

HARBOR-UCLA MEDICAL CENTER

SUBJECT: ORIENTATION

POLICY NO. 226

PURPOSE:

To establish responsibility, accountability and minimum content requirements for Hospital-Wide Orientation, Department Orientation, and Reorientation as required by the Harbor-UCLA Medical Center mission and values, the Joint Commission and other accreditation bodies.

To ensure that all workforce members are provided appropriate orientation to County, Department of Health Services (DHS), and facility policies and procedures, as well as unit specific job duties and responsibilities and population-specific information related to the patients served.

POLICY:

Each workforce member newly assigned to a DHS facility shall participate in a Facility Orientation Program facilitated by on-site Human Resources (HR). Non-County Workforce Members must complete the facility Orientation/Reorientation Handbook. Facility orientation should be completed within the first thirty (30) days of hire and/or assignment. Documentation of orientation and date of completion must be kept in the workforce member’s personnel file and noted in the workforce member database. A copy of the certificate or documentation shall be forwarded to the employee’s official personnel file.

Non-County workforce members must receive orientation and training equal and commensurate to that of County workforce members.

1. Facility Orientation:

In compliance with governing regulatory standards, it is intended that the workforce member’s completion of orientation will precede the actual performance of job activities.

The facility orientation program will familiarize and orient the new workforce to:

- Mission, Vision, & Values
- Performance Improvement
- Patient Care Practices

EFFECTIVE DATE: 01/96

SUPERSEDES:

REVISED: 05/98, 02/05, 08/10, 05/14, 07/17

REVIEWED: 05/98, 02/02, 08/07, 08/10, 05/14, 07/17

REVIEWED COMMITTEE: N/A

APPROVED BY:

Kim McKenzie, RN, MSN, CPHQ
Chief Executive Officer

Anish Mahajan, MD
Chief Medical Officer

Patricia Soltero Sanchez, RN, BSN, MAOM
Chief Nursing Officer

Signature(s) on File.

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- True North
- Patient Safety
- Patient-Centered Communications
- Management of Patient Information/Health Insurance Portability and Accountability Act (HIPAA)
- Staff Rights & Responsibilities
- Infection Prevention and Control
- Patient Rights & Services
- Organizational Ethics (Compliance Awareness Training and Code of Conduct)
- Environment of Care (Fire/Life Safety)
- Labor Representative
- Risk Management
- Payroll/Timekeeping
- Emergency Preparedness
- Customer Service

2. Department Area/Unit-Specific Orientation:

Workforce members must not be allowed to independently perform patient care or other duties until they have completed the orientation program(s) and have successfully completed initial competency assessment. Workforce members who are pending completion of the required orientation program(s) must work under appropriate, direct supervision.

In addition to the facility's general orientation program, each department/area/unit or Ambulatory Care facility will conduct a unit specific orientation for all workforce members who are *either* newly assigned to that particular work site – *or* – who have been *reassigned* within the unit and experienced a change in their assigned function (either laterally or through promotion). The department/area/unit orientation should include an initial competency assessment of each newly assigned workforce member's existing ability to perform their specific job responsibilities, identifying specific training needs of the individual.

The Department/Area/Unit orientation will consist of, and familiarize the new workforce to:

- Job Performance Expectations
- Primary Source Verification
- Department/Area/Unit Mission, Vision, Values
- Department Facilities Services
- Non-County Staff Information (as applicable)
- Patient Care Practices
- Staff Rights
- New Staff Area Fire/Life Safety/Emergency Preparedness/Security
- Personal Security and Safety
- Hazardous Materials/Waste Management
- Utility Management
- (unit-based)
- Patient Education
- Patient Rights

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- Organizational Ethics
- Patient Safety
- Risk Management
- Process Improvement Activities
- Communication

Note: Workforce members who experience a functional change within the same work unit: The Department/Area/Unit orientation must consist of, at minimum, the nature of the functional change (e.g. duties/responsibilities, etc.).

Classroom-based training not listed in The Learning Net (TLN) must be entered into the EHS Database for tracking.

Managers/supervisors must ensure the workforce member attends facility orientation within 30 days of hire; orientation is documented in the area file and TLN or EHS database, as applicable.

DEFINITION:

Workforce or Workforce Member: Workforce member is defined as employees, contract staff, affiliates, volunteers, trainees, students, and other persons whose conduct, in the performance of work for DHS, is under its direct control, whether or not they receive compensation from the County.

PROCEDURE:**DHS AND ON-SITE HUMAN RESOURCES RESPONSIBILITIES**

- Human Resources will notify the workforce member of the date, time and location of Facility Orientation and is responsible for scheduling all workforce members newly assigned to the facility.
- Non-County workforce members are provided with a Facility Orientation/Reorientation Handbook during the HR onboarding process.
- DHS/HR are responsible for establishing an annual schedule of hospital-wide orientation dates, times and locations and communicating this schedule to all presenters and department/service area managers.
- DHS/HR are responsible for monitoring and evaluating the effectiveness of the orientation program. Participants will be asked to complete and submit a written assessment of the program which will be used to evaluate the program.
- DHS/HR Training and Organizational Development will ensure that presenters adhere to the orientation curriculum and established standards of presentation.
- DHS/HR will initiate and maintain the following documents which will validate each workforce member's completion of the required orientation program:
 - Attendance records of each orientation session – maintained by the On-site HR.

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- Certificate of completion of New Workforce Member Orientation will be issued by on-site HR to the individual workforce member with a copy to the workforce member and their supervisor. A copy of the certification of completion will be placed in the workforce member's official personnel/HR file and the area file.
- On-site HR and HR Operations will provide written notification to the affected workforce member of his/her failure to attend the scheduled orientation.

FACILITY OR DEPARTMENT/SERVICE AREA RESPONSIBILITIES

- Document each workforce member's facility orientation/training using the EHS Database for each orientation or training session.
- Place certificate of completion in the area file and submit a copy to the employee's official personnel file. Certificates for Non-County staff only need to be filed in the area file.
- Complete "*Area/Unit Orientation Checklist*" Component III (ATTACHMENT I) and provide the *original* of that document to the facility HR within 30 days of the new workforce member's date of assignment to the area. A copy should also be retained in the area file.

DEPARTMENT/AREA/UNIT ORIENTATION

Prior to any assignment to provide patient care, treatment or services, or perform other assignment(s) on an independent basis, the responsible supervisor/manager shall:

- Provide each newly assigned workforce member with a unit orientation which includes, but is not limited to, the job description and components included in the "*Area/Unit Orientation Checklist*" Component III (ATTACHMENT I).
- Ensure that the workforce member's orientation has been completed by obtaining the workforce member's dated signature and providing their own dated counter-signature on the Area/Unit Orientation Checklist. This original document will be forwarded to HR for inclusion in the workforce member's official personnel file. A copy should be retained by the workforce member and one filed in the area file.
- Assess and document each new workforce member's pre-existing knowledge, skills and ability to perform the duties to be assigned to them. Areas for training shall be identified and addressed during the unit orientation and/or probationary process.

COMPLIANCE:

Human Resources will perform ongoing audits of all newly assigned/promoted workforce members to ensure that the required departmental/unit area orientation has been completed consistent with this policy. Written notice of deficiency or delinquency will be reported to the appropriate Department/Service manager and Hospital Administration, as appropriate.

COUNTY OF LOS ANGELES

DEPARTMENT OF HEALTH SERVICES

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AUTHORITY:

Joint Commission Human Resources Standard 01.05.03

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