


Montefiore Einstein

HUMAN RESOURCES POLICY AND PROCEDURE MANUAL	SUBJECT: New Associate and Transfer Orientation
APPROVED:  DAVID BRODSKY	POLICY NUMBER: II-6
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	DATE REVIEWED/REVISED: 11/07/23

GENERAL POLICY:

It is the policy of Montefiore Medical Center to provide a general orientation for all new Associates and a departmental and job-specific orientation for new and transferred Associates. This orientation process, from general to departmental to job-specific, provides initial training and information. It also assists in assessing an Associate's ability to fulfill specified responsibilities while promoting safe and effective job performance.

POLICY APPLICABLE TO:

All New Associates excluding Physicians and House Staff.


PROCEDURE:

1. New Associate Orientation Program:

It is the responsibility of the Montefiore Learning Network to coordinate the New Associate Orientation (NAO) program. New Associates must complete NAO before reporting to their respective departments. NAO includes the following topics;

- a. Introduction to the Montefiore Environment
 - i. Montefiore Medical Center Mission and Vision Statements
 - ii. Standards of Behavior
 - iii. History and Organizational Structure
 - iv. Managed Care Environment
 - v. Diversity/Cultural Competency
 - vi. Teamwork
 - vii. Patient & Family Centered Care
 - viii. Montefiore's Community Involvement
 - ix. Montefiore IT and Intranet
 - x. Associate Wellness
- b. Risk Management
 - i. Incident Reporting for the Department of Health
 - ii. Insurance Coverage
 - iii. Patient's Bill of Rights
 - iv. Advanced Directive (Living will or Proxy Law)
 - v. Compliance & HIPPA
- c. Infection Control

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- i. General Infection Control Issues
 - ii. Universal Safeguards
 - iii. Tuberculosis
 - d. Fire & Safety and Emergency Preparedness
 - i. RACE Procedure
 - ii. PASS Procedure and Types of Extinguishers
 - iii. Fire Bell System
 - iv. Evacuation
 - v. Hazard Communication – Toxic Substances and MSDS Sheets
 - vi. Safe Practice for Medical Equipment
 - vii. Security including Code Adam
 - viii. Maintaining a Violence Free Work Environment
 - ix. Disaster Preparedness
 - e. Quality Improvement
 - i. Customer Service, Press Ganey/HCAHPS
 - ii. Customer Driven Quality
 - iii. Interpreter Services
 - f. Unlawful Harassment and Non-Retaliation
 - g. National Patient Safety Goals
2. New and Transferred Associates Departmental Orientation Program:
- Department Heads and Supervisors are responsible for conducting departmental and job-specific orientations for all new Associates and Associates transferring into the department. The attached Departmental Orientation Checklist (available on the intranet in the Manager's Toolkit and provided during New Associate Orientation) should be conducted when your new Associate begins. The checklist should be signed by the Associate and the Manager and placed in the Associate's departmental personnel folder.

All Medical Center Human Resources policies and practices are guidelines and may be changed, modified or discounted at any time any time by the Medical Center's Senior Vice President of Human Resources, or designee, with or without notice. Exceptions do not invalidate the basic policy.