

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health
Health Regulation and Licensing Administration



NURSE STAFFING AGENCY
FREQUENTLY ASKED QUESTIONS

What is a Nurse Staffing Agency?

A nurse staffing agency is any person, firm, corporation, partnership, or other business entity engage in the business of providing or referring nursing personnel to a health care facility or agency, or to an individual, for the purpose of rendering temporary nursing services within the District of Columbia.

Where can I get an application or additional information?

Online

<http://doh.dc.gov/node/148962>

Call

Cindy McGee
202.442.4749 Direct
202.442-9430 Fax OR

Sharon Mebane
202.442-4751 Direct
202.442-9430 Fax

In person

Department of Health
Health Regulation and Licensing Administration
899 North Capitol Street, NE First Floor
Washington, D.C. 20002
8:30am-4:30pm Walk-in hours

Where do I send my completed application?

Intermediate Care Facilities
P.O. Box 37804
Washington, D.C. 20013

How long does it take to process my application?

It should take 30-60 days to process your application.

When and how will I receive my license?

Licenses are mailed within 48 hours of approval.

I am not located in the District. Am I required to be licensed in the District?

If you are a NSA rendering temporary nursing services within the District of Columbia sending nurses to District of Columbia health care facilities you are required to be licensed in the District of Columbia.

What documents must I submit with my application packet?

DOCUMENTS TO BE SUBMITTED:

- Completed and signed application. Please print or type all information except signature
- Application fee. Check or money order MADE PAYABLE TO DC TREASURER

Initial Licensure fee	Late Fee	Duplicate License
\$1000.00		\$50.00
Renewal Licensure fee	Late Fee	Duplicate License
\$500.00	\$100.00	\$50.00

- Copy of insurance certificate
- Copy of your agency's policies and procedures
(Please be reminded to place a disclaimer on any information that you consider proprietary.)
- Copy of Certificate of Good Standing as a Corporation or LLC.
- If located in the District of Columbia, Certificate of Occupancy issued by the District of Columbia Government for premises on which the office is located,
- If located outside of the District of Columbia, submit copy of each document certifying the responsible jurisdiction's approval of the use of that location or premises as a Nurse Staffing Agency, including all approvals related to zoning, building and fire codes; agencies

When will I need to renew my license?

All NSA licenses expire yearly on date of issuance.

Our agency operates under another name at another location. Can I use the same license for both agencies?

You will be issued a license only for the premises and the person or persons named as applicant(s) in the license application, and the license will not be valid for use by any other person or persons or at any place other than that designated in the license. Any

transfer as to person or place without the approval of the Department will cause the immediate forfeiture of the license.

How much insurance are we required to carry?

Each nurse staffing agency must maintain the following minimum amounts of insurance coverage:

Blanket malpractice insurance for all professional employees in the amount of at least one million dollars (\$1,000,000) per occurrence and at least three million dollars (\$3,000,000) in the aggregate; and

General liability insurance covering personal property damages and bodily injury in the amount of at least one million dollars (\$1,000,000) per occurrence and at least three million dollars (\$3,000,000) in the aggregate.

How do I request a duplicate license?

Please send written request for duplicate license to:

Intermediate Care Facilities
P.O. Box 37804
Washington, D.C. 20013

Make your check in the amount of \$50 payable to DC Treasurer.

What are my reporting requirements?

Each agency must report any action taken by, or any condition affecting the fitness to practice of, a Licensed Practical Nurse and Registered Nurse that might be grounds for enforcement or disciplinary action under the Health Occupations Revision Act to the Board of Nursing within (5) business days of the nurse staffing agency's receipt or development of the information.

Each agency must report any action taken by a Certified Nurse Aide that might be grounds for listing that individual on the Nurse Aide Abuse Registry to the Board of Nursing within five (5) business days of the nurse staffing agency's receipt or development of the information.

Each agency must respond to each complaint received by it within fourteen (14) calendar days of receipt of the complaint, must investigate the complaint as soon as reasonably possible, and must, upon completion of the investigation, provide the complainant with the results of the investigation. Each agency must report any incident, as further defined in this Chapter, to the Department, if that incident is related to the operation of the nurse staffing agency or to the services provided by the agency's employees and if that incident results in injury, illness, harm, or the potential for significant harm to any patient or client receiving services from the agency.

Each agency must report each incident described in subsection 4905.4, above, to the Department no later than twenty-four (24) hours after the agency learns of the incident, must investigate the incident as soon as reasonably possible, and must provide the Department with the results of the investigation upon completion of the investigation.

Each agency must report any action taken by, or any condition affecting the fitness to practice of, a Licensed Practical Nurse or a Registered Nurse that might be grounds for enforcement or disciplinary action under the Health Occupations Revision Act to the Board of Nursing within (5) business days of the nurse staffing agency's receipt or development of the information.

Each agency must report any action taken by a Certified Nurse Aide that might be grounds for listing that individual on the Nurse Aide Abuse Registry to the Department within five (5) business days of the nurse staffing agency's receipt or development of the information.

Complaint – a report, by whatever means, made to a nurse staffing agency, that alleges a problem related to the operation of a nurse staffing agency or to the services provided by the agency's employees.

Incident – an occurrence related to the operation of a nurse staffing agency or to the services provided by the agency's employees that results in injury, illness, harm, or the potential for significant harm to any patient or client receiving services from the agency. "Incident" includes, but may not be limited to: death; physical, sexual, or verbal abuse; mistreatment; exploitation; neglect; physical injury; improper use of restraints; medication error; illness resulting from mistreatment or neglect, whether intentional or unintentional; theft of a patient or client's personal property or funds; and any other occurrence requiring the services of a law enforcement agency or of emergency personnel.

What policies and procedures are required to be sent with the application?

Operational procedures: A nurse staffing agency shall develop, document, and implement for (Nurse Staffing Agency Act; §15):

- (1) Selecting nursing personnel to be provided or referred by the agency;
- (2) Verifying and documenting the credentials of nursing personnel to be provided or referred by the agency;
- (3) Verifying employment references furnished to the agency by nursing personnel;
- (4) Assessing, verifying, and documenting the clinical experience and competency of nursing personnel before providing or referring them;
- (5) Selecting persons to be provided or referred as Home Health Aides or Personal Care Aides, if the agency engages in providing or referring those kinds of personnel;
- (6) Verifying and documenting the education and training of Home Health Aides or Personal Care Aides, if the agency engages in providing or referring those kinds of personnel;
- (7) Tracking, responding to, and acting on complaints;
- (8) Reporting to the Board an action taken by, or a condition affecting the fitness to practice of, a Licensed Practical Nurse or Registered Nurse provided or

referred by the agency that might be grounds for enforcement or disciplinary action under the District of Columbia Health Occupations Revision Act, effective March 25, 1986 (D.C. Law 6-99; D.C. Official Code § 3-1201.01 *et seq.*), and reporting to the Department an action taken by a Certified Nurse Aide provided or referred by the agency that might be grounds for listing the individual on the Nurse Aide Abuse Registry;

(9) Verifying and documenting that nursing personnel, Home Health Aides, and Personal Care Aides provided or referred by the agency are in satisfactory health, and have received all health testing and immunizations recommended by the Centers for Disease Control and Prevention, or otherwise required by law or requested by the client, before being provided or referred to a health care facility or agency, or to an individual; and

(10) Verifying and documenting that nursing personnel, Home Health Aides, and Personal Care Aides provided or referred by the agency have satisfactorily completed all drug screening and all background checks required by law, including the Health-Care Facility Unlicensed Personnel Criminal Background Check Act of 1998, effective April 20, 1999 (D.C. Law 12-238; D.C. Official Code § 44-551 *et seq.*), and Chapter 47 of Title 22 of the District of Columbia Municipal Regulations, or requested by the client, before being referred to a health care facility or agency, or to an individual.

Personnel Policies: Each nurse staffing agency must have written personnel policies, that are available to each employee and staff member, and that include the following (22DCMR, Chapter 49 § 4904.3):

(1) Terms of employment or contract, including wage scale, hours of work, vacation, sick leave, insurance, and other benefits, if any;

(2) Provisions for monitoring and evaluating each employee's or staff member's performance by appropriate supervisors;

(3) Provisions pertaining to probationary periods, promotions, disciplinary actions, termination and grievance procedures;

(4) A position description for each category of employee and staff member; and

(5) Provisions for orientation, periodic training or continuing education, and periodic competency evaluation.

Complaint, Incident, and Disciplinary Reporting Procedures: Each nurse staffing agency must develop and implement policies and procedures for (22DCMR, Chapter 49 § 4905):

(1) Receiving, recording, and investigating complaints;

(2) Recording, reporting, and investigating incidents; and

(3) Reporting to the Board of Nursing or to the Department, as required by the Act and by this Chapter, information that may be grounds for disciplinary action under the Health Occupations Revision Act or the Certified Nurse Aide regulations.

Each agency's policies and procedures must provide that a complaint may be presented

orally or in writing.

Each agency must develop and implement a system of recording complaints and incidents, which must reflect all complaint, incident, and investigative activity for each calendar year, and which must include, for each complaint or incident:

- (1) The name, address and phone number of the complainant, if known;
- (2) If the complaint is anonymous, a statement so indicating;
- (3) The date on which the complaint is received;
- (4) The date and time the incident occurred;
- (5) The date and time the incident is reported to the Department;
- (6) A description of the complaint or incident;
- (7) The date on which the complaint or incident investigation is completed;
- (8) Whether the complaint is substantiated; and
- (9) Any subsequent action taken as a result of the complaint or incident, and the date on which that action is taken.