

## SECTION .0300 - ADMINISTRATION

### 10A NCAC 13L .0301 WRITTEN POLICIES AND PROCEDURES

(a) The nursing pool shall have written administrative and personnel policies to govern the services that it provides. These policies shall include those concerning patient care, personnel, training and orientation, supervision, employee evaluation, and organizational structure.

(b) At the option of the licensee, written policies and procedures may address other services not subject to the Nursing Pool Licensure Act. The Division shall not require separate policies and procedures if the premises from which nursing pool services are offered also offers additional temporary nursing services not subject to licensure.

(c) Policies shall provide that no reprisal action shall be taken against any employee who reports instances of patient rights violations or patient abuse, neglect, or exploitation to the appropriate governmental authority.

(d) The nursing pool shall retain all administrative records for five years and shall make these records available to the Division upon request. Administrative records shall include:

- (1) documents evidencing control and ownerships, such as corporation or partnership papers;
- (2) policies and procedures governing the operation of the agency;
- (3) minutes of the agency's professional and administrative staff meetings;
- (4) reports of complaints, inspections, reviews, and corrective actions taken related to licensure; and
- (5) contracts and agreements to which the agency is a party.

*History Note: Authority G.S. 131E-154.4;  
Eff. January 1, 1991;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. June 20, 2015;  
Amended Eff. April 1, 2024.*