

HARBOR-UCLA MEDICAL CENTER

SUBJECT: ORIENTATION

POLICY NO. 226

PURPOSE:

To establish responsibility, accountability and minimum content requirements or hospital-wide orientation, department orientation and reorientation as required by the HARBOR-UCLA MEDICAL CENTER mission and values, the Joint Commission on Accreditation of Healthcare Organizations and other regulatory bodies.

POLICY:

1. In accordance with HARBOR-UCLA MEDICAL CENTER'S Competency policy (#223) all employees and volunteers must successfully participate in HOSPITAL-WIDE ORIENTATION, DEPARTMENT ORIENTATION and REORIENTATION processes.
2. Upon employment, employees and volunteers complete a hospital-wide orientation. During HOSPITAL-WIDE ORIENTATION, the individual is oriented to:
 - Mission, vision and values of the organization
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Patient Rights and Responsibilities
 - Patient Safety
 - Diversity
 - Patient Services (Pastoral Care, Patient Advocate, Limited English Proficiency Program)
 - Infection Control
 - Emergency Preparedness and Management
 - Fire Safety
 - Chemical Safety
 - Customer Service
 - Employee Health
 - Conflict Management and Security Awareness
 - Improving organization performance
 - Confidentiality
 - Staff requests regarding patient care
 - General and County specific policies and procedures
 - Ethics

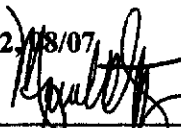
EFFECTIVE DATE: 01/96

SUPERSEDES:

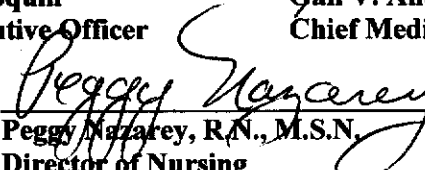
REVISED: 05/98, 02/05

REVIEWED: 05/98, 02/02, 08/07

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3. Each department has a planned, documented orientation program. During Departmental Orientation, the individual is oriented to:
- Specific job descriptions and job related skills including equipment use.
 - Age-related competency, as appropriate.
 - Information management
 - Environment of care elements including safety, security, hazardous materials/wastes, infection control, emergency preparedness, equipment management and utilities management.
 - Patient rights and staff requests regarding patient care.

The ultimate responsibility and accountability for orienting staff is delegated to the department manager or designee. These individuals are responsible for assessing & documenting the competence of new employees.

4. All employees and volunteers are expected to complete a Reorientation Program yearly. The Reorientation Program assesses competency of staff related to mandated training requirements.
- a. Reorientation Self-study Guide will cover body mechanics, infection control, safety, security, emergency preparation, equipment management, hazardous materials (chemical safety) and utilities.
 - b. The Reorientation Self Study Guide is available to staff from their manager. Individuals completing this portion of Reorientation will sign an agreement of understanding indicating they have read, understand, and can apply the concepts from the self study guide to their practice. The form will also state that the individual has successfully completed the practice activities in the self-study guide appropriate to their department. Participants will also complete a quiz on the material from the self-study guide, which will be provided to the manager for evaluation.

References:

"Management of Human Resources". 2005 Accreditation Manual for Hospitals.