



Rancho Los Amigos National Rehabilitation Center

DEPARTMENT OF NURSING

ADMINISTRATIVE

POLICY AND PROCEDURE

SUBJECT: ORIENTATION: NURSING

Policy No.: A520

Effective Date: 05/1999

Page: 1 of 4

Purpose of Procedure: This policy defines the process and content for orientation and initial basic competency validation of staff and nurse leaders when newly hired, upon transfer within the Department of Nursing, and after extended lengths of absence.

Policy Statements:

I. Orientation Program Overview

- A. All nursing staff : Registered Nurses (RN), Licensed Vocational Nurses (LVN), Nursing Attendants (NA/CNA), Student Nurse Workers (SNW), Student Workers (SW), Rehab Associates (RA), Unit Support Assistants (USA), Certified Medical Assistants (CMA) and Unit Clerks who are newly hired, or changing job classifications/duties, must successfully complete an orientation program.
- B. Components of the Nursing Department orientation program are:
 - 1. Generic/Department Orientation is based upon but not limited to:
 - a. Safety and Infection Control information
 - b. Job descriptions and role specific responsibilities
 - c. Applicable policy and procedures
 - d. Generic competencies/skills
 - 2. Unit and Service Specific Orientations are based upon but not limited to:
 - a. Scope of Care
 - b. Unit based competencies/skills
 - c. Disease/condition specific information
 - d. Age related issues
- C. All nursing staff shall complete new employee, central nursing, and unit-based orientation before receiving independent patient care assignments fully commensurate with job description.
- D. Failure to successfully complete all sections of orientation and initial competency/skill requirements within designated time frames will prevent the employee new to county service from passing probation. (See Nursing Policy A540: Competency Assessment, Initial and Ongoing.)
- E.
 - 1. All newly hired RNs, LVNs, CMAs, SWs, SNWs, CNA/NA, RA will have American Heart Association BLS (Basic Life Support) Certification upon hire and maintain a current and valid CPR card

KEY POINT: Employees with physical restrictions, who cannot fully complete the skills test, will need to complete the Advisor BLS requirements to successfully pass the course and obtain an Advisor BLS card.

- F. All direct care RN/LVN/CMA staff will demonstrate competency in the administration of medication within the first 6 (six) weeks of orientation. The medication competency will consist of:
1. A Rancho written medication test(s) on medication administration (including calculations for RN/LVN).
 2. DHS medication safety and/or calculation testing, if incorporated into core nursing competencies for the year.
 3. Medication administration module and review.
 4. CMAs are required to complete Skills Performance Testing and complete medication administration passes with Educator/area clinical coach.
 5. Medication administration under the direct supervision of a unit/area clinical coach for RNs/LVNs/CMAs assigned to direct patient care.
 6. Upon successful completion of the tests, module/review, skills demonstration under the direct supervision of an educator or clinical coach, the direct care RN/LVN/CMA orientee demonstrates competencies in the administration of medications in accordance with all applicable policies and procedures and competency requirements.
- G. **Procedural Steps for Failure to Pass Medication Competency**
1. When an RN, LVN or CMA fails the medication competency assessment:
 - a. The Nurse Manager/supervisor and Nursing Director will be immediately notified by the exam proctor/evaluator that the RN/LVN/CMA may not pass medications in the clinical setting until successful completion of medication competency.
 - b. The exam proctor/evaluator will discuss the results of the failed medication exam/competency with the RN, LVN or CMA, provide study materials if necessary, remediate, and complete the retesting process.
 - c. After passing the exam(s), the RN, LVN, CMA will be supervised in medication administration as described in section **#I. F. above**.
 2. When the RN, LVN, CMA fails the second medication competency assessment:
 - a. The NM/supervisor, Nursing Director and CNO will be immediately notified by the exam proctor/evaluator.
 - b. A nursing director (or designee) will notify the RN, LVN, CMA who failed to pass the medication competency and refer the case to HR.
- II. Orientation Standards for Employees Returning After an Extended Absence:
- A. If absent for any reason beyond one year, returning employees will complete the entire orientation, (excluding New Employee Orientation) as applicable to their role.
- B. If the absence is six months or greater but less than one year, returning employees will complete the following sections of general and unit/area specific orientation:
1. Safety program
 2. Medication administration
 3. Unit/area specific orientation
 4. Review of applicable current policies and procedures
 5. Annual competencies/skills verification
 6. Any orientation classes as specified by the NM
- C. If the absence is less than six months, returning employees will complete:

1. Safety program (if not completed in past 6 months)
2. Annual competencies/skills verification (if not completed prior to absence)
3. Specified portions of unit/area specific orientation as outlined by the
Nurse Manager/Designee
4. Current revised applicable policies and procedures review

III. Orientation Standards for Employees Changing Job Classification on a Permanent or Temporary Basis:

- A.** Non-nursing to direct patient care: Employee must complete the entire interdisciplinary and nursing department orientation.
- B.** Non-licensed to licensed and/or licensed to non-licensed: Employee must complete all sections of orientation related to position responsibilities and role changes.
- C.** CNA/NA/RA/SNW/CMA/USA/Clerks to LVN/RN: Must complete all sections of orientation related to licensed position responsibilities and role changes.
- D.** LVN to RN: Must complete all sections of orientation related to position responsibilities and role changes. Additionally, any orientation classes as specified by the NM.
- E.** Non-patient care duties to patient care assignment: The employee must complete those sections of nursing orientation directly related to their patient care role (Examples: documentation, skills verification, medications, and IV therapy). Unit and role specific orientation must also be completed.
- F.** Non-nursing or nursing to unit clerk: Employee must complete unit clerk orientation.
- G.** Direct patient care duties to non-patient care duties: Employee will complete a specific orientation for the new job classification.

IV. Transfers between Units

- A.** If unit transfer or administrative reassignment is for a period greater than 30 days, employee must complete the unit specific competencies/skills requirements and the unit/service specific orientation.
- B.** If it is a temporary assignment less than 30 days (e.g. floating for one day) the employee is to read and sign the "Unit Cross Training," information for that specific unit. (Refer to policy A310 on Floating)

V. Specialty Training:

- A.** RNs, LVNs and CNAs (as applicable to their role) working in patient care areas, where patient care requires knowledge and skills beyond basic medical surgical nursing, must successfully complete the appropriate specialty education specific to that service within the designated time frames.

VI. Management Orientation

- A.** All nurses in management positions who are new to the organization or promoted within the organization will complete a management orientation.
- B.** Nurses who are new to a management position require individual staff development plan in addition to orientation.

- C. Management orientation checklist must be completed by the following:
 - a. Supervising Staff Nurses
 - b. Nurse Managers/ Administrative Nursing Supervisors
 - c. Clinical Nursing DirectorsKey Point: Introductory meetings with specific individuals, (e.g., physicians, administrators) may be assigned/arranged by the immediate supervisor.

- D. A managerial clinical coach will be assigned during the probationary period by the employee's supervisor.

- E. General and position specific orientation shall be completed within six (6) weeks of service.

- VII. Orientation of the Temporary Agency Nurse:
Refer to policy and procedure Nursing Policy A190 – Hemodialysis Contract Services Coverage and A315 – Guidelines for Use and Monitoring of Temporary Agency (Registry) Personnel.

Revised by: Bincy Mathew, RN, MSN, CMSRN, NPD- BC

References:

DHS Policy 780.200 (8/15/2014) – *Competency Assessment – Direct and Indirect Patient Care Positions*

Rancho’s Nursing Policy A540 (2022) - *Competency Program: Management and Assessment, Initial and Ongoing*

The Joint Commission Edition: Comprehensive Accreditation Manual (March 2022). HR. 01.01.01 *The hospital defines and verifies staff qualifications.*

The Joint Commission Edition: Comprehensive Accreditation Manual (March 2022). HR. 01.04.01 *The hospital provides orientation to staff*

The Joint Commission Edition: Comprehensive Accreditation Manual (March 2022). HR 01.06.01 *Staff are competent to perform their responsibility*

Title 22 Article 70214

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