

- HR.6.1.6 Definition of adverse and sentinel events along with the process of reporting.
- HR.6.1.7 Hospital policy on abuse and neglect of children and adults.
- HR.6.1.8 Hospital policy on credentialing and privileging.
- HR.6.1.9 General information about staff health program.
- HR.6.1.10 General information about important local cultural and social themes.
- HR.6.1.11 General information about the hospital-wide quality, patient safety, and risk management plans.
- HR.6.1.12 Ethical conduct and expected professional communication with patients and colleagues.
- HR.6.1.13 Patient rights.
- HR.6.2 The hospital provides all new employees with an “Employee Manual” or equivalent that contains a summary of the general orientation program as well as other relevant important information.
- HR.6.3 The general orientation program is conducted before working independently.
- HR.6.4 The general orientation program is documented in the employee’s personnel file.

Standard Intent:

Orienting employees to their workplaces and their jobs is one of the most neglected functions in many organizations. An employee handbook and piles of paperwork are not sufficient anymore when it comes to welcoming a new employee to your organization.

The most frequent complaints about new employee orientation are that it is overwhelming, boring, or that the new employee is left to sink or swim. The result is often a confused new employee who is not productive and is more likely to leave the organization within a year.

Developing an effective employee orientation experience continues to be crucial. It is critical that new hire programs are carefully planned to educate the employee about the values, history and who is who in the organization.

A well thought out orientation program, whether it lasts one day or six months, will help not only in retention of employees, but also in productivity.

Organizations that have good orientation programs get new people up to speed faster, have better alignment between what the employees do and what the organization needs them to do, and have lower turnover rates.

Employers have to realize that orientation isn't just a nice gesture put on by the organization. It serves as an important element of the recruitment and retention process. Some key purposes are:

- **To Reduce Startup Costs: Proper orientation can help the employee get up to speed much more quickly, thereby reducing the costs associated with learning the job.**

- **To Reduce Anxiety:** Any employee, when put into a new, strange situation, will experience anxiety that can impede his or her ability to learn to do the job. Proper orientation helps to reduce anxiety that results from entering into an unknown situation, and helps provide guidelines for behavior and conduct, so the employee doesn't have to experience the stress of guessing.
- **To Reduce Employee Turnover:** Employee turnover increases as employees feel they are not valued, or are put in positions where they can't possibly do their jobs. Orientation shows that the organization values the employee, and helps provide the tools necessary for succeeding in the job.
- **To Save Time for the Supervisor:** Simply put, the better the initial orientation, the less likely supervisors and coworkers will have to spend time teaching the employee.
- **To Develop Realistic Job Expectations, Positive Attitudes and Job Satisfaction:** It is important that employees learn as soon as possible what is expected of them, and what to expect from others, in addition to learning about the values and attitudes of the organization.

While people can learn from experience, they will make many mistakes that are unnecessary and potentially damaging. The main reasons orientation programs fail: The program was not planned; the employee was unaware of the job requirements; the employee does not feel welcome.

HR.7 New employees go through a departmental and job orientation program before allowed to work independently.

- HR.7.1 The departmental and job orientation program is defined in a departmental policy and includes the following:
- HR.7.1.1 Departmental policies and procedures.
 - HR.7.1.2 Specific job responsibilities within the department as outlined in the job description.
 - HR.7.1.3 Safe operation of equipment and medical devices including troubleshooting and malfunctions reporting.
 - HR.7.1.4 Clarification on all topics provided in the general orientation as needed.
- HR.7.2 Additional orientation is provided upon changing the job description or introducing a new technology or equipment.
- HR.7.3 The departmental orientation is conducted by the head of the department or the immediate supervisor.
- HR.7.4 An evidence of attending the departmental and job orientation program is signed by the new employee and documented in the personnel file.