candidates or auto-offer/decline a candidate with a few simple clicks - Compliance Depository: view real-time compliance documents or use this feature as a backup to your own systems - Access to customized reports <p>We have included some screenshots, which will provide you with a brief illustration of Aya Connect's capabilities and ease of use.</p>
10	What processes do you use to ensure seamless service by subcontractors to NYS?	<p>Aya is committed to providing the requested emergency staffing professionals from our pool of more than 1.58 million clinicians across various specialties vetted, licensed, and ready to work. As the Prime contractor on this engagement, we do not foresee the need to participate in any partnering arrangements. However, should this become a factor, Aya is fully prepared and does utilize subcontractors when appropriate; NYS will still work directly with the same dedicate contract manager as the single point of contact through Aya for all subcontracting services. All subcontractors must adhere to the Aya standards for background checks and compliance.</p> <p>Should Aya require the services of a subcontractor, we leverage the collective recruitment power of more than 469+ vetted partner agencies through the Aya Partner Network. Collaboration through the Partner Network results in an engaged relationship willing to provide additional capacity.</p>
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Our internal software system includes notation on every RN who has worked with Aya. Aya routinely conducts nurse evaluations with every facility an RN works with. Through these evaluations, combined with our electronic system, we're able to ensure the quality of RNs to keep preferred candidates on the top of submissions and exclude any unallowed.

12	What is your escalation and resolution policy (in case an issue or emergency arises)?	<p>Should an incident occur involving one of our travelers, the facility should contact its dedicated Aya account manager immediately to report the incident. Aya asks that the facility provide us with a detailed report on the incident. Once all of the details of the incident are reported by the facility and the traveler, Aya will contact the proper representative at the facility to determine an appropriate course of action.</p> <p>Ms. Adair Hoenig is the dedicated Program Manager (PM) who will support the day-to-day operations for this engagement as a first point of escalation. Ms. Hester will support Ms. Hoenig to ensure quality and operations processes are in line with the New York requirement; and Ms. Fierro, will serve as the executive sponsor overseeing the program and providing point of escalations and resolutions for all matters relating to this engagement.</p> <p>Adair Hoenig, MA, CCC-SLP Director, Workforce Solutions 5930 Cornerstone Court West, Suite 300 San Diego, CA 92121 adair.hoenig@ayahealthcare.com P: 858-461-6475</p> <p>Tammy Hester, Senior Director, Workforce Solutions Government Services 5930 Cornerstone Court West, Suite 300 San Diego, CA 92121 tammy.hester@ayahealthcare.com P: 858-750-1369</p> <p>Shannon Fierro, Vice President, Workforce Solutions 5930 Cornerstone Court West, Suite 300 San Diego, CA 92121 sfierro@ayahealthcare.com P: 858-248-4160</p>
13	What is your process for providing a replacement if a Temp is rejected by the client? Please include details such as the time it takes to replace, and the training plan for the new Temp.	<p>Our standard protocol when an RN is terminated or rejected is to immediately re-open this job to our recruitment team and have management prioritize this job and fill these needs as soon as possible. The account manager will verify the new temp is qualified and properly equipped to start a new assignment.</p> <p>Because Aya implements a "recruitment before requirement" methodology, we will have an established backfill pool of candidates equally experienced, licensed, certified, available to assume position requirements. Aya initiate the search for a replacement from our readily available pool as soon as we're notified of the need.</p>
14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	<p>Yes. Aya's Quality Management Program Document covers the following: Screening Process, Reference Checks, Background Checks, Education Verification, License Verification, Qualification of Travelers, Competency Tools, Orientation Process, Performance Improvement Process, and Technology system.</p> <p>Aya leverages one of the industry's strongest clinical services teams to perform quality vetting and matching for candidates to ensure the best available clinicians will service the NYS facilities for the positions. As a Joint Commission-certified staffing agency, Aya holds our clinicians and supplier partner clinicians to the industry's highest quality and performance standards.</p>
15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	Yes. Aya uses primary source verification for all applicable health occupation candidates. For healthcare staff the DOH/OP site is used. We also run a Nursys verification as applicable to the profession to confirm the status of all held licenses.
16	What is your current fill ratio?	89%
17	What is your current turnover rate for your temporary workers?	4%
18	What type of programs do you have to limit absenteeism and turnover?	Aya's account management team keeps close contact with all facilities to discuss any challenges in staffing and performance. Nurses are evaluated by our Travel Experience team through questions encompassing their attendance and overall happiness on assignments.
19	What is your current absenteeism rate for your temporary staff?	1%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	With over 450 internal Aya recruiters and 469+ subcontractors, (Partner Network members), Aya is able to supply and maintain high fill rates. What helps us mitigate high turnover rates, is our Clinical Team dedicated to consoling RNs through any new difficulties they may face on a new job.

21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	<p>To further supplement our internal recruiting efforts and ensure outstanding candidate flow, we are positioned to leverage the collaborative recruitment power of more of 469+ vetted partner agencies through the Aya Partner Network, this collaboration through the Partner Network, results in an engaged relationship willing to provide additional capacity as needed. This group receives the same exceptional treatment as our clients, clinicians, and employees. Our approach results in an engaged partner network willing to provide additional capacity. Due to our efforts, we see partners sending us their very best candidates at reasonable prices (helping to keep our overall pricing competitive). Our internal partner network team remains in everyday contact with suppliers to provide support and ensures all aspects of each relationship is running smoothly. Aya has placed a strategic focus on diversity and inclusion in our workforce and in our supplier network.</p> <p>Once an agency has expressed interest in becoming a supplier, they are evaluated by our Aya Connect team, to ensure compliance with our supplier requirements. Once an agency has met the basic requirements to become an Aya Connect Supplier and signed a staffing agreement with us, the agency is given access to the job portal software and can submit candidates and a proposed bill rate with ease. There is no favoritism or preference when it comes to our agencies – everyone, including Aya, gets the same chance to submit the most qualified candidate for the job.</p> <p>Aya's Supplier Relations Team maintains a robust source of Minority and WomenOwned Businesses, local and large national firms. We hold all agencies accountable to Aya's strict Joint Commission compliance process. The Supplier Relations Team contacts our agencies directly to promote specific positions and locations so our suppliers know the hospital's needs are important, urgent and vital to the success of patient care.</p>
22	What are your recruitment policies?	<p>Our recruiters develop a candidate professional file to ensure information is complete and signed; license(s) and certifications are verified through primary source verification; the appropriate state licensing board(s) are contacted to ensure license(s) are current and in good standing (including inactive licenses); verification of education and any degree(s) and documents any special training. Employment records of current and past employers, confirmation of dates of employment, eligibility to return, as well as performance, conduct and/or other details are obtained. Recruitment and credentialing personnel partner together to ensure the provider is compliant during the retrieval and verification of credentials. Aya documents the method of verification, who conducted the inquiry and how the information was obtained.</p> <p>Aya is committed to fostering amazing experiences for our travelers. We are dedicated to providing excellent service and support for our nursing, allied, and therapy professionals on every assignment, every step of the way. Our innovative healthcare recruitment initiatives have been recognized by several national media outlets and honored with the American Academy of Nursing Media Award. These recruitment efforts have resulted in one of the most extensive and detailed professional proprietary databases in the industry. This database, coupled with leading edge technology, allows our talented recruitment professionals to efficiently identify available resources, match them to desirable opportunities, and deliver them to our clients quickly and compliantly while providing exceptional personal service and support. Our economies of scale and infrastructure promote high candidate volume across all specialties and specifically in areas of chronic demand. Our recruiters are trained to identify several key qualities in the candidates they engage. We call it the Who, What, Where, Why, and When! They identify exactly who they are working with by reviewing education, work history, skill sets, and references. They discern exactly what the candidate is seeking and where they would like to pursue opportunities. They discover the underlying motivation behind a candidate's decision to pursue travel nursing as a career path, and they set a timetable for action and accountability. The relationship between recruiter and traveler is paramount to our organization's success and it is something we cannot and will not take for granted. As a result of our efforts, Aya leads the industry with an astonishing employee retention rate above 80%. Aya provides an exceptional experience from start to finish for both employees and clients. This commitment to quality recruiting allows patients to be put first and allows our clients to provide the highest quality care possible.</p>
23	Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.	<p>If awarded this contract, Aya would utilize our pool of over 3,400 working RNs to help fill NYS' nursing and allied healthcare needs. Aya has over 469 sub-vendors through our Partner Network to help fill jobs, more than 10 of which are NY based. For large volume requests, we can set facilities under a preferred client list where we have over 450 recruiters prioritizing these needs to help fill needs at a faster rate.</p>