

## Standard SQE.01.06

The hospital provides orientation for all staff.

### Intent of SQE.01.06

Orientation to the hospital allows staff members to understand how their specific roles will contribute to the organization. New staff members must understand how their specific role and responsibilities contribute to the hospital's mission. Orientation is accomplished through the following:

- General orientation to the hospital
- Specific orientation to the staff member's role and job responsibilities
- Key safety information related to the staff member's role

The staff member's completed orientation is documented in their personnel record. The orientation includes key safety content according to the staff member's role and as determined by the hospital. Examples of key safety content that may be a part of orientation include the following:

- Reporting of medical errors
- Infection prevention and control practices
- Hospital policies on telephone medication orders
- Hospital safety codes and emergency procedures

Contract staff, volunteers, students, and trainees are also oriented to the hospital and their specific assignments or responsibilities, such as patient safety and infection prevention and control.

### Measurable Elements of SQE.01.06

1. The hospital completes orientation before staff provide care, treatment, and services. (*See also* GHI.02.00, ME 4)
2. The hospital orients staff on the following according to their job description:
  - High-risk quality and safety issues (for example, reporting of medical errors, infection prevention and control practices, the hospital's policies on telephone medication orders)
  - The hospital, the department, and/or unit to which they are assigned
  - Their specific job responsibilities and any specific assignments
  - Relevant hospitalwide and department- and/or unit-specific policies and procedures
  - Patient rights, including ethical aspects of care, treatment, or services and the process used to address ethical issues based on their job duties and responsibilities (*See also* PCC.01.01, ME 2)
3. Other clinical staff who accompany the medical staff and provide care, treatment, and services are oriented to the hospital.
4. Students, trainees, and volunteers are oriented to the hospital and assigned responsibilities.
5. Ⓢ Completion of orientation and a description of the objectives is documented for all staff in their personnel record.

## Standard SQE.01.07

Staff participate in education and training.

### Intent of SQE.01.07

Staff must participate in education and training to maintain acceptable staff performance, to learn new skills, and to be trained on new medical equipment, technology, and procedures. The hospital provides resources such as facilities, educators, and time for ongoing in-service and other education. The training and education provided by the hospital must be relevant to each staff member as well as to the continuing advancement of the hospital in meeting patient needs. For example, medical staff members may receive education on infection