



24-Hour Medical Staffing Services

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Your Healthcare Staffing Solutions

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HOLIDAY GREETINGS FROM OUR PRESIDENT, ERNIE BUMATAY!

During this special season, I reflect on all things to be thankful for. I am thankful to be part of our dynamic company and the opportunity to work with the many 24-HRMED employees who represent our company so well. You are special. You work to deliver essential healthcare services that help others when and where needed. We can take great satisfaction in that and be thankful for the trust placed by clients and patients alike with us. It is an important responsibility. I am also very thankful for our growing list of clients who give us the opportunity and privilege to serve them. On behalf of our company's founders and the management of 24-HRMED, we extend our very best wishes for a special, joyous holiday season to you, your families and loved ones.

During Thanksgiving week, our 24-HRMED corporate staff raised money for the Los Angeles Mission. Founded almost 80 years ago, the Mission is a non-profit organization that focuses on helping the homeless and those in need. Our donation helped the LA Mission feed a number of people at their annual

Thanksgiving meal. Individually and as a team, we contributed to making Thanksgiving a special day for those less fortunate than us.

As we reflect on giving, we want to honor two special people who have made an impact in healthcare: Kayla Perry and Florence Nightingale. Kayla is a freshman at Auburn University and is fighting cancer as she attends classes. She also launched a non-profit foundation to raise money to fight pediatric cancer. She aspires to be a Nurse Practitioner. Florence Nightingale is the famous "Lady with the Lamp" who did much to help wounded soldiers in the battlefield during the Crimean War in the 1850's. She also became an authority on healthcare reform. We profile these special women on page 3.

Our company continues to grow and make improvements. In October, we had an open house and ribbon cutting ceremony at our new corporate offices in the Gateway Corporate Center in Diamond Bar, CA. We had a nice turnout including clients, employees, strategic partners, friends, Chamber of Commerce ambassadors, Board members and staff as well as



representation from elected officials. We are growing a government business that provides assignments 3 months, 6 months and longer. We have also been extremely active providing healthcare professionals to clinics during this busy flu season. We have expanded our Corporate Intern Program to two other universities including Azusa Pacific University and California State University at Fullerton. To increase productivity and customer satisfaction, we have installed a new phone system to provide better, more efficient service around the clock. We have also retained an advertising/digital marketing firm, Young Company, to develop and launch our new website. Service Excellence Award winners are announced on page 2. I hope this issue helps you reflect on what you are thankful for and also inspires you. Warmest wishes for a special holiday season!

- Ernie Bumatay

YOUR VOICE MATTERS AND WE'D LOVE TO HEAR FROM YOU!

We want 24-Hour Medical Staffing Services to be a fun, challenging and rewarding place to work. Help us realize our vision of a world-class work environment by completing the 2015 24-Hour Medical Staffing Employee Engagement Survey. This survey is your opportunity to help shape the future of our company and improve your own work experience in the process. Your feedback will be compiled and used to guide further positive changes across the company.

An independent firm, Quantum Workplace, Inc. is conducting the survey and tabulating results. Quantum staff members will communicate the findings in a summary report to

24-Hour Medical Staffing. Quantum does not release your individual responses to our firm or anyone else. Your honesty is critical and appreciated.

The survey should take less than 10 minutes to complete. If possible, try to finish in one session. To access the online survey, please copy and paste the following link into your browser.

http://survey.quantumworkplace.com/sia/oc_USBV21912

Please complete by January 20, 2015.

The information we receive will be used to make 24 Hour Medical Staffing Services an even better place to work.

Thank you in advance for your participation.



**Please Participate
in the 24-Hour Medical
Staffing Services Survey!**



SERVICE EXCELLENCE AWARD WINNERS

Our company selects and honors Service Excellence Award winners from our talented and dedicated healthcare professional staff. We have over 200 healthcare professionals so earning an award is difficult and special.

Winners must exemplify both clinical and interpersonal skills as appropriate. They must provide high patient and customer satisfaction. They must also demonstrate consistency and reliability. Our new Service Excellence Award winners are:

★ Hilarietta - RN ★

Hilarietta has worked for 24-HRMED for close to two years now. She is regularly requested by our clients because her dedication and passion for what she does stands out tremendously. Hilarietta is flexible, friendly, and very responsive in all situations. She makes sure to give all her patients the highest quality service possible.

★ Veronica – LVN ★

Veronica has worked for 24-HRMED for over two years. She is a hard working nurse who displays the highest customer service and safety care possible to all her patients. Veronica is flexible to work at multiple clinics and was one of 24-HRMED's top nurses during our flu season. She is requested often by our clients.

'TIS THE SEASON FOR GIVING

The holiday season is a time for giving. What can be better than giving time and effort towards a great cause? Kayla Perry is a young lady who was diagnosed with high-risk stage IV neuroblastoma, a pediatric cancer that is usually found in young children. Kayla is much more than a patient with a rare cancer, she is also an aspiring Nurse Practitioner in Pediatric Oncology. Due to the severity of her cancer, Kayla fights the cancer daily in multiple ways. She plans to become a Nurse Practitioner. She has also founded a non-profit foundation called "Open Hand, Overflowing Hearts." Her foundation is focused on raising as much money as possible to help with research for pediatric can-

cer. She has not let the cancer stop her from her dream of attending Auburn University. Kayla also does not let her diagnosis dictate her life. She is inspired to make her present situation work for others. We are sharing this story with you to show the incredible things that people can do once they set their mind on a goal. Kayla's story also puts a spotlight on nurses overall, showing the character most nurses possess in order to carry out their duties day to day. Nurses are brave and inspiring people who give their own time to help patients improve their health and overall lives. People who work with nurses get the pleasure of seeing how unselfish and generous they are day in and day out.

We want to thank you for the time and efforts you put in to help all your patients. If you want to learn more about Kayla's foundation please visit:

www.openhandoverflowinghearts.org

Written by: Gadier Uriarte



FLORENCE NIGHTINGALE



Florence Nightingale was a famous nurse and icon who was also known as the "Lady with the Lamp." She was given this name by British soldiers she treated in the Crimean War in their fight against Russia for control of the Ottoman Empire. Florence was asked by the British Secretary of State in 1854 to organize a corps of nurses to tend to the sick and fallen soldiers. Florence assembled a team of 34 nurses and sailed with them to Crimea where she found injured soldiers in horrid conditions in the British base hospital. The hospital sat on top of a large cesspool which contaminated the water and the hospital building. Nightingale quickly went to work. She procured hundreds of scrub brushes and got the least infirm patients to help clean the hospital floor to ceiling. Nightingale spent nearly every waking minute caring for soldiers. In the evenings, she moved through her rounds in the dark hallways carrying a lamp. Her work re-

duced the hospital's death rate by two-thirds. The soldiers under her care were both moved and comforted by her tireless care and compassion. Florence was born in Italy to an affluent British family. Rather than live a life of high society, she felt a calling to help others. From a young age, she actively ministered to the ill and



poor people in a village near her family's estate. At 16 years old, it became clear to her that nursing was her calling. As a nurse, Nightingale vastly improved sanitary conditions at

Middlesex hospital in London where she worked and established a number of innovations that improved patient comfort. She helped save the lives of many British soldiers at Crimea. From her experience there, she wrote *Notes on Matters Affecting the Health, Efficiency, and Hospital Administration of the British Army*, an 830 page report. The British Government responded with changes that reflected Nightingale's recommendations. She continued to write, consult, and advocate for health care reform throughout her life. She was conferred the merit of honor by King Edward. In 1910, at age 90 she passed away at her home in London. More than 2,000 artifacts commemorating her life and career are housed in the Florence Nightingale Museum.

Excerpts for the above article from www.biography.com/people/florence-nightingale-9423539

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SEASON'S GREETINGS!



Flu Prevention

This is the flu season, and your company has been busy. Starting September 1, we began staffing 29 flu clinics throughout California. The majority of 24-HRMED employees at these facilities were LVNs. Our busiest clinics were in Pasadena, Anaheim, Panorama City, and Hayward. This is a busy, hectic time for us. Plans to staff flu clinics with great 24-HRMED clinicians begin in the summer. Leading the charge for our planning, recruiting, and placement efforts were Kay and Krystle, two of our top Staffing Specialists with over four years' experience each at our company. Both are Cal Poly, Pomona alumni. Our busiest clinicians were Veronica, Maria, Connie, Ruby, and Erica. We salute all of our employees who participated in this important effort to immunize clinic patients and help prevent the spread of the flu virus.



<https://www.facebook.com/pages/24-Hour-Medical-Staffing-Services-LLC/180570398622946>

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Your Feedback is very important to us.

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Joint Commission

We are a Joint Commission Certified Healthcare Staffing Company. JCAHO is an independent, non-for-profit, national body that oversees the safety and quality of health care and other services provided in certified organizations. The Joint Commission provides certification only after extensive audit protocols. This Certification means our company meets high healthcare standards. We demonstrate commitment to the noblest ethical and moral values. We exhibit compassion, genuine concern, and empathy for patients needs; often exceeding required bedside protocols. We maintain integrity by complying with all applicable laws and regulations. We strive to maintain the highest professional standards set forth by the industry.