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| EMPLOYEE ORIENTATION PROGRAM | **Last Reviewed:** | March 2019 |
| **Last Revised** | March 2020 |
| **Applies to the following THA Group of Companies:** | * Island Health Care * Island Hospice * THA Services * Right Health * Palliation Choices |
| **Included in the following THA Manual:** | * Administrative Policy and Procedure Manual   Talent Management |

###### PURPOSE THA Group provides an orientation program to inform new employees of the organization’s values and culture, mission statement, philosophy, corporate structure, and services, and other pertinent facts affecting employment.

###### POLICY

### The responsibility for the initial orientation process is shared among Talent

### Management, Performance Excellence, Department Leadership, and the new employee. Each new employee is notified by Talent Management of the date, time and location for orientation. Orientation may be conducted individually or in a group setting. Employees changing positions within the company may also require orientation to the new position. Records will be maintained of all training and education programs completed by the employee.

###### PROCEDURE

During new hire orientation, Talent Management, Performance Excellence and Department Leadership presents the following information:

* Employee Handbook
* Learning Plan
* Job Description
* Orientation Schedule
* Health Screening
* Policies and Procedures
* Completion of required E-Learning training courses
* Completion of appropriate personnel forms

The program will be conducted in the following stages:

**Stage 1— Talent Management:**

* Introduction to the organization’s Mission, Vision, Corporate Values; including the Value Equation, Service Lines, Overview of Telehealth, Overview of Therapy and Nursing Partnership, How We Govern, Strategic Imperatives, Recognition of Awards, Abbreviations, Praise it Forward, Leadership, Corporate Structure, Meet and Greet and Tour of Corporate Office.
* Completion of new hire employee forms
* Provide Employee Handbook
* Provide Phone List
* Overview of benefit information, discussion and preliminary enrollment
* Review of employee policies to include but not limited to: Leaves of absences, HIPPA/Privacy/Security, American with Disabilities Act (ADA), Dress Code, Overtime, Workplace Violence, Harassment Free Workplace, Drug and Alcohol Free Workplace, Incident Reporting and Worker’s Compensation, Safety, Email Etiquette, Performance Reviews, Performance Corrective Action, Separation, Paid Time Off, Purple Perks, Open Door, and Referral Program.
* Takes picture and announces new employee to the company.
* Provides ID Badge

**Stage 2 – Information Technology**

* Provides equipment (laptop, cell phone, etc., if applicable)
* Sets up McKesson and Outlook access
* Provides overview of how to log into THA University and THA Group’s Employee Resources

**Stage 3 - Performance Excellence**

* Customer Experience (Admissions within 24 hours)
* Sensitivity Training
* Safe Medical Device Act
* Measurement Tools
  + Strategic Health Partnership (SHP)
  + 5Star
  + Customer Satisfaction /Service and reports (HHCAHPS)
* Accreditation Standards
* Standardized Model of Care
* Complaint Handling
* Competencies
* Situation/Background/Assessment/Recommendation (SBAR)
* Communication
* Occurrence Reporting
* Policies and Processes
* Documentation (In-home, within 24 hrs.)
* Health Screens
* Education plan: to include E-Learning
* Infection Control
* Emergency Preparedness

**Stage 4 —Departmental Management**

* Supervisor introductory meeting with new employees.
* Discuss department and company standards, confidentiality, and privacy issues
* Facility and work-station location issues
* Attendance and punctuality standards
* Reporting of absences
* Payroll Process (Timesheets, Mileage, Pay Schedule, etc.)
* Scheduling and On-Call Overview
* Tour of Building
  + Restrooms
  + Supplies
  + Workspace
  + Hazardous Waste Disposal
  + SOC Packets and Review
  + Alarm System/Office Key
  + MSDS
  + Copier, Printer, Fax, Telephone, Mailbox
* Telehealth
* Software Training (McKesson)
* Medical Records and Review
* Total Triage
* Referral Process

Following basic orientation and depending on the employee’s job description profile, training and education will be assigned based on job category. New employees will complete the orientation process - within four to six weeks of their employment, could be more or less depending on past knowledge and/or experience.

For Island Health Care and Hospice field clinicians, - Performance Excellence will contact the orientee and preceptor each week during the orientation to complete an “Orientation Progress Report.” If any performance improvement needs are identified, the Performance Excellence will formulate a performance improvement plan for the orientee.

The Performance Excellence will decide, in collaboration with the preceptor and State Directors, when the orientee has completed the orientation.

The orientee needs to turn in all orientation related paperwork at the end of the orientation to Talent Management so that they can be filed in the employee’s personnel file.

Performance Excellence will review and approve curricula and related training materials. THA Group orientation and training programs are evaluated for the quality of the instruction, content, and results.

Performance Excellence and State Directors are responsible for ensuring new employees comply with the new employee orientation program, including periodic attendance in various classroom curricula as well as e-Learning training modules. Time spent in orientation is considered paid time, so each employee’s timecard should reflect the time engaged in the orientation program as paid hours and should be coded appropriately.