

OHA Solutions Master Agreement  
Effective April 1, 2008 through March 31, 2010

(contact [nwebb@ohanet.org](mailto:nwebb@ohanet.org) to receive full Master Agreement)

- ❖ OHA Solutions Master Agreement - p. 1
  - Introduction
    - Clinical
    - Non-clinical
- ❖ Assignment Protocol and Services to be Provided – pp. 2-
  - Hospitals – p. 2
  - OHA/ShiftWise – pp. 2-3
  - Tiering – p. 3
  - Agencies
    - Application to OHA Solutions; adding new suppliers – p.3
    - Hours – p.3
    - Use of ShiftWise – p.3.
    - Cancellation Policies – p. 3-7
    - No paper contracts – p.5
    - Ghost booking – p.5
    - Orientation – p.4
    - Termination of Agency Personnel – p.7
    - Time Sheets; Staff Time Tracker – p.7
- ❖ Personnel and Agency Requirements
  - Photo ID and BLS (personnel) – p.7
  - Staff Profiles (see OHA Solutions Audit Form) - pp. 8-10
    - Work history; application or resume
    - References/confirmation of work history
    - Skills checklists
    - Competencies
    - Performance Review
    - HIPAA Acknowledgment
    - Primary source verification
    - Records of investigations
    - BLS/CPR
    - Additional certifications
    - Measles; Mumps; Rubella; Varicella
    - TB-annual
    - Hepatitis B
    - Pre-employment physical
    - Drug Screen-annual
    - Background screening
      - SSN Trace
      - Fingerprints (Ohio or FBI – or both)

- OIG
  - National background search
- Floating – p.11
- Dress Code – p.11
- Audits – pp. 11-12
- Quality Review Program – p. 12
- Staff Performance Evaluation – p.12
- ❖ Invoicing
  - Base Rates, plus: pp. 12-13
    - Add-On Offer
    - Travel
    - Overtime
    - Holidays
    - Call Back
    - On-Call
    - Sick/Call Offs
    - Differentials
    - Incentives
  - Invoicing – p. 14
  - Administrative Fee – p. 14
- ❖ Agency Representation and Warranties: Disclosures – pp.14-16
- ❖ Non-Solicitation of Employees - p. 16
- ❖ Termination – pp. 16-18
- ❖ Insurance - pp. 18 -19
- ❖ Indemnity – p. 19
- ❖ Independent Contractor – p. 20
- ❖ Use of Name – p. 20
- ❖ Confidential Information; EULA – pp. 20-21
- ❖ Additional Notice, Access, Law, Assignment, Exclusivity, Amendment, Waiver, Third Party, Grants, Excusable Delays, Signature – pp. 22-25
- ❖ Attachment 1 - p. 26
  - Rate Structure
  - General Holiday Pay Policy
- ❖ Attachment 2 Clinical/Direct Patient Care – Non-clinical/Non Direct Patient Care – p. 27