

**CENTRAL STATE HOSPITAL**  
Division MHDDAD/ Department of Human Resources  
NEW EMPLOYEE UNIT/DEPARTMENT ORIENTATION

Employee's Name \_\_\_\_\_ POSITION \_\_\_\_\_

UNIT/DEPT. \_\_\_\_\_ SUPERVISOR \_\_\_\_\_



New employees are expected to complete a unit/department orientation that prepares him/her to perform their assigned duties. This orientation should introduce this employee to information, knowledge and skills essential to effective performance. Additionally, the employee should be checked for competency on certain skills, knowledge and equipment needed for job performance.

This document lists the minimum requirements for knowledge and skills applicable to all employees. The DDO/Unit Director or evaluating supervisor must identify and add those skills that are essential and specific to an employee's job. The supervisor responsible for completing each section should sign or clearly initial on the line for each section where "complete" appears.



**TOPIC/SUBJECT**

**SCOPE OF SERVICE:** Describe in detail the services provided by this unit/department. \_\_\_\_\_(complete)

Introduce employee to other personnel  
> Identify and introduce co-workers  
> Identify/introduce by name, title and role other personnel this employee will work with on a regular basis  
> Identify other pertinent hospital personnel  
\_\_\_\_\_ (complete)

Familiarize employee with unit/department organizational structure (Use organizational chart)  
> Identify employee's immediate supervisor  
> Identify/explain other levels of supervision  
\_\_\_\_\_ (complete)

Review/Discuss/Explain performance management procedure and plan

- > Discuss/define employee's role(s) and responsibilities from PMF
- > Discuss performance evaluation process, to include competency assessment
- > Discuss evaluation periods
- > Discuss Training Matrix, training requirements

\_\_\_\_\_ (complete)

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Review unit/department attendance procedures/policy

- > Review work schedule  
Explain daily time schedule  
Reporting time, Breaks, meal breaks  
Signing In/Out procedures/requirements
- > Discuss attendance expectations  
Calling *In/Out* notifying your supervisor  
Requesting sick and annual leave time
- > Overtime (if applicable)
- > Discuss/explain and **sign FLSA FORM** with employee. Form should be signed by employee and supervisor on first day and returned to HRM on the same day.

\_\_\_\_\_ (complete)

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Introduce employee to work environment

- > Familiarize employee with immediate work area
- > Familiarize employee with other areas where work may be performed
- > Familiarize employee with extended work areas, i.e.- restrooms, break areas, cafeteria, storage areas, etc.
- > Identify emergency exits
- > Explain procedure/responsibility for unit/department security - locking up, opening areas, lost keys, etc.

\_\_\_\_\_ (complete)

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Discuss/explain importance of effective communication with customers

- > Greeting customers in a courteous, friendly manner
- > Providing clear, concise information or instructions
- > Meeting the needs of the customer(s)
- > Responding to customers concerns, complaints, and criticisms timely

\_\_\_\_\_ (complete)

Unit/Department Orientation Outline, Page 3

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Review/explain Hospital's communication/ information management systems

- > Review/demonstrate features of the telephone system –
- > Emphasize appropriate telephone etiquette and responsibility  
Review how telephone is expected to be answered  
e.g.- State name, location, etc. “ Ms. Jones, 3 West”  
Offer to be of assistance, “May I help You?”  
Take/verify message (confirm/read back names/#s)  
Emphasize responsibility for message being delivered
- > Explain internal mail distribution system  
Explain method of inter-office mail distribution  
Explain how to address mail  
Show location of mail boxes, pick up points.
- > Explain external mail distribution
- > Locate copy & fax machine(s) for use (if applicable)
- > Emphasize importance of OFFICIAL BUSINESS USE ONLY for phones, copy, personal computers, and fax machines

\_\_\_\_\_ (complete)

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**UNIT/DEPARTMENTAL SAFETY ORIENTATION**

Locate/review contents of Barrier Bag, Hazardous Material Clean-up Kit, and other emergency supply packs as appropriate to area.

Review procedure for announcing an emergency; (employee may demonstrate)

- > Review/demonstrate how to call a code (Blue/Red/Yellow)
- > Demonstrate what to say when announcing an emergency
- > Demonstrate how to cancel an emergency
- > Review emergency phone numbers as listed on phone, Fire-5484, Police 4169, ,EMS/Rescue 911#, PA #\_\_\_\_\_

\_\_\_\_\_ (complete)

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Identify/explain components of fire safety system

- > Locate fire alarm box; employee demonstrate use
- > Locate fire extinguishers (different types as nec.)
- > Locate sprinklers, smoke detectors
- > Locate/explain building evacuation plan
- > Review staff responsibilities during a fire emergency
- > Discuss evacuation procedures for fire drills

\_\_\_\_\_ (complete)

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Unit/Department Orientation Outline, Page 4

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- Review roles/responsibilities Emergency Action(Disaster)Plan
- > Location of Emergency Preparedness Manual
  - > Identify employee's role in emergency action plans
  - > Locate/explain Tornado/Weather Emergency Plan, locate safe areas
  - > Review –responsibility during a fire emergency
  - > Locate/explain other safety posters in area

\_\_\_\_\_ (complete)

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- Review information on Hazardous Material Management
- > Locate/demonstrate use of MSDS
  - > Review list and locate chemicals, stored/used in area
  - > Explain procedure for handling contaminated materials, if applicable

\_\_\_\_\_ (complete)

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- Review reporting procedures for employee/patient injuries
- > Discuss when to report, for whom, to whom
  - > Identify location of Incident/Accident Report forms
  - > Review Workers' Compensation information & procedures

\_\_\_\_\_ (complete)

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- Review emergency codes used in hospital
- > Code Blue, Medical Emergency
  - > Code Red, Fire
  - > Code Yellow, Assistance Needed, ASAP
  - > Discuss employee's role/responsibilities during codes

\_\_\_\_\_ (complete)

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**INFECTION CONTROL**

- Discuss/review Infection Control procedures, policies, techniques
- > Review the importance of Hand washing; focus attention on posters located in bathrooms, kitchen areas
  - > Review concept of Standard Precautions
    - Discuss when special precautions should be used
  - > Discuss use of Personal Protective Equipment(Barrier Bag)
    - Discuss when to use PPE
    - Identify location of PPE
  - > Discuss when and to whom Infections should be reported
    - Individual or employee infections
    - Client infections



\_\_\_\_\_ (complete)

Unit/Department Orientation Outline, Page 6

INSTRUCTIONS: This final page may be used to list additional Professional/Technical Skills and/or Equipment that the employee may be using. If additional Unit/Departmental orientation activities or checklist documents are used (e.g. extended orientation/clinical orientation), they should be attached to this document and when completed placed in the employees Competency File.

Continuation:

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\_\_\_\_\_ (complete)

**NOTE: When unit/departmental orientation is completed, the Unit/Department Orientation Verification Form should be completed with all signatures. The original is to be placed in the employee's Unit/Departmental Competency File, with a copy sent to SD&T. This document, The Unit/Department Orientation Outline/Check-Off, along with any other Orientation/Initial Training and Competency Assessment documentation should be placed in the employee's Unit/Department Competency file.**