



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: ORIENTATION OF PERSONNEL

Policy No.: A200
Supersedes: January 15, 2004
Revised: September 28, 2009
Reviewed July 2, 2013
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PURPOSE

To provide a consistent and comprehensive approach to the orientation of new personnel to the medical center.

POLICY

All newly hired employees, including transfer, reinstatement, and rehired, are to receive a general orientation to the medical center, their specific work unit, and their job responsibilities. In addition to the hospital-wide orientation, new hires are divided into two categories (Non-Clinical and Clinical Staff) to receive additional orientation that is role specific to their work assignments(s). The department/unit or Human Resources Director will evaluate and determine on an individual basis the orientation needs of previous or returning employees, i.e., IAs, leaves.

GUIDELINES

The hospital-wide orientation is a two-part process facilitated by Human Resources that includes **orientation** and the **induction** process. During the induction process, the employee will be provided with a New Hire Employee information packet, which contains various documents and information such as, the mission, general policies, emergency codes, patient rights, governance, and benefits.

The hospital-wide orientation includes but is not limited to the following:

- Mission, vision, and values;
- History of Rancho;
- Los Angeles County/DHS;
- HIPAA Awareness;
- Language and Culture Resource Center and the rights customers have to an interpreter;
- Patient Right in Confidentiality of records;
- Tour of Rancho (North Campus);
- Human Resources;
- Environment of Care;
- Safety;
- Security;
- Control of Hazardous Materials;
- Emergency Preparedness;
- Life Safety;

EFFECTIVE DATE: July 1, 1986

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.

- Medical Equipment;
- Utility Systems;
- Infection Control

The **induction process** includes, but is not limited to the following:

- Employee provides personal information including work authorization documentation and the employee is fingerprinted
- Employee is provided with Evaluation and Discipline Guidelines (DHS Policies), specific DHS policies, and specific Rancho Policies.
- Employee is provided with ID/Parking Permit
- Presentation given regarding payroll and benefits
 - a). Permanent employees are provided with information on LACERA, 401K, Horizons, and the Union
 - b). Temporary employees are provided with information regarding the Los Angeles County Pension Savings Plan
- Employee provides information for Occupational Health Services
- Employee is informed of Worker's Compensation Law Regarding Choice of Physician
- Employee is provided with pamphlet on Rancho's services, a letter from director of Health Services with policy attachments, information regarding ADA compliance, savings bonds pamphlet, LA County policy on Sexual Harassment booklet, Time and Attendance Handbook, Employee Assistance Program, and a map of Rancho.

The **Support Staff Orientation** (Non Clinical) is provided monthly for all non-direct patient care personnel. Components of Support Services Orientation program include, but are not limited to:

- Common Safety Hazards
- Customer Relations (including how to talk to a person in a wheelchair)
- Patient at Risk (falls, restraints, elopement, MSDS, confidentiality, patient rights, and emergency situations).
- Body Mechanics (lifting/pushing, bending, stooping, office ergonomics).
- Infection Control (donning & doffing isolation apparel IF they have patient contact)

The **Interdisciplinary Orientation** (Clinical staff) is provided monthly for direct patient caregivers. Components of Interdisciplinary Orientation program include but are not limited to:

- Interdisciplinary Team & Charting Principles
- Overview of Body Mechanics & Transfer Techniques
- Respiratory Management (trach suctioning & Passy Muir Speaking Valve)
- Basic Equipment lab (including isolation techniques & restraint application)
- Emergency management (including crash cart & emergency situations)
- Patient at Risk Including:
 - ❖ Patient rights & Advance Directives
 - ❖ Informed Consent
 - ❖ Behavior management
 - ❖ Infection control scenarios
 - ❖ Restraint module

- ◆ Patient related hospital wide policies and procedures
- ◆ Specific staff related hospital wide policies and procedures
- Pain Management

The **department-unit/specific orientation** is to familiarize the employee with the policies, procedures, performance expectations, requirements, tasks, equipment, supplies, key personnel in that department/service area. The department-unit/shall maintain verification of employee's orientation in the area's employee file.

Employees who float or are re-assigned a new unit will receive an orientation to their job responsibilities and those environmental or procedural aspects, if any, which are different from the previous assignment.

The orientation shall include, but is not limited to the following:

- Department/Division/Section policies and procedures;
- Job descriptions and performance expectations including equipment use;
- Competency assessment process including those for age-related competencies, as appropriate;
- Use of equipment and utility systems, and execution of emergency procedures;
- Security and confidentiality issues;
- Requirements for maintenance of licensure /certification required for the position;
- Annual physical exam and fire training requirement;
- Infection Control;
- Attendance and timekeeping process.

The ultimate responsibility and accountability for orienting staff is delegated to the department manager or designee.

REFERENCE: Department Health Services, Policy No. 703
 Department Health Services, Policy No. 709
 The Joint Commission Standards - HR.04.04.01

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