XYZ VALLEY MEDICAL CENTER POLICY AND PROCEDURE

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DEPARTMENT: HOME HEALTH POLICY #:

1.0 PURPOSES

- 1.1 Define the process to provide initial training and information of new personnel.
- 1.2 Establish guidelines for the agency to use in orienting new personnel to ensure new staff are adequately trained and experience to serve the patients of the agency and that the practice of professional personnel reflects compliance with
 - 1.2.1 The professional standards specified in the Conditions of Participation and the State of [XXX] Practice Act.
 - 1.2.2 Applicable federal, state and local laws.
- 1.3 Increase employee satisfaction and retention.
- 1.4 Provide education and training for the employee's specific position.
- 1.5 Provide the employee with an opportunity to determine if the employee is satisfied with the job.
- 1.6 Provide the supervisor an opportunity to determine initially whether the employee can acceptably perform the requirements of the position.

2.0 DEFINITIONS

- 2.1 Competence or competency means a determination of an individual's capability to perform up to defined expectations.
- 2.2 Orientation means a process to provide initial training and information and to assess each staff member's level of competence related to their job responsibilities and the organization's mission, vision and values.
- 2.3 Performance is the way in which an individual, a group or an organization carries out of accomplishes its important functions and processes.

3.0 POLICY

- 3.1 All staff members are oriented to the organization and their responsibilities.
 - 3.1.1 The organization orients each staff member to their specific job responsibilities based on the position for which employed, prior work experience and skills evaluation/competency testing.
- 3.2 Orientation lasts from a few hours to several months depending on the position, the employee's experience and skill level and level of competency.
- 3.3 Each employee receives orientation in her specific role which includes at least:
 - 3.1.2 The organization's mission, vision and goals
 - 3.1.3 Scope and area of service
 - 3.1.4 The organization's policies and procedures including those for advance directives and death and dying

- 3.1.5 Confidentiality of patient information
- 3.1.6 Clinical record management including documentation requirements
- 3.1.7 Home safety including bathroom, fire, environmental and electrical safety
- 3.1.8 Safety issues in the home care organization, including fire prevention and security
- 3.1.9 Emergency preparedness
- 3.1.10 Appropriate action in unsafe situations
- 3.1.11 Infection prevention and control including personal hygiene, aseptic procedures, and communicable infections
- 3.1.12 Storing, handling and accessing of supplies, medical gases and drugs
- 3.1.13 Equipment management including safe and appropriate use of equipment
- 3.1.14 Identifying, handling and disposing of hazardous or infectious materials and wastes in a safe and sanitary manner and according to law and regulation
- 3.1.15 Tests to be performed by staff
- 3.1.16 Screening for abuse and neglect
- 3.1.17 Referral guidelines including guidelines for timeliness
- 3.1.18 Care or services provided by other staff members to facilitate coordination and appropriate patient referral
- 3.1.19 Community resources
- 3.1.20 Care or service responsibilities
- 3.1.21 Other patient care responsibilities
- 3.4 The organization documents that each staff member has completed orientation.