



Employee Orientation and Training Program Guide

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Purpose

The Trustbridge Knowledge Center strives for excellence in all education and training programs designed to ensure Trustbridge provides the best possible patient care in accordance with our Vision, Mission, and Values.

The *New Employee Orientation and Training Program Guide* describes the processes necessary to provide new and existing employees with the knowledge, training, and education to fulfill their job responsibilities, including familiarity with Trustbridge policies and procedures, as well as the Vision, Mission, and Values. This guide ensures that Trustbridge complies with Federal and State guidelines and regulations, licensure laws, accrediting and certifying entities as it relates to new employee orientation and ongoing training and education.

This guide covers requirements for:

- New Employee Orientation
- Ongoing Education and Training
- Employee Responsibilities related to Education and Training

New Employee Orientation

New employees are oriented to Trustbridge policies and procedures, objectives, and purposes. The orientation process is mandatory for all new or returning employees. All employees shall attend a general orientation. Rehired employees hired within twelve months of termination are oriented to areas that have changed since their last Trustbridge orientation and are not required to attend full orientation. Employees who transfer to another department will undergo departmental orientation and competency assessment and may require additional training through the Knowledge Center. Orientation attendance records will be maintained by the Knowledge Center.

Orientation is provided by the Knowledge Center as blended learning, utilizing classroom instructor led individual sessions, simulation, live webinar-based training, and online self-directed learning. Orientation includes content required by regulation as well as content determined by learning needs assessment. Individual components of orientation are reviewed at least annually. The orientation program is evaluated for quality and efficacy by participant evaluation.

At a minimum, new employee orientation for all new employees includes:

- Trustbridge Vision, Mission, and Values
- Hospice philosophy
- Organizational structure
- Introduction of leadership staff
- Scope of services
- Geographic service area
- Overview of Medicare hospice regulations
- Overview of Palliative Care services
- Employee benefits

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- Human Resources policies and procedures
- Payroll, staffing, and scheduling
- Comprehensive Emergency Management Plan (CEMP)
- Safety in the workplace (Occupational Safety and Health Administration requirements)
- Confidentiality and HIPAA regulations and guidelines
- Corporate compliance and risk management
- QAPI and process improvement methodologies
- Customer service
- Computer access & electronic systems
- Advance directives and ethical principles
- Job description and competencies

Additional learning is assigned based on the individual’s role within Trustbridge.

Clinical employees (members of the interdisciplinary group ‘IDG’) will have the following additional orientation based on discipline:

- Infection prevention and control
- Biohazardous waste
- Home and travel safety
- Clinical policies and procedures
- Comfort Care (pain and symptom management)
- Principles of death and dying
- Cultural diversity and sensitivity
- Grief and bereavement
- Electronic record keeping
- Therapeutic communication skills
- Equipment safety and management
- Supply availability, storage, and handling
- Community resources

A preceptor will be assigned to each new clinical employee for their training, education, and support throughout the 90-day orientation period. Preceptors are chosen by the new employee’s supervisor in collaboration with his/her manager or director. During the 90-day orientation period, the supervisor, preceptor, and new employee will meet to set goals, evaluate understanding and competence, and determine the need for additional support. Areas to be covered include but are not limited to job related duties and responsibilities, concepts, principles, policies and procedures, clinical skills, competency, and documentation.

Contracted Individuals

Contracted individuals receive training appropriate to their role, which may include training from the Knowledge Center or the department in which the contracted individual is providing services.

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Contracted individuals who have contact with patients and families receive mandatory orientation on hospice philosophy prior to providing services.

Ongoing Education and Training

Ongoing education and training are provided to maintain and improve the knowledge and skills of all personnel. The need for education and training is determined by learning needs assessment including but not limited to:

- Patient populations and services provided
- Individual staff needs, including findings from satisfaction surveys
- Data from quality assessment and improvement activities
- Advances in health care management, science, and technology
- Findings from organizational committees

In-services and continuing education programs are planned to meet the learning needs of staff to maintain and improve job performance. Learning objectives are based on performance objectives, as well as knowledge, skills, and behaviors needed for job responsibilities. Programs are designed and evaluated for effective educational strategies to accomplish learning objectives. Department directors will ensure completion of mandatory in-service requirements.

The Trustbridge Knowledge Center provides programs for staff development in areas of leadership development, management development, clinical and non-clinical skills training, and professional growth throughout the year based on learning needs assessment. Participation in these programs is voluntary.

Certified Nursing Assistant (CNA) Training

The Trustbridge Knowledge Center provides a minimum of 12 hours of mandatory in-service training for CNAs annually.

Competency-Based Education

All employees are required to be competent to perform their job duties. The status of competency review and measurement for direct caregivers must be reported at least annually at the employee’s performance review and documented in the employee’s file.

Each employee must demonstrate competency as stated in his/her job responsibilities in:

- Knowledge and skills required to perform job responsibilities
- Effective and safe use of all equipment used in job related activities
- Prevention of contamination and transfer of infection
- CPR and other lifesaving techniques and interventions as required by specific departments

Orientation and ongoing competencies for each role will be identified utilizing:

- Personnel job description
- Quality monitoring and evaluation
- Scope of practice (if applicable)

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Ongoing formal and informal educational activities will be provided to improve and maintain competency. Learning activities may be based on organizational goals, new responsibilities, or identified personal learning needs. Additionally, learning activities related to high frequency, high risk, and/or problem prone practice areas will be provided. Competencies may be monitored through cognitive (verbal/written) methods and/or observation of skill performance.

Additional clinical competency assessment requirements are outlined in procedure HR.220.B.

Employee Responsibilities Related to Education and Training

Employees have certain responsibilities for their initial and ongoing education and training. It is important for employees to become familiar with the responsibilities listed in this program guide.

Competency

All employees are required to be competent to fulfill their assigned responsibilities. Determination of competence is made during orientation and at defined intervals as described above. Employees failing to successfully demonstrate the required competence by the due date may be subject to disciplinary action, which could include suspension or separation from employment.

Orientation

Employees are required to complete their general orientation and departmental orientation requirements within the first month of employment. Employees who need to miss a full or partial day during orientation at the Knowledge Center are required to have approval from the Senior Director of Excellence and Knowledge or Knowledge Center & OPEX Operations Manager.

Continuing Education for Licensure

Employees are responsible for meeting continuing education for licensure requirements as indicated by the Florida Department of Health. Courses providing continuing education credits may be offered by the Knowledge Center; however, the employee is responsible for ensuring that their continuing education is completed, documented, and reported as required by the State of Florida.

Regulatory Compliance Training

Employees are required to complete Initial Regulatory Compliance (IRC) training and Annual Regulatory Compliance (ARC) training on or before the expiration date. Employees not completing by the expiration date may be subject to disciplinary action and will be immediately removed from the schedule until such time the education is successfully completed.

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