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January 20, 2009

To: INS TEAM

RE: Joint Commission Certification in February

Dear Team,

INS is very excited to welcome Joint Commission the month of February for staffing certification. In preparation there is important updated information we need to provide each of you. Please take a moment to review the attachments and familiarize yourself with them. Sign and return any documents requested in the self addressed stamped envelope we have provided by Friday January 30th. Joint Commission will be making random phone calls to our staff, our nurses and our facilities to gather information about INS during the certification process, sometime in February.

We are working very hard to excel in compliance and provide excellent customer service to each and everyone that comes into contact with INS. The Employee Handbook covers many policy and procedures; please feel free to contact me if you need another copy. Enclosed you will find priority information that is essential to promoting great quality and consistent care to all that INS serves including patients, families, employees and customers. Please take time to review and feel free to call with any questions you have at anytime.

- 2009 Patient Safety Goals
- Emergency Contact information
- Education Opportunities from INS

Thank you in advance for your time and service in meeting the certification requirements and promoting INS to the next level of excellence.

Nicole Bambalere  
Quality Assurance Coordinator  
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