



Martin Luther King, Jr.
OUTPATIENT CENTER

POLICY AND PROCEDURE

DIVISION: ADMINISTRATION	NUMBER: 04-023
SUBJECT: NEW EMPLOYEE ORIENTATION	
SECTION: HUMAN RESOURCES	PAGE: 1 OF: 4
REVIEWED BY: HR ADMINISTRATOR AND PROCEDURE & POLICY COMMITTEE	EFFECTIVE DATE: 02/04/94
TO BE PERFORMED BY: MLK OPC HUMAN RESOURCES OFFICE MANAGERS AND SUPERVISORS	REVIEWED DATE: 04/16/07 REVISED DATE: 04/2017

PURPOSE

To ensure that all workforce members are provided appropriate orientation to facility-wide policies and procedures as well as unit specific job duties and responsibilities and age/population specific information.

POLICY

Each workforce member newly assigned to MLK OPC shall participate in a facility-wide Orientation Program facilitated by DHS Human Resources Office Regulatory Compliance or complete Facility-wide Orientation Self Study Module within the first thirty (30) days of hire and/or assignment to MLK OPC.

- **Facility-wide 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-wide orientation program will familiarize the workforce member with, at minimum, the following specific information:

- Mission, Vision, and Values
- Improving Organizational Performance
- Sentinel Events
- Patient Care Practices
- Cultural Competence
- HIPAA
- Employee Rights and responsibilities
- Infection Control
- Patient Rights and Services
- Organizational Ethic
- Environment of Care

- Evaluation
- Labor Representation

- **Department Specific:**

Workforce members should not be assigned to their assigned area/unit and independently perform patient care or other duties until they have completed the orientation program(s). Workforce members who are pending completion of the required orientation program(s) must work under appropriate direct supervision.

In addition to the MLK OPC general orientation program, each department/division/unit 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 clinical facility or department/division/unit orientation should include an initial 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 /Service Area orientation will consist of, at minimum, the following specific information:

- Department Services
- Non-County Staff Information (as applicable)
- Job Performance Expectations
- Staff Rights
- New Staff Area Fire/Life/Safety/Emergency Preparedness
- Personal Security and Safety
- Illness and Injury Prevention Program
- Hazardous Materials/Waste Management
- Infection Control Program
- Utility Management
- Principles of Information Management
- Use and Maintenance of Equipment
- Patient Education
- Patient Rights and Organizational Ethics
- Patient Safety/Risk Management
- Process Improvement Activities
- Communication
- Specialty Requirements and Training (as applicable)

NOTE: In the instance of workforce members who experience a functional change within the same work

unit, the Department/Service Area orientation must consist of, but may be limited to, the nature of the functional change (e.g. duties/responsibilities, etc.).

PROCEDURE

FACILITY OR DEPARTMENT/SERVICE AREA RESPONSIBILITIES

- A Certificate of Completion (Attachment 1) will be issued to each workforce member who participated, at the end of each facility based orientation. This document is to be placed in the workforce member's area file as verification of compliance.
- Complete "*Unit Orientation Checklist*" (Attachment 2) within 30 days of the new workforce member's date of assignment to the area. A copy should also be retained in the unit area file.

MLK OPC HUMAN RESOURCES OFFICE RESPONSIBILITIES

- Human Resources Operations notifies the workforce member of the date, time and location of facility-wide Orientation and is responsible for scheduling all workforce members newly assigned to MLK OPC.
- Non-County workforce members are provided facility- wide orientation through the MLK OPC Orientation Handbook.
- The on-site HR by authority of the DHS Division of Regulatory Compliance/Organizational Development is responsible for establishing an annual schedule of facility-wide orientation dates, times and locations and communicating this schedule to all presenters and department/service area managers.
- The DHS Division of Regulatory Compliance/Organizational Development is responsible for monitoring and evaluating the effectiveness of the orientation program.
- The DHS Division of Regulatory Compliance/Organizational Development will ensure that presenters adhere to the orientation curriculum and established standards of presentation.
- DHS Division of Regulatory Compliance/Organizational Development will initiate and maintain the following documents which will validate each workforce member's completion of the require orientation program:
 - Attendance records of each orientation session – maintained by the on-site Human Resources office.
 - Certificate of completion of New Employee Orientation will be issued by the on-site Human Resources to the individual workforce member. The workforce member will provide a copy of the certification of completion to his/her supervisor to be placed in the workforce member's area file.
 - Human Resources will provide written notification to the affected workforce member of his/her failure to attend the scheduled orientation, and the consequence of that action.

FACILITY OR DEPARTMENT/SERVICE AREA ORIENTATION

- Prior to any assignment to provide patient care or perform other assignment(s) on an independent basis, and within 30 days of assignment to the work unit, the responsible Supervisor/Manager shall provide each newly assigned workforce member with a unit orientation which includes, but is not limited to the policies, procedures and protocols included in the MLK OPC Unit Orientation Checklist
- The Supervisor/Manager will 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 Unit Orientation Checklist. A copy should be retained by the workforce member and the Facility or Department/Service Area for their own respective area files.

- The responsible Supervisor/Manager shall 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.
- Human Resources will perform ongoing audits of all newly assigned 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.

DEFINITIONS:

Non-County Workforce Member

Any and all persons authorized to provide a service or perform duties within the County hospital and its associated facilities who are not County employees. This includes, but is not limited to physicians, nurses, and technical staff, rotating postgraduate physicians from formally-affiliated teaching programs, students, administrative support staff and contractors.

Workforce or Workforce Member

Workforce member is defined as employees, volunteers, trainees, affiliates, students, and any other persons who perform work under the control of DHS, whether or not they are paid by the County.

AUTHORITY:

Los Angeles County Policy No. 101
Joint Commission for the Accreditation of Healthcare Organizations (JCAHO)
Title 22

NOTED AND APPROVED:

Cynthia M. Oliver, Chief Executive Officer

Date

Ellen Rothman, M.D., Chief Medical Director

Date

Lessie Barber, Nursing Director

Date

Signature(s) on File.