

LAC+USC HEALTHCARE NETWORK POLICY

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Subject: NEW EMPLOYEE ORIENTATION		Original Issue Date: 6/01/95	Policy # 509
		Supersedes: 4/09/02	Effective Date: 1/27/04
Departments Consulted: Office of Human Resources Network Administration Human Resources CFG	Reviewed & Approved by: Attending Staff Association Executive Committee Network Executive Council	Approved by: (Signature on File) Chief Medical Officer	
		(Signature on File) Chief Executive Officer	

PURPOSE

To ensure that all new employees are provided an orientation to the LAC+USC Healthcare Network, applicable facilities, and the department/service area/work unit to which the employee is assigned.

POLICY

All new employees shall be provided an orientation to the LAC+USC Healthcare Network, applicable facilities, and the department/service area/work unit. Every employee will be orientated to his or her assigned job duties. The orientation shall precede the performance of job activities.

The Network Office of Human Resources and each department/service area/work unit will provide its respective portion of the orientation to newly hired or transferred (intra-County) personnel according to the Network and area-specific orientation plan.

This policy also applies to contract, non-compensated, and forensic (law enforcement) employees.

PROCEDURE

Office of Human Resources

- Provides an orientation during in-processing of the employee and in a scheduled orientation session that furnishes the new employee with information regarding employment-related policies and practices. This information includes, but is not limited to, the following:

In-Processing

- Admission Process (Photo ID Badge, Parking Assignment, Health Clearance, etc.)
- Human Resources Orientation
 - Civil Service, Career Development, Job Information and Vacancy Information Hotline
 - Ride-Share Program
- Employee Benefits
- Payroll Procedures
- Staff Rights
- Union Information
- County, DHS, and Network Policies and Procedures (Time and Attendance, Sexual Harassment, Diversity and Discrimination, DHS Cultural Linguistic Standards, etc.)

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Policy #

509

Chief Executive Officer's Initials:

(Signature on File)

LAC+USC Healthcare Network Orientation

- The County of Los Angeles
- The Department of Health Services (DHS) including its mission, vision, values, and goals
- The LAC+USC Healthcare Network including its mission, vision, values, and goals
- Quality Management Program
- Ethics/Policies and Procedures
 - Data Security/Confidentiality/HIPAA Policies
- Customer Service and Satisfaction Standards (i.e., courtesy to patients and fellow employees)
- Patient Safety and Error Reduction
- Performance Expectations (Job Descriptions, Competency/Skills Assessment, Performance Evaluations, Area-specific Orientation and Training)
- Environment of Care (Safety Plan, Security Plan, Disaster Preparedness Plan, Hazardous Waste Plan, Medical Equipment Plan, Utility Management Plan)
 - Infection Control Training
 - Fire and Life Safety Training
- Provides each new employee with a New Employee Orientation Manual and the Patient Information/Welcome Packet.

Receiving Department/Division/Unit (Area-Specific Orientation)

- Provides the new employee with an area-specific orientation which includes, but is not limited to, the following:
 - Facilities and Services
 - Overview of the Organization/Work Unit
 - Scope of Service
 - Department/Division/Unit's Mission, Vision, Values, and Goals
 - Employee Information (i.e., work schedule, rules of conduct, etc.)
 - Job Performance Expectations
 - Job Description/Duty Statement, Competency, Performance Evaluation Process
 - Initial Competency Assessment (skills checklist)
 - Age Specific Competency (duty specific)
 - Staff rights
 - Area-specific Emergency Preparedness (fire and life safety)
 - Personal Security and Safety
 - Security, Crime Awareness and Prevention
 - Cardiopulmonary Resuscitation (BLS/ACLS), etc., (duty specific)
 - Illness and Injury Prevention Program
 - Area-specific Hazardous Materials/Waste Management
 - Area-specific Infection Control Program
 - Utility Management (duty specific)
 - Principles of Information Management
 - Data Security/Confidentiality/HIPAA
 - Use and Maintenance of Equipment
 - Patient Education (duty specific)

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- Patient Rights
 - Patient Safety and Error Reduction
 - Patient Responsibilities
 - Child/Elder Abuse and Domestic Violence
 - Performance Improvement Activities
 - Communication
- Each department/division/work unit shall submit the completed New Employee Orientation packet to the Office of Human Resources within the indicated timeframe.
 - Each department/division/work unit shall submit its orientation procedures and materials to the applicable department for review and approval.

Contract Employees, Volunteers, and Students

- Contract employees, volunteers, and students shall receive an area-specific orientation that, at a minimum, must include emergency preparedness (fire and life safety), infection control, and data security/confidentiality of information/HIPAA.
- Each contract agency shall submit its orientation procedures and materials to the applicable department for review and approval.

RESPONSIBILITY

Office of Human Resources
 Department/Division/Service Area Managers
 Work Unit Supervisors

REFERENCES

DHS Policy No. 703, "Information For New Employees"; and No. 706, "Orientation"
 LAC+USC Healthcare Network New Employee Orientation Packet
 JCAHO Standards (Management of Human Resources)

ATTACHMENT

LAC+USC Healthcare Network Orientation Packet

REVISION DATES

February 22, 1999; April 9, 2002; January 27, 2004