

ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE

Solicitation Specific Questions

Bidder Name: **Worldwide Travel Staffing, Limited**

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.	Worldwide utilizes our time-tested Performance Improvement Program to select, screen, and hire temporary workers. The process begins with the receipt of a signed and dated application for employment and skills checklist. The documents are reviewed to ensure an appropriate candidate fit. The credentials of the applicant are verified. Professional licensure and certifications are verified with the appropriate agencies, employment references and work experience are confirmed, and Excluded Parties List System and Office of Inspector General searches are conducted. Worldwide utilizes Clinical Assessments Company by Prophecy to perform medication tests and skills verification. The candidate's file is reviewed by the Clinical Specialist. An interview is conducted to ensure that the candidate has the appropriate skill set and experience to be considered for the job order. The compliance and certification requirements required for all Worldwide personnel is collected. All documentation and credentialing meet or exceed NYS OGS and Joint Commission standards. The documentation is forwarded to the facility upon notification of interest in a candidate's application. Once all compliance documentation has been received and the compliance forms have been completed, the recruiter will present the information to Worldwide's Clinical Specialist. The Clinical Specialist will perform a second review of the documentation. If all documentation is in order, the Clinical Specialist will sign off on the compliance forms for each Agency Healthcare Professional ("AHP") submitted. Only those candidates that satisfy the criteria outlined in Worldwide's credentialing process and meet the facility's specific requests shall be considered for submission. Should the profile meet or exceed both criteria, the AHP's file will be completed and submitted with the required documentation for review by the designated facility contact. If the facility contact requests that the AHP be assigned directly to a position, that preference will be accommodated. Immediately following the AHP's acceptance of assignment, Worldwide will provide a confirmation letter to the facility.
2	What are your testing, training and orientation programs for temporary workers?	Temporary workers complete various testing and training requirements prior to the assignment start date. These include a ten-panel drug screen, criminal background check, OIG and EPLS searches, Age Specific and HIPAA tests, bloodborne pathogens and infection control training, and any other testing or training required by the NYS OGS. Temporary workers are also given a comprehensive Worldwide company handbook as part of our orientation program.
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.)?	Worldwide regularly performs the following background checks: State and national criminal background checks, sex-offender checks, criminal justice center checks, education and employment verifications, and OIG/EPLS searches. Worldwide will conduct any additional background checks requested by the state.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Worldwide agrees to perform the background checks as identified in the Solicitation as requested.
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?	Worldwide tracks individual performance with client feedback, client evaluations, and self evaluations throughout a worker's assignment. Worldwide rewards good job performance by temporary workers by issuing completion bonuses after a temporary worker completes an assignment and upon receipt of remarkable feedback. Poor performance or irregularities will be met with counseling, formal warnings, or in worst case scenarios, termination. Immediately upon the receipt of any inquiries, complaints or other incidents reflecting irregularities from any participating institution, the Account Manager, Clinical Specialist, Chief Executive Officer, and any other staff indicated, will meet to investigate the matter. A conference call may be requested with the facility to discuss the details of the incident. If the incident is of a serious nature, the Chief Executive Officer and Clinical Specialist will meet on site at the facility. The meetings shall be offered within 24 hours of the initial report and scheduled at the facility's convenience.

6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	<p>Worldwide utilizes a time-tested Performance Improvement Program for quality assurance, customer satisfaction, and performance measurement. The program is specifically designed to monitor the system of accountability in the administration, supervision, and management of Agency Healthcare Professionals (“AHPs”), as well as the ongoing review of company policies and procedures. The program promotes quality patient care, comprehensive hiring and credentialing practices, and employee performance monitoring. Adherence to the values and framework of the Performance Improvement Program has enabled Worldwide to provide the highest quality of personnel and customer service to our valued clients. To ensure continuous client satisfaction and measure the performance of the staff we place, Worldwide sends out client evaluations for temporary staff to the facility contact at least once per year.</p> <p>In addition, Worldwide’s Performance Improvement Committee conducts monthly meetings to assure the regulated approach to quality customer service and healthcare needs are satisfied. The meetings include: Worldwide’s Director of Nursing, Chief Executive Officer, Chief Operating Officer, Clinical Specialist, Compliance Officer, and designated Account Manager. During the monthly meetings, new information or any variances from the facility’s expectations are explored. Recommendations for improvements in service delivery are discussed and implemented if necessary. Policies are created or revised as indicated.</p>
7	What process do you follow to ensure the proposed resumes meet your client's request?	<p>Worldwide’s proven Performance Improvement Program is utilized to ensure proposed resumes meet our client’s requests. The process begins with the receipt of a signed and dated application for employment and skills checklist. The documents are reviewed to ensure an appropriate candidate fit. The credentials of the applicant are verified. Professional licensure and certifications are verified with the appropriate agencies, employment references and work experience are confirmed, and Excluded Parties List System (“EPLS”) and Office of Inspector General (“OIG”) searches are conducted. Worldwide utilizes Clinical Assessments Company by Prophecy to perform medication tests and skills verification. The candidate’s file is reviewed by the Clinical Specialist.</p> <p>All candidates are carefully screened to ensure Worldwide’s client facilities are provided with quality practitioners. Worldwide’s Clinical Director, Leo Blatz, R.N., M.S.N., conducts a pre-hire interview with all applicants to ensure that the candidate has the appropriate skill set and experience to be considered for the job order. Mr. Blatz is a nationally recognized and certified expert witness on Psychiatric Nursing Standards. Mr. Blatz has been featured or quoted in The American Journal of Medicine, The New England Journal of Medicine, The Wall Street Journal, and almost every major nursing publication.</p> <p>Only those candidates that satisfy the criteria outlined in Worldwide’s credentialing process and meet the facility’s specific requests shall be considered for submission. Should the profile meet or exceed both criteria, the AHP’s file will be completed and submitted with the required documentation for review by the designated facility contact. If the facility contact requests that the AHP be assigned directly to a position, that preference will be accommodated.</p>
8	How do you schedule engagements?	Worldwide schedules engagements via phone and email. Upon receipt of facility vacancies, Worldwide will submit qualified candidates that are able to fill the vacancies. After the facility selects which candidates they want to hire, we confirm if the candidate accepts the position.
9	Do you have an electronic system for scheduling? If yes, please describe.	No.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	Worldwide handles all contact with subcontractors and is the sole point of contact for the NYS OGS during the contract. This will ensure there is seamless communication between staffing partners and that Worldwide has oversight of all candidate submissions and credentialing.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	All candidates that complete their assignment without issues are eligible for other assignments after their current one ends. On rare occasions Worldwide makes a candidate ineligible for rehire through Worldwide if they had reoccurring issues during their assignment.
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	Worldwide is available 24 hours a day, seven days a week to answer any questions or address any concerns that may arise. Worldwide has a Joint Commission approved Problem Escalation Procedure established in case an issue or emergency arises.

13	<p>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>	<p>If a Temp is rejected by the client, Worldwide will submit other qualified candidates. Most candidates will be submitted within 48 to 72 hours of notification that the previous temporary employee leaves or is rejected. The new temp will be given provided with training or orientation collaboratively based upon facility orientation availability.</p>
14	<p>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>	<p>Worldwide utilizes a time-tested Performance Improvement Program. The program is specifically designed to monitor the system of accountability in the administration, supervision, and management of Agency Healthcare Professionals, as well as the ongoing review of company policies and procedures. The program promotes quality patient care, comprehensive hiring and credentialing practices, and employee performance monitoring. Adherence to the values and framework of the Performance Improvement Program has enabled Worldwide to provide the highest quality of personnel and customer service to our valued clients.</p> <p>Worldwide utilizes Clinical Assessments by Prophecy to provide Continuing Education Credits, clinical competency examinations and assessments to AHPs. The assessments provide Worldwide with immediate results pinpointing behaviors and assessing knowledge. The online program offers a reliable way to evaluate staff, ensuring patient safety, client satisfaction, and reduces turnover.</p> <p>To ensure continuous client satisfaction, Worldwide sends out client evaluations to gage the performance of temporary staff working at each facility. Worldwide's detailed screening and hiring approach deployed as part of our Performance Improvement Program ensures job matching success. Worldwide is confident that we can assist the NYS OGS with filling job vacancies, our current fill rate is 93%. Worldwide also measures retention and turnover. More than 80% of Worldwide healthcare professionals extend their assignments following the completion of their initial thirteen-week engagement. Most employees renew for multiple sessions. Worldwide is a flexible and accommodating staffing partner. Worldwide recognizes that a contract must be an ongoing collaborative and adaptive process. Worldwide will immediately implement changes and make improvements whenever requested within 24 hours of notification. Enclosed please find a full version of Worldwide's Performance Improvement Program and Problem Escalation Procedure.</p>
15	<p>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.</p>	<p>Worldwide verifies nurse licensure and/or accreditation on the Nursys website.</p>
16	<p>What is your current fill ratio?</p>	<p>Worldwide's fill rate is 93%.</p>
17	<p>What is your current turnover rate for your temporary workers?</p>	<p>Worldwide's turnover rate is 19.8%. More than 80% of healthcare professionals extend their assignments following the completion of their initial thirteen-week engagement.</p>
18	<p>What type of programs do you have to limit absenteeism and turnover?</p>	<p>To prevent absenteeism, Worldwide makes it clear to candidates upon hiring that no-call no-shows will not be tolerated and will result in their termination. Worldwide gives formal warnings to staff if there are attendance or tardiness issues. If after counseling, there is a recurrence Worldwide will terminate the employee unless the facility wishes for additional counseling and a final warning. Should there be any issues with absenteeism a Worldwide representative will be available on call 24 hours per day, 7 days per week, 365 days per year to ensure the NYS OGS has uninterrupted quality staffing. Worldwide's designated contract manager will be available during regular business hours on Monday through Friday, 8:30 a.m. to 5:00 p.m. at 866-633-3700 or via email.</p> <p>Worldwide understands the importance of retaining qualified employees. Worldwide offers fully employer-paid and Affordable Care Act compliant health insurance coverage through BlueCross BlueShield. Fully employer-paid dental and vision coverage are also provided. Worldwide staff are immediately vested in a 401(k) plan with a 6% employer contribution. Vesting begins the very first day worked. Worldwide staff receive additional reimbursement for travel, licensure, renewals, continuing education, and certifications. Other employee incentives include performance incentives when positive feedback is received, attendance and completion bonuses, and a generous referral bonus for current employees when they refer their friends and colleagues. Worldwide staff enter into employment agreements which clearly outline terms of performance. Expectations are clearly defined and understood to limit misunderstandings that could possibly lead to termination.</p> <p>Worldwide's administration, human resources department, and recruitment team provide a highly supportive work environment to our valued staff. Productive and well-received counseling sessions are available, when indicated. Staff support and employment improvements are ongoing and acutely monitored.</p>

19	What is your current absenteeism rate for your temporary staff?	4.87%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>Worldwide has policies and processes in place to maintain high fill rates and to mitigate high turnover rates. Worldwide offers fully employer-paid and Affordable Care Act compliant health insurance coverage through BlueCross BlueShield. Fully employer-paid dental and vision coverage are also provided. Worldwide staff are immediately vested in a 401(k) plan with a 6% employer contribution. Vesting begins the very first day worked. Worldwide staff receive additional reimbursement for travel, licensure, renewals, continuing education, referring colleagues, and certifications. Other employee incentives include performance incentives when positive feedback is received, attendance and completion bonuses, and a generous referral bonus for current employees when they refer their friends and colleagues. Worldwide's administration, human resources department, and recruitment team provide a highly supportive work environment to our valued staff. Productive and well-received counseling sessions are available, when indicated. Staff support and employment improvements are ongoing and acutely monitored.</p> <p>Failed assignments are uncommon. More than 80% of Worldwide healthcare professionals extend assignments following the completion of their initial thirteen-week engagement. Much of this can be attributed to Worldwide's loyalty rewards program and a healthcare benefits package that is unsurpassed in the industry. Worldwide also provides a 401(k) and referral bonus program to attract and retain our healthcare professionals. It is common for Worldwide healthcare professionals to remain active for multiple years.</p>
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>Worldwide does not subcontract our work to support excessive workloads. Worldwide subcontracts work to ensure that diversity goals are met. Worldwide has an experienced in-house management team and a vast pool of candidates to pull from to accommodate large work orders. The plan has proven to be an effective model to rapidly identify, credential, and place healthcare professionals at facilities throughout New York State and the world since 1993.</p>
22	What are your recruitment policies?	<p>Worldwide is prepared to initiate recruitment and provide candidates for consideration immediately upon notification of award. Worldwide maintains an active database of over 300,000 healthcare professionals. The database is updated daily due to targeted national advertising, a user-friendly website, practitioner referral programs and a benefits package that is unsurpassed in the industry. Our active approach to recruiting has been proven to fill vacancies rapidly and efficiently.</p> <p>Worldwide advertises monthly in almost every major industry periodical and numerous regional and local publications. Each week, hundreds of potential candidates contact Worldwide in response to print advertising and other recruitment activities while an average of more than 300 electronic applications per week go through our website: www.worldwidetravelstaffing.com. Recruitment efforts include, but are not limited to national advertising, "cold calls" by recruiters, email blasts, referral programs, mass mailings, and an established internet presence via our website and various social media. Worldwide also participates and exhibits in numerous healthcare-related conferences and conventions. Additionally, Worldwide maintains subscriptions to online job listing services such as Indeed, ZipRecruiter, Monster, Absolutely Healthcare and Career Builder.</p> <p>Worldwide provides candidates for consideration on average, within 48 to 72 hours of request. Most candidates will be submitted within 24-hours of receipt of a job order. Worldwide will immediately respond to any requests made by the NYS OGS as to whether staff are available. Worldwide is available to field requests for healthcare personnel 24 hours-per-day, 365 days-per-year, including holidays. Worldwide does not utilize an answering service. A live representative will be available off business hours, on weekends and holidays to field staffing requests.</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>Worldwide's goal is to seamlessly transition into a secondary role on October 21, 2022 or upon date of award. Worldwide will aggressively advertise and recruit during the days and weeks following award, ensuring quality services and safe staffing levels. Worldwide anticipates that the ramp up process will be completed quickly and effectively.</p> <p>Worldwide will secure the necessary compliance documentation required for employment per the State of New York and Joint Commission standards. Worldwide will recruit the additional manpower necessary to satisfy facility staffing requirements. While our preference is to retain current and eligible practitioners to minimize patient disruption, Worldwide is prepared to provide as many healthcare professionals as are necessary to satisfy facility staffing needs. Patient continuity of care is Worldwide's primary focus throughout the entire transition. Worldwide will continually monitor and evaluate the hiring process in order to provide the most efficient and effective staffing services to the NYS OGS.</p> <p>Worldwide will fully comply with all NYS OGS directives and ongoing adaptations throughout the hiring process. Worldwide recognizes that contract must be an ongoing collaborative and adaptive process. Worldwide will immediately implement changes and make improvements whenever requested within 24 hours of notification.</p>
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