


**GUAM MEMORIAL HOSPITAL AUTHORITY
EDUCATION DEPARTMENT MANUAL**

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TITLE: EMPLOYEE ORIENTATION				
LAST REVIEWED/REVISED: 11/2015				
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PURPOSE:

To outline the orientation programs provided to all new employees of the Guam Memorial Hospital Authority. To provide an integrated approach to developing and managing competent performance.

POLICY:

The Guam Memorial Hospital Authority is committed to providing new employee hospital orientation for staff employees, contract employees, students and volunteers. The orientation will be of sufficient scope and duration to inform each individual about his/her organizational responsibilities and how to fulfill those duties and responsibilities. Specific department/unit orientation is the responsibility of the hiring department or service.

PROCEDURE:

All new employees, volunteers, contract employees, students, interns/externs and members of the medical staff are required to participate in the orientation programs.

I. General Orientation

- A. Employee Orientation is required for all new employees. It is scheduled once a month or every other month, depending on the number of new employees. The orientation is usually during the second week of each month.
- B. Orientation covers the following topics:
 - 1. Program Overview
 - 2. Cultural and Linguistic Sensitivity
 - 3. Social Services and Recognizing Domestic Abuse
 - 4. Security, disruptive behavior; infant/pediatric security plan
 - 5. Guest Relations, patient rights; patient advocacy; patient confidentiality
 - 6. Ergonomics and Safe Strategies with Patient Lifting
 - 7. Infection Control
 - 8. Hospital Safety
 - 9. FEMA National Incident Management System
 - 10. Human Resources
 - 11. Customer Service Training
 - 12. Equal Employee Opportunity
 - 13. Joint Commission Accreditation
 - 14. Quality Services, Performance Improvement
 - 15. Risk Management

16. HIPAA Compliance
 17. Employee Health
 18. Communication: SBAR
 19. A tour of the hospital
- C. General Orientation may be waived only if all of the following conditions are met;
1. A GMHA employee resigns or retires and then reapplies (within 3 months of said resignation or retirement) for a position at the Hospital and is rehired.
 2. The employee previously attended the orientation; and
 3. The employee's training record reflects that he/she has attended the mandatory safety in-services for the current fiscal year.
- D. All departments are periodically given training status reports which reflect staff attendance at mandatory in-services. Orientation is one of those in-service requirements that is being monitored for compliance. Managers, division heads and the Hospital Administrator will be notified of employees who are scheduled for orientation but who do not attend.
- E. General Orientation evaluations will be reviewed annually (or as needed) by the speakers to ensure that the programs' objectives and course content are both effective and met.

II. Nursing Orientation

- A. Nursing Orientation is required for all new full-time and part-time nursing staff. It is usually scheduled following the General Orientation, as needed, depending on number of new nursing staff.
- B. Nursing Orientation covers the following topics:
1. Nursing Services as an Organization: Mission Statement; Organizational Charts; Standards of Practice for Registered Nurses and Certified Nursing Assistants; Nursing Staff's Rights
 2. General Skills competency exams for licensed and non-licensed staff
 3. Patient Rights and Responsibilities: Patient Confidentiality; Patient Abuse and Neglect/Injury
 4. Quality Improvement/Performance Improvement: Mission; Goals; Quality Indicators
 5. Promoting Professionalism: Competency Requirements; Floating/Pull-outs; Professionalism; Timekeeping; Absenteeism and Leaves; Language in the workplace; Ethical Issues; and Emergency Preparedness
 6. Trans-cultural Concepts: Cultural Differences; Emotional and Spiritual Care; Food Policy
 7. Professional Support Services overview
 8. Cardiopulmonary Resuscitation: Orientation to Rapid Response Team; Code 72 Policy; Mock Code Video; Pronouncement of Death
 9. Employee Health Services Presentation
 10. Infection Control: Principles and Reminders; Isolation Rooms
 11. Documentation and Nursing Process in Practice: Nurses Notes;

- Documentation in the Medical Records; Physician's Orders; Transcribing Physician's Orders; Standardized Care Plans; Direct Admission and Patient Transfers; Discharge Planning; and Documentation of Patient Education
12. Responsibilities with Medications: Medication Administration; Adverse Drug Reactions; Adverse Drug Events; Medication Errors Video
 13. Patient Centered Policies and Procedures: Assessing and Managing Pain; Use of Restraints; Patient Falls; Blood Transfusions, Reporting of Critical Values
 14. Equipment Training: IV Infusion Pump; Defibrillator; Vital Signs Monitor
 15. Wound Management: Pressure Sore Management; Prevention, Assessment, and Treatment of Pressure Ulcers
 16. IV Therapy: Administration Policy; IV Certification/Recertification process; IV Administration Forms; IV Therapy Program Video
 17. Skills Competency Checklist from the Lippincott Manual of Nursing Practice: Wound Care, Foley Insertion, IV Insertion, Medication Administration, Restraints
- C. Non-licensed nursing personnel are required to attend all of the classes listed in items 1 through 7 above on day 1 of Nursing Orientation. Additionally, they are required to complete the Restraints Skills Competency Checklist.
- D. Licensed nursing staff is required to attend all three (3) days of the nursing orientation.
- E. All attendees are required to complete the nursing orientation and sign the Nursing Orientation Acknowledgement Form. These acknowledgement forms will be forwarded to the Human Resources office for recordkeeping.
- F. All licensed staff is required to attend IMED training.
- G. General Orientation must be completed within 60 days of hire date in order to be processed for permanent employment. However, orientation to key safety content (i.e., specific processes and procedures related to the provision of care, treatment, and services; the environment of care; and infection control) must be completed BEFORE the new staff member provides any care, treatment, and/or service to patients. Any exception to this procedure must be approved by the Hospital Administrator or his/her designee and communicated to the Education Department.

III. Medical Staff

- A. Medical Staff Orientation is a mandatory requirement for all new physicians and allied health professionals who are either employed by or granted privileges at the Hospital.
- B. Medical Staff Orientation will consist of a review of the mission, governance, organization, history, Medical Staff Bylaws, Personnel Rules and Regulations as well as relevant Hospital policies and procedures such as infection prevention and control, assessing and managing pain, sensitivity to cultural diversity and patient rights including ethical aspects of care, treatment, and services and the process to address ethical issues. The orientation also consists of a Hospital tour

and meeting with key department heads.

- C. The orientation will take place within 30 days of the date that clinical privileges become effective. However, orientation to key safety content (i.e., specific processes and procedures related to the provision of care, treatment, and services; the environment of care; and infection control) must be completed **BEFORE** the new physician or allied health professional provides any care, treatment, and/or service to patients.
- D. Medical Staff orientation will be coordinated and monitored by the Medical Staff Office and Education Department.
- E. Members of the medical staff and part time physicians have the option of receiving the general orientation materials and doing the orientation one on one with staff from the Medical Staff office. Records will be kept in the Medical Staff office.

IV. Special Orientation

- A. A **Special Orientation** is required for all new volunteers, volunteens, interns, externs, and students who will be working at the Hospital.
- B. The **Special Orientation** will reflect the **General Orientation** in an abbreviated format.
- C. The **Special Orientation** must be completed within 60 days of the commencement of work activity.

V. Department/Unit Orientation

- A. **Departmental/Nursing Unit Orientation** is required for all new staff.
- B. The orientation must be of sufficient scope and duration to inform the individual about his/her responsibilities and will include the individual's job description and performance expectations.
- C. The **Department Head/Unit Supervisor** is responsible for providing and documenting departmental orientation to new staff. An age-specific, patient care competency assessment is to be used during the orientation when appropriate for the staff's duties and responsibilities.
- D. The **Department Head/Unit Supervisor** will monitor compliance with this Hospital-wide requirement.
- E. **Unit Orientation** must be completed within 30 days of hire date. Any exception to this procedure must be approved by the Hospital Administrator and communicated to the Education Department.
- F. The initial probationary period will be considered incomplete and employees will not be processed for permanent employment until orientation has been completed and documented.

VI. Forensic Staff Orientation

Law enforcement officials accompanying a patient to the hospital and throughout the patient's stay at the hospital will be provided with a brief orientation. Refer to GMHA Safety and Security Manual, policy no. 411, Forensic Patient Policy.

RELATED POLICIES

- I. GMHA Emergency Preparedness Manual, policy no. 107, GMHA Guidelines on the Deployment of Volunteer Health Professionals (VHP) during "All Hazards" Disasters and/or Emergencies.
- II. GMHA Safety and Security Manual, policy no. 411, Forensic Patient Policy.

RESCISSION:

Policy No. 6140-2 Employee Orientation of the GMHA Administrative Manual made effective 06/23/1992

