

# THE LEAPFROG JOURNAL

## A Message from the President Great Expectations...

## Great Year Ahead

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The year is certainly off to a good start.

In early January, we launched our Memphis branch. It is now going strong and already has contracts with major facilities in Tennessee. Just recently, NC STAFFING received the 8(a) certification from the Small Business Administration. This certification is a great competitive advantage and provides NC STAFFING unlimited contracting opportunities in both the government and the private sectors.

By middle of this year, penetration for the Houston market will be the main focus. Houston is a potentially large market, where some of you may also wish to work.

This year, I am proud to say that we can look

forward to another promising year ahead, with new opportunities for all of us.

Of course, any success is not a true success without its share of challenges. But these challenges have only made NC STAFFING stronger and even more committed to our vision of becoming the medical staffing company of choice not only in the Central Arkansas and Tennessee, but eventually, the rest of the region as well.

NC STAFFING could not have gone this far without your loyalty and dedication, dear Leapfrogs. We know that a company's success depends on its employees – and this is certainly true in a staffing company, where our pool of em-

ployees is our biggest, most important asset. This is why we work hard to give our Leapfrogs the best pay rates and the best benefits – as you know, we have a comprehensive medical, dental plan and a retirement plan. You get more because you deserve more, and no one knows it better than NC STAFFING.

We appreciate your loyalty and hard work and hope you stay in the Leapfrog circle for a long time.



Ann Adams, RN, MBA  
President/CEO

## NC STAFFING receives 8(a) SBA certification

NC STAFFING has just received a highly coveted 8 (A) certification from the Small Business Administration (SBA). This certification is awarded to small, women-owned, and minority-owned businesses that meet the SBA's strict qualifying requirements. The

certification will entitle NC STAFFING to preferred vendor status not only among government hospitals, but among hospitals in the private sector as well. "We're very excited about this certification. We know that this will help us get new contracts and open up new opportunities for our

nurses," Ann Adams, NC STAFFING President enthuses. The certification will not only open new contract opportunities but will also pave the way for NC STAFFING to receive incentives and assistance granted by the SBA to certified companies.

## Memphis Branch Going Strong, Houston Next

NC STAFFING Memphis is going strong after just three months in operation. It has already landed lucrative contracts with health-care facilities in Tennessee and has successfully negotiated to be a part of a network of vendors of a major healthcare system in Tennessee.

"NC Staffing is extremely fortunate to be an accredited vendor after just three months of operation in Memphis," Ann Adams, NC Staffing President exclaims. "From more than a hundred vendors in over five states, we landed in the top twenty."

the Memphis and surrounding areas," William adds.

Meanwhile, great plans are definitely underway for the Houston operations. "Houston is a major city and represents a huge, potential market. We think we can definitely succeed there."

So, if any of you leapfrogs know any good nurses in Memphis and in Houston, give us a call and you could be on your way to receiving your \$300 referral bonus.

**"Houston is a major city and represents a huge, potential market."**

**-Ann Adams  
NC STAFFING President**



NC STAFFING Memphis Office

The contract is expected to help the Memphis branch grow by leaps and bounds. "We are very excited about opportunities in Memphis. We think this will definitely help us reach our growth targets in Memphis," William Poynter, Memphis Branch Director, enthuses. "Right now, our goal is to recruit a lot more quality nurses in

## Company Cheers Birthday Celebrants

NC STAFFING held its very first birthday celebration dinner last Thursday, March 18. The venue of the party was at On the Border Restaurant on Chenal Parkway, Little Rock. The party was to honor nurses celebrating their birthdays in March. The lucky March celebrants who attended were Linda Woods and Rhonda Czeto, who were celebrating their birthdays on March 7 and 8 respectively.

NC STAFFING President Ann Adams led the party for the March celebrants. Office staff members Kara Huffman and Cielo Monte (also a March birthday celebrant) were also on hand to greet Rhonda and Linda.

Everyone had a great time, laughing and talking the night away as they enjoyed On the Border's Mexican cuisine, famous margaritas and scrumptious desserts.

The administrative staff plans to hold birthday dinners every third Thursday of the month, so April celebrants, get ready for another great party! According to Ann Adams, "We plan to do this every month so that we keep in touch with our nurses, get a chance to relax, and just enjoy each other's company."

"This is great. You're the only agency that does this for your nurses," birthday celebrant Linda Woods

added.

To those celebrants who were not able to make it, we missed you – and you missed a great party!



On The Border party (L-R): Kara Huffman, Cielo Monte, Linda Woods, Rhonda Czeto, Ann Adams

## How to be a hospital darling

Agency nursing is rewarding, but it's also hard work. We all know what it's like to work long hours and be on our feet all day or all night. But hospitals expect more from you because you get paid more. Here are some useful tips on how to make life on the job a little easier and to keep hospitals calling for us to come back:

**Avoid cancellation!** This is the number one rule. Once you have confirmed a shift, please avoid cancellations. We all have emergencies but the bottom line is, each cancellation means the hospital is short one nurse, which means that patient care can be compromised due to increase workload.

Hospitals usually like to use reputable agencies whose nurses show up when scheduled to work. And if in case cancellation becomes unavoidable, please let us know immediately. Our goal is to find you a replacement. Always remember that no call no show is always unacceptable and can prevent you from coming back to the

facility.

**Always come to work on time!** Charge nurses and house supervisors always panic when an agency nurse is late. Our clients expect you not only to show up, but to show up on time. Consistent tardiness is a definite no-no.

**Help your fellow leapfrogs.** Our clients seem to like nurses who are self-directed and motivated. The key to getting a lot of work is by demonstrating that you are dedicated to working as a team and always willing to help other co-workers. Remember the old adage do unto others as others do unto you.

**Adhere to policies and procedures.** The secret to keeping out of trouble is by following basic policies and procedures. Few side tips to avoid while on assignment. (1) Do not use your cell phone; (2) Avoid personal phone calls; (3) Avoid negativity and strong opinions. Remember that when you

work at a hospital, you not only represent our company but yourself first and foremost.

**Take initiative.** Charge nurses and nurse managers appreciate initiative. They remember it well when an agency nurse just sits around doing nothing. When you get some free time, find something to do. Volunteer to help with anything that you think needs to be done. Suggest ways to improve their system. Don't be afraid to speak up - nurse managers will appreciate your input because you have a fresh perspective. Case in point: Janice Carol was given a glowing review by the nurses at Rebsamen women's health unit because she suggested some ways to improve their documentation system.

We hope these practical tips will help you make your job a little easier and help you keep your hours. Just remember: when hospitals like you, they'll ask for you back again and again. So go out there and get them, leapfrogs!

**“Hospitals expect more from you because you get paid more”.**

## NC STAFFING Resumes CashPay®

### CashPay® is Back!

Due to the increased demand for the CashPay® service, NC will begin CashPay® service effective April 30.

We are very excited to offer you the convenience of instant access to your paycheck. With CashPay® service, you bid goodbye to waiting in line at the bank or waiting by your mailbox. CashPay® affords you the

convenience you deserve. Don't delay, sign-up today!

In order to receive your CashPay®, your timesheet must be received at the Little Rock office between 8:30AM to 9:30 AM for processing. Your funds will be available for disbursement by 12:00 noon the same day. Timesheets received after 9:30 AM will be processed the following working day.



# Announcements

**GOODBYE INSTANT PAY, HELLO CASHPAY!** Effective April 30, NC STAFFING will no longer issue checks for instant pay. Instant pay will be replaced by CashPay® service (see related article on page 3) . What an exciting way to receive your paycheck! Please call or visit us for more information.

**BENEFITS.** Did you hear the latest buzz? NC STAFF are buzzing about the great benefits and services we offer at NC STAFFING. Do you know that you are entitled to health and dental benefits when you work for NC STAFFING full-time? You don't have to worry about pre-existing conditions. Our group plan will allow you to receive reasonable rates and great services. Those participating in the plan will not be eligible for instant pay or CashPay® service.

**TAX EXEMPTIONS.** Due to IRS regulations, any employee requesting for tax-exempt status must submit a W-4 form to the Internal Revenue Service for final determination. The W-4 must be filled out properly and must be renewed annually by February 15.

**RENEWALS.** We would like to remind all employees to be vigilant about their annual renewals. Nursing licenses, CPR and ACLS certifications, JCAHO reviews, as well as TB skin tests, should be renewed annually or every two years, as the case may be. Every employee should be mindful about their expirations - nurses with expired licenses or certifications will not be allowed to work.

**NEW LEAPFROG HELPLINE.** We realize how difficult your tasks can be while on assignment. In order to better serve you, NC STAFFING President Ann Adams is starting a new Leapfrog Helpline. This is a 24-hour helpline to provide clinical support to any leapfrog in need of answers for difficult clinical questions. Please don't hesitate to call – Ann will be happy to assist you. Any leapfrog can call for any clinical questions and concerns day or night, 7 days a week. The LeapLine is 1-866 NCSTAFF. Please utilize this service. We want to help you.

## Milestones



- Birthdays

- January

- 1 – Cindy Arnold; Celestene Sims
  - 4 – Regina Hunter
  - 8 – Ricardo Smith
  - 11 – Lana Mears
  - 12 – Cynthia Rucker
  - 17 – JaAnna Taylor ; Lakesha Hulum
  - 18 – Linda Barnette
  - 23 – Andrea Edmonds; Billie Sample
  - 24 – Craig Stewart
  - 29 – Kara Huffman

- March

- 1 – Joann Gulley
  - 2 – Trisha Boozer
  - 6 – Dana Farley
  - 7 – Linda Woods
  - 8 – Rhonda Czeto
  - 15 – Marsha Warren
  - 22 – Cielo Monte
  - 23 – Brianna Verser
  - 28 – Cathie Winkler
  - 29 – Susan Thomas
  - 30 – Nancy Smith

- February

- 5 – Cherie Taylor
  - 7 – Frances Powell
  - 10 – Ann Adams
  - 13 – Patsy Huskey
  - 16 – Melissa Melton
  - 18 – Dede Stecker
  - 20 – Karen Gray
  - 25 – Joni Poynter
  - 26 – Ladeanna Stratton

- Congratulations go out to Rhonda Czeto, Jennifer Dorris, Sandee Sealy, and Ashley Walker on the births of their little bundles of joy. We would also like to wish Paula Cobb (Brewer), Lisa Coleman (Johnson), Kathy Golden (Winston) and Regina Hunter (Wood) all the best on their new marriages.