

# LAC+USC MEDICAL CENTER POLICY

Subject: <b>NEW WORKFORCE MEMBER ORIENTATION</b>	Original Issue Date: 6/1/95	Policy # <b>509</b>
	Supersedes: 5/9/17	Effective Date: 10/30/20
Departments Consulted: DHS Human Resources Medical Administration Human Resources Committee	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

## PURPOSE

To ensure that all new workforce members are provided an orientation to the LAC+USC Medical Center, applicable facilities, and the department/service area/work unit to which the workforce member is assigned.

## POLICY

### County Employees

All new employees shall be provided an orientation to the LAC+USC Medical Center, applicable facilities, and the department/service area/work unit. Every employee will be orientated to his or her assigned job duties. The orientation shall precede the performance of job activities.

The DHS Human Resources and each department/service area/work unit will provide its respective portion of the orientation to newly hired or transferred (intra-County) personnel according to the Medical Center and area-specific orientation plan.

### Non-County Workforce Members

This policy also applies to contract, non-compensated, and forensic (law enforcement) employees. All non-County workforce will be provided with a facility-orientation, at minimum, through the facility orientation/re-orientation handbook and be required to attend appropriate mandatory trainings as determined applicable by DHS Human Resources.

## PROCEDURE

### Facility Onsite Human Resources

- Provides an orientation during in-processing of the employee that furnishes the new employee with information regarding employment-related policies and practices. This information includes, but is not limited to, the following:

#### **In-Processing**

- Admission Process (Component I Checklist, etc.)
- Human Resources Orientation
  - Civil Service, Career Development, Job Information and Vacancy Information Hotline
  - Rideshare Program
- Employee Benefits

Subject: **NEW EMPLOYEE ORIENTATION**Effective Date:  
10/30/20

- Payroll Procedures
- Staff Rights
- Union Information
- County, DHS, and Hospital Policies and Procedures (e.g. Time and Attendance, Sexual Harassment, Zero- Tolerance Policy, Hand Hygiene, Identification Badges, etc.)
- Code of Conduct/Ethics
- Customer Service and Satisfaction Standards (i.e., courtesy to patients and fellow employees)
- Diversity and Discrimination, DHS Cultural Linguistic Standards, Limited English Proficiency and Interpreter Services

### **LAC+USC Medical Center Orientation**

- The County of Los Angeles
- The Department of Health Services (DHS) including its mission, vision, values, and goals
- The LAC+USC Medical Center including its mission, vision, values, and goals
- Quality Management Program
- Risk Management, Event Notification, and Sentinel Event Reporting
- HIPAA Privacy and Security Rules (Confidentiality of Patient Information)
- Patient Safety and Error Reduction
- Management of Aggressive Behavior and Crisis Intervention and Prevention
- Environment of Care (Safety Plan, Security Plan, Disaster Preparedness Plan, Hazardous Waste Plan, Medical Equipment Plan, Utility Management Plan)
  - Infection Control Training
  - Fire and Life Safety Training
- Provides each new employee with a New Employee Orientation Manual, Employee Evaluation and Discipline Guidelines booklet, and the Patient Information/Welcome Packet.

### **Receiving Department/Division/Unit (Area-Specific Orientation) – Component III Checklist**

- Provides the new employee with an area-specific orientation which includes, but is not limited to, the following:
  - Facilities and Services
    - Overview of the Organization/Work Unit
    - Scope of Service
  - Department/Division/Unit's Mission, Vision, Values, and Goals
  - Employee Information (i.e., work schedule, rules of conduct, etc.)
  - Primary Source Verification
  - Job Performance Expectations
    - Job Description/Duty Statement, Competency, Performance Evaluation Process
    - Initial Competency Assessment (skills checklist)
    - Population Specific Competency (duty specific)
  - Staff rights
  - Area-specific Emergency Preparedness (fire and life safety)
  - Personal Security and Safety
    - Security, Crime Awareness and Prevention
    - Cardiopulmonary Resuscitation (BLS/ACLS), etc., (duty specific)
  - Illness and Injury Prevention Program
  - Area-specific Hazardous Materials/Waste Management

Subject: **NEW EMPLOYEE ORIENTATION**

Effective Date: 10/30/20

- Area-specific Infection Control Program
  - Utility Management (duty specific)
  - Principles of Information Management
    - Data and Information Technology Resources Security/Confidentiality/HIPAA
  - Use and Maintenance of Equipment
  - Patient Education (duty specific)
  - Patient Rights and Organizational Ethics
  - Patient Safety and Error Reduction
    - Patient Responsibilities
    - Patient Safety Program
    - Abuse Reporting
    - Sentinel/Adverse Event/Patient Safety Net (PSN) Reporting
  - Performance Improvement Activities
  - Communication
  - Specialty Requirements & Training, as applicable
- Each department/division/work unit shall submit the completed Component III Checklist to the Facility Onsite Human Resources Office within the indicated timeframe. A copy of the checklist will be filed in the employee's area file.
  - Each department/division/work unit shall submit its orientation procedures and materials to the applicable department for review and approval.

**Contract Employees, Volunteers, and Students**

- Contract employees, volunteers, and students shall receive an area-specific orientation that, at a minimum, must include emergency preparedness (fire and life safety), infection control, data security/confidentiality of information/HIPAA, and patient safety.
- Each contract agency shall submit its orientation procedures and materials to the applicable department for review and approval.

**RESPONSIBILITY**

DHS Human Resources  
 Department/Division/Service Area Managers  
 Work Unit Supervisors

**REFERENCES**

DHS Policies: No. 703, Information for New Employees and No. 706, Orientation  
 LAC+USC Medical Center New Employee Orientation Packet  
 Joint Commission Human Resources Standards

**ATTACHMENT**

Component I & Component III Checklists

**REVISION DATES**

Subject: **NEW EMPLOYEE ORIENTATION**

Effective Date:  
10/30/20

Policy #  
**509**

February 22, 1999; April 9, 2002; January 27, 2004; May 13, 2005; September 29, 2008;  
February 11, 2014; May 9, 2017; October 30, 2020