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The organization is responsible for ensuring that these individuals are qualified to provide patient care without clinical supervision and for specifying the types of care they are permitted to provide in the organization. The organization needs to ensure that it has a qualified medical staff that appropriately matches its mission, resources, and patient needs.

To ensure this match, the organization evaluates medical staff members' credentials at appointment to the staff.

An individual's credentials consist of an appropriate current license, completion of medical education and any specialty education, and any additional training and experience. The organization develops a process to gather this information, verify its accuracy from the original source, and evaluate it in relation to the need of the organization and its patients. This process can be carried out by the organization or by an external agency. The process applies to all types and levels of staff (employed, honorary, contract, and private community staff members).

Primary source verification is required for (license, education, training, certification and experience) for the following staff:

- New hires during the last 4 months' track period for hospitals applies for the initial survey
- New hires starting from the effective date of the standard (Jan 2016) for hospitals applies for re-accreditation for the 1st time on CBAHI 3rd edition
- All hospital staff for hospitals applies for re-accreditation on CBAHI 3rd edition for the 2nd time.

Verification is accepted by any communication mean (e-mails, documented phone call, fax, secured website, etc.). In case there is no response for the verification request, another mean of communication must be used after one month from the first trial and this should be documented in the personnel files of the employees.

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## **HR.6 New employees go through a general hospital orientation program before allowed to work independently.**

HR.6.1 New employees, contract workers, students, and volunteers go through a general orientation program that provides the relevant initial training and information on the following:

- HR.6.1.1 Hospital mission, vision, values, and organizational chart.
- HR.6.1.2 Role of staff members in all programs related to facility management and safety (e.g., fire, safety, disasters, hazardous materials, utilities, and equipment failures).
- HR.6.1.3 General information on infection control.
- HR.6.1.4 General information on the paging and telephone system.
- HR.6.1.5 General information on staff evaluation process.



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- 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.
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**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.