

Los Angeles General
Medical Center

Employee Education Plan

Approved: 12/04/2023

LOS ANGELES GENERAL MEDICAL CENTER

The Education Plan for the Los Angeles General Medical Center consists of a multi-level educational process which includes facility, department and unit/area-specific orientation, and ongoing educational/ training components to ensure and maintain individual workforce member (County and non-County staff) competence.

The plan components are as follows:

	<u>Accountability</u>
I. Pre-hire Process	HR
◇ Verification of education	
◇ Documentation of experience & background	
◇ Verification of required credentials	
II. Human Resources On-Boarding (Component I)	HR
◇ Verification of health clearance	
◇ Verification of required credentials	
◇ Criminal background verification	
◇ “Do Not Send” database clearance	
◇ Office of Inspector General/List of Excluded Individuals and Entities	
◇ General Services Administration/Excluded Parties List System (GSA/EPLS)	
◇ Medi-Cal Suspended and Ineligible Provider List (S&I List) Clearance	
◇ County and departmental policies, etc.	
◇ Comprehensive Policy Statement (CPS) for non-County staff members	
◇ Issuance of identification badge	
◇ Issuance of DHS handouts/handbooks (facility orientation/re-orientation handbooks, risk management, patient safety, code of conduct, confidentiality of patient information (HIPAA)	
◇ Non-County Workforce Member’s Component I Checklist	
III. New Employee Orientation (NEO)	
A. General Facility Orientation – Component II	HR
◇ Overview of Los Angeles County, Department of Health Services and the LA Medical Center facility and services. A presentation of the mission, vision and values is also provided during Facility orientation.	
◇ Presentations and/or training on topics which include, but are not limited to infection control, patient safety and process improvement, quality management, Environment of Care (i.e., use of medical equipment and utility management), risk management and HIPAA training.	
◇ Facility Orientation/Re-orientation Handbook	
• Given to employees during NEO	
• Serves as Facility Orientation for non-County workforce members	

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B. New Employee Safety Orientation (NESO)

Safety Office

- ◇ Orientation includes basic fire and life safety, general safety, SDSs/" Right to Know", earthquake preparedness and disaster management, safety responsibilities of employee and employer, and security/crime awareness.
- ◇ This course must be scheduled within 30 days of hire.
- ◇ Required for non-County Workforce members

C. Department and/or Area/Unit Orientation

**Component III Facility/
Unit/ Supervisor**

- ◇ **General Information**
 - Department's mission and vision
 - Department policies and procedures
 - Department's process improvement activities
- ◇ **Specific Requirements**
 - Job-related responsibilities
 - Work requirements
 - Facility/area logistics
 - Equipment operation
 - Information management/HIPAA
- ◇ **Job Assignment**
 - Job description or duty statement
 - Workforce member's role in the department
 - Demonstration/explanation of duties
 - Introduction to co-workers, supervisors, staff, etc.
- ◇ **Environment of Care**
 - Area fire and life safety
 - Evacuation procedures
 - Emergency management
 - Hazardous materials/Waste disposal
 - Reporting hazards or unsafe equipment
 - Infection control
- ◇ **Patient Care Practices (if applicable)**
 - Patient safety
 - Incident reporting
 - Care of specific patient populations
 - Patient education

Note: Many units, disciplines and professions have unique and/or extensive orientation requirements and programs. For example, Nursing requires a 5-day orientation for all new employees.

IV. Staff Development/Training

A. Continuing Education

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Continuing education is an important part of the education process and necessary to ensure employee competence and

V. Staff Development/Training (cont.)

Safety. (It is recommended that the majority of the continuing education be focused in the area of employment responsibilities.)

Accountability

B. In-service and “On the Job Training”

**Facility/Unit
Supervisor/
Trainer**

This education component is accomplished by:

- ◇ Supervision and guidance
- ◇ Coaching and mentoring and peers
- ◇ Regular staff meetings
- ◇ Bulletins/Informational packets
- ◇ Population-specific in-services/training modules

C. Mandatory HR and Regulatory Training/Education

This education component is accomplished through the completion of training listed in the DHS Mandatory Training Requirements Matrix of Courses

- ◇ New Workforce Members, Current Workforce, and Supervisor/Manager Training as specified in the Matrix (other than NEO)
 - Compliance Awareness Training (CAT)
 - Privacy & Security Survival Training: Protecting Patient Information
 - Sexual Harassment Prevention Training
 - Disaster Service Worker Training (County Employees only)
 - County Policy of Equity
 - Diversity
 - Customer Service
 - Ethics
 - Americans with Disabilities Act
 - Employment Discrimination Prevention
 - Fair Labor Standards Act
 - Legal Exposure Reduction – Reasonable Accommodation
 - Domestic Violence Awareness
- ◇ Facility-Based Training/Education as specified in the Matrix (other than training and orientations listed above)
 - Facility Handbook Re-orientation
 - Infection Control
 - Aerosol Transmissible Disease Exposure Plan
 - Biomedical Equipment & Utilities
 - CPR
 - EMTALA
 - Fall Prevention Program
 - Infant Abduction/Code Pink

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- Management of Assaultive Behavior
 - Non-violence Crisis Intervention Prevention
 - Restraints Medical/Behavioral Policy and Process Review
- Organ Procurement
- Pain Management

D. Mandatory HR and Regulatory Training/Education (cont.)

- Radiation Safety
- Safely Surrendered Baby Law (procedure)

Accountability

E. Educational Programs

- ◇ Area-specific/specialty seminars/courses, webinars, etc.
- ◇ Formal education programs and courses (i.e., OR or ER training courses)
- ◇ Professional development

**Educational
Services**

Note: See Annual Education & Training Catalog for courses, dates, contacts, etc.

F. Emergency Preparedness Training (EPT)

City Fire Department-required training which covers different aspects of evacuation, fire preparedness, and rescue carries. Also covered is required material on disaster management, general safety, hazard communication, security, and earthquake preparedness.

**Safety Office/
CHC Trainer**

G. Patient Safety

Monthly self-study modules with test
Monthly in-services

**Facility/Unit
Supervisor**

H. Employee Safety

Monthly self-study module with test
Monthly in-services

**Facility/Unit
Supervisor**

VI. Skills Validation/Competency Assessment

**Facility/Unit
Supervisor**

Competency assessment is an ongoing process:

- A. Initial assessments of skills and competencies are conducted upon hire or assignment of a new staff member.
- B. Periodic (annual) assessments are conducted to validate basic competencies and/or advanced skills requirements of patient care staff/ clinical personnel.

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- C. Ongoing competency is required for staff upon implementation of new equipment, new job duties/responsibilities, new initiatives, processes, procedures, etc., as applicable.
- D. Substandard performance is addressed initially by remedial training and reassessment.

Accountability

VII. Performance Evaluation

**Facility/Unit
Supervisor**

A. Performance Evaluation

The performance evaluation is an important part of the education process to confirm employee strengths, identify weaknesses, inform the employee of his/her performance, and identify any required corrective actions.

- ◇ Educational, developmental and performance goals can be set for the coming year.
- ◇ The performance evaluation must be completed at the end of the established probationary period and at least annually, and more frequently in improvement needed situations.
- ◇ Substandard performance may be addressed through remedial training or the performance management process.

B. Performance Management

HR

When performance and/or behavioral problems are identified, a corrective action plan must be prepared/initiated. For severe problems, HR specialists are available to assist with corrective or disciplinary action(s), reassignment, facilitating retraining, relocation, suspension, discharge, or other appropriate/necessary action(s).

IMPLEMENTATION

Implementation of this plan is dependent upon the knowledge, accountability and action(s) of many individuals and organizational components:

Workforce Member: It is the workforce member's responsibility to recognize education/training needs and to seek educational opportunities. Workforce members also participate in training needs assessment(s) to identify unmet educational needs or redirect educational efforts.

Supervisor: It is the supervisor's responsibility to identify workforce member education/training needs as they relate to job performance and to assist/require the workforce member to participate in mandatory and/or developmental training. For

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example, when new equipment, procedures, or policies are implemented or logistical changes occur, the workforce member must receive appropriate in-service education/training.

Human Resources: It is the responsibility of the DHS Human Resources to provide basic orientation, training, information, and education concerning workforce member benefits, terms and conditions of employment/assignment, performance management, etc.

It is Human Resources' responsibility to ensure that management has qualified, suitable candidates for employment or assignment with appropriate qualifications (credentials, education, experience, and skills).

Safety Office: It is the responsibility of the Safety Office to provide education and training related to workforce member, patient, and public safety (i.e., Fire and life safety, building and personal security, disaster management, hazardous or dangerous materials and/or conditions, etc.).

Education Services: It is the responsibility of Education Services (i.e., College of Nursing and Allied Health, Education & Consulting Service, etc.) to offer education to workforce members, and describe these offerings in an annual catalog, provide courses, seminars, and training sessions which will enhance the knowledge, skills, performance and competence of workforce members.

It is also the responsibility of Education Services to provide and/or coordinate the following specific services:

- ◇ Orientation for Nursing staff
- ◇ Skills validation workshops for Nursing staff
- ◇ Operation of the Education Resource Center—including nursing library, computer, and skills labs.
- ◇ Preparation and distribution of video training

Contacts for questions concerning:

- ◇ College of Nursing and Allied Health:
 - Nursing Education Services (323) 226-6511/4911
 - Education Resource Center (323) 226-6521
- ◇ Staff Development: (323) 226-4886
- ◇ Human Resources:
 - Onsite Human Resources (323) 409-2300
 - Operations (323) 890-7903
 - Organizational Development (323) 890-7753
 - Performance Management (323) 890-8428
- ◇ Safety Office: (323) 409-7485