

## Hallmark IRP Service Level Agreement Sample

*Deploying IRP staff requires a clear partnership between the IRP Staffing Office, Organization (Customers) – (hospital names here)*

### **Service Level Expectation:**

To provide the best service possible to our customers, we strive to deploy IRP Staff as an additional layer of support for your departments, staff, and patients. With that responsibility it is important to have clear definitions for the request for IRP Support and appropriate deployment of staff to the greatest organizational need.

### **IRP Staffing Office**

IRP Manager:

IRP Educator:

IRP Scheduling Team:

Office Number:

IRP Email Address:

### **Hiring/Onboarding of qualified IRP candidates**

1. Each qualified candidate that applies for an IRP position will be interviewed by the IRP manager. If candidate is an organizational fit, they will be moved through the hiring phase of the Healthcare organization.
2. Once Candidate is cleared by HR, IRP staff member will attend a required Healthcare organizational orientation.
  - a. Each IRP staff member will be assigned a specific employment model within IRP that defines their level of scheduling commitment
  - b. Once organizational orientation is complete the IRP staff member will work with IRP educator to begin their department specific orientations
  - c. Once IRP staff have completed their department specific orientation and is cleared to be a resource to specialty specific units the IRP staffing office will begin deployment of resource.
3. Internal Transfers - \*Internal transfers are not permitted to be deployed or take Long-term assignment contracts on their original unit for 6 months.
  - a. If an internal Healthcare employee applies for one of the IRP employment models the manager will review the application and identify if an interview is warranted.
  - b. If an interview occurs and the internal transfer candidate would be a fit for the program the IRP manager will work within the Organizational policy of transfer and will work to ensure that a selected transfer date is discussed and approved by the current department manager before any date of hire is confirmed.
  - c. Once a hire date is confirmed by all parties the transfer is initiated.