

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.

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.

HR.8 The hospital has a process for initial evaluation of the competency and conduct of the new employees.

HR.8.1 The hospital has a process described in a policy or other document for initial evaluation of the competency of the new employees.

HR.8.2 All new employees go through a probationary period for competency evaluation. During this period, clinical staff can only work under direct supervision.

HR.8.3 Competency evaluation during the probationary period is a structured process that aims to assess and review the employee's knowledge, performance, capability, conduct, and suitability for the role.

HR.8.4 The competency evaluation is documented in the personnel file.

HR.9 The hospital has a process for the regular evaluation of staff performance.

HR.9.1 There is a policy describing the process used in the regular evaluation of staff performance.

HR.9.2 The performance evaluation is based on objective criteria and is linked with the job description.

HR.9.3 The performance evaluation is a two-way process conducted at least annually.

HR.9.4 The outcome of the performance evaluation is used to set objectives for performance improvement and professional development.