

CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION II:	ORGANIZATION FOCUSED FUNCTIONS
CHAPTER 8:	Management of Human Resources
PROCEDURE 8.19:	Orientation
REVISED:	11/97; 02/01/07; 12/10; 04/13; 08/08/16; Reviewed 06/18
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PURPOSE: To assess baseline competencies of a new staff member and begin a process of training and development to refine and improve his/her competencies throughout his/her employment.

SCOPE: Staff Development Department and Discipline Leadership

PROCEDURE:

I. Hospital-wide Orientation:

- A. All new employees will attend a hospital-wide orientation program to introduce them to the organizational philosophy and structure, role expectations, physical facility, and the relationship between the hospital and external entities. Hospital-wide orientation is a cooperative effort between the CVH Human Resources Department and Staff Development.
 - 1. CVH Human Resource Department is responsible for notifying Staff Development in a timely manner of individuals scheduled for hire or transfer so that they may be included in orientation at the start of their employment.
 - 2. Staff Development is responsible for planning and coordinating the orientation location, times, and speakers, overseeing the orientation, and documenting attendance in the Learning Management System (LMS).
- B. The CVH Hospital-wide orientation fulfills mandatory training requirements and provides for initial competency assessments for benchmarking and measuring individual performance. The program includes:
 - 1. Personnel information, including HR policies and procedures
 - 2. Organizational mission, vision and goals
 - 3. General safety and security, which includes:

- a. Hazardous materials;
- b. Safe medical devices;
- c. Infection prevention;
- d. Fire safety

4. Workplace Violence Prevention

5. Medical Emergency Response

6. Agency Compliance

7. Confidentiality

8. Federal and state laws and DMHAS policies and procedures

II. Orientation for Clinical Staff

A. Following DMHAS Human Resources Orientation

- 1. Clinical Staff attend Collaborative Safety Strategies (CSS) Training
- 2. Cardiopulmonary Resuscitation (CPR)

B. CVH Orientation

- a. Patient Safety
- b. Patient Admission, Transfer, Discharge
- c. Freedom of Movement
- d. Service Provision
- e. Special Procedures

III. Division/Department Orientation

A. Immediately following the hospital-wide orientation the Division/Departments assume responsibility for orientation to their specific services and job functions (including patient population and age group, where appropriate).

- 1. The Division/Department Director or designee is responsible for:
 - a. Ensuring each new employee receives orientation to his/her division/department.
 - b. Completing a checklist with the employee to document that the necessary elements are completed.

- c. Forwarding a copy of the checklist to Staff Development within seven days of hire, for inclusion in the Learning Management System.

2. Division/Department orientation includes the following:

- a. Introduction to co-workers.
- b. Division/department and program/unit mission, structure, policies and procedures and current priorities.
- c. Location of services related to the division/department/program/unit.
- d. Tour of facility and work area.
- e. Specific information about working conditions.
- f. Explanation of job description and how it relates to others in the organization.
- g. Discussion of performance standards and evaluations.
- h. Safety and security procedures.

IV. Discipline Orientation

- A. The Discipline Chairs, or their designees, are responsible for designing and approving an orientation for professional staff to the specific responsibilities and roles of the discipline, including credentialing, standards of practice and standards of care, and competencies specific to their disciplines. Associate Discipline chairs are responsible for providing and documenting the approved orientation to new staff members.
- B. In cases where professional staff members do not have a reporting relationship to a discipline chair (pharmacists, dietitians, infection prevention specialists, etc.) his/her supervisors within his/her disciplines (i.e. Pharmacy Supervisor, Supervising Dietitian, Infection Prevention Coordinator) are responsible for their discipline orientation.

V. Volunteers, Students and Patient Workers

- A. Volunteers, students on practicums and unpaid internships, and patient workers shall receive orientation prior to beginning their assignments.

VI. Record of Orientation

- A. Records of CVH hospital-wide and nursing department orientation are maintained in the LMS by Staff Development staff.
- B. Records of discipline orientation are maintained by Discipline Chairs.
- C. Records of volunteer, student, and patient worker orientations are maintained by their supervisors.