



Human Resources

MEDICAL CENTER HUMAN RESOURCES POLICY NO. 106

- A. SUBJECT: Orientation of Employees
- B. EFFECTIVE DATE: January 1, 2014 (R)
- C. POLICY:

Orientation provides a standardized approach to educate new employees regarding the Medical Center's practices and standards. The orientation process is designed to welcome new employees, facilitate their transition into a new work environment, and reinforce the importance of each person's role in the attainment of UVA Medical Center's mission, vision and goals. Orientation of new employees consists of a centralized Medical Center Orientation, Orientation to Patient Care (for employees with patient contact) and Area-Specific Orientation, as appropriate.

Successful completion and documentation of orientation activities is generally achieved within six months of the date of hire, except for Registered Nurse (RN) Clinician 1's. RN Clinician 1's will generally complete orientation in twelve months from the date of starting the RN Clinician 1 position.

All employees, including Management employees and staff employees (as defined in [Medical Center Human Resources Policy No. 201 "Employment Categories"](#)) are required to complete the appropriate orientation components as specified below.

Medical Center Orientation:

Medical Center Human Resources establishes hire and orientation dates. Employees are informed of the date and time of the Medical Center Orientation by Medical Center Human Resources Staff.

Delivery of Medical Center Orientation is facilitated by Human Resources Learning & Organizational Development (L & OD). Documentation of Medical Center Orientation is recorded and maintained in the Learning Management System (LMS) by L & OD.

Medical Center employees new to the Medical Center will participate in the New Employee Orientation (NEO) classroom session (Day One). Returning Medical Center employees with greater than a twelve (12) month break-in-service will be required to repeat all new employee orientation events. For those with a break-in-service of less than 12 months, annual mandatory retraining education will need to be confirmed by the hiring manager. Any other education due to potential changes will need to be arranged, and compliance confirmed by the hiring manager. All new employees will complete Mandatory Training Modules. Organization-wide Mandatory Training Modules are coordinated by Human Resources Learning & Organizational Development (L & OD).

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- **New Employee Orientation (NEO) – Day One**
The purpose is to introduce the new employee to the organization's mission, values and vision, culture, and expected employee behaviors.
- **Mandatory Online Training Modules**
The purpose is to provide vital information and resource links on key organizational policies, compliance, privacy, diversity, quality and safety issues.

New employees will be assigned education online through the LMS. These modules will be required for successful completion of the employee's orientation. Modules are assigned based on job role and responsibilities, and completion is verified by the hiring manager.

Organization-wide modules must be completed within two (2) weeks of employment or prior to patient/patient sample contact.

- **Additional Training**
Additional training may be scheduled for the employee based on job responsibilities. This may include the Electronic Medical Record system, patient scheduling system, and various area-specific programs/systems.

Orientation to Patient Care:

For employees with patient contact, Orientation to Patient Care follows Medical Center Orientation. The purpose of Orientation to Patient Care is to introduce policies, procedures, standards and equipment related to patient care responsibilities.

Those Required to Attend Orientation to Patient Care are:

- Newly hired patient care employees
- Employees changing from a non-patient care position to a patient care position
- Employees changing from a support position to a professional licensed position
- Former Medical Center employees returning after more than 12 months of separation from a patient care position.

Delivery of Orientation to Patient Care content and the selection of presenters are coordinated by Nursing Education Services (NES).

A schedule of initial orientation based on job responsibilities will be given to the new employee on his/her first day of employment.

Documentation of Orientation to Patient Care is recorded and maintained in the LMS by the NES.

Area-Specific Orientation:

Area-Specific Orientation follows Medical Center Orientation and Orientation to Patient Care when required. The purpose of Area-Specific Orientation is to provide information on how the department contributes to the overall organizational mission and values and to educate the employee about their

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specific job functions and safety-related responsibilities. In addition, competency assessment and evaluation related to the employee's specific job functions takes place at the work-area level.

The area manager is responsible for defining and verifying appropriateness of the orientation content, as well as ensuring completion of all orientation requirements. Content will include, but will not be limited to, review of the job functions and performance expectations, assessment of initial competency, work-area specific training, work-area safety-related responsibilities and work-area administrative policies, rules and regulations, systems and committees. The [New Employee Meeting Guides](#) also assist with the orientation and onboarding process.

Employees assigned to multiple work areas are oriented to the job responsibilities assigned in all work areas. Various forms of education at this level are used including demonstration, skill validation, online education, preceptorship, etc., as determined by the respective department.

Documentation:

Orientation activities will be documented in the Learning Management System (LMS), the New Employee Meeting Guides and on the Orientation Competency Assessment and Evaluation (OCAE) form. The completed original form is maintained in department employee competency file.

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center

DATE:

12/19/13

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Approved June 2005

Revised September 2006, September 2009, December 2011, December 2013

Approved by Chief Human Resources Officer

Approved by Medical Center Administration