

# Nursing Home Orientation



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Recognizing the clinical and managerial complexities of these settings and that employee roles and responsibilities can vary among nursing homes, it is essential that every new employee be oriented to the policies, practices, and procedures of the individual nursing home. An orientation period provides an opportunity to assess the new employee's competencies and provide instruction, coaching, and mentoring to strengthen any deficits identified. In addition to being assured that they are competent to fulfill the responsibilities associated with their roles, new employees can gain an understanding of the organization's vision, mission, and culture during the orientation period. A sound orientation program is an investment in retaining employees and promoting a high quality of services.

The resources that follow offer an overview of the basic content of an orientation program and related tools on which orientation activities can be documented. The individual nursing home can add content and activities as needed.

## Goal

To assure that staff possess the basic competencies to fulfill the responsibilities of their job descriptions and comply with the policies and procedures of the nursing home.

## Content

- Description of the nursing home's philosophy, goals, standards.
- Organizational chart.
- Description of resident population; introduction to residents on assigned unit(s).
- Introduction to administrative and supervisory personnel; review of their roles and functions in the nursing home.
- Introduction to multidisciplinary team members on assigned unit(s).
- Tour of facility.
- Review of employee rights and responsibilities, paycheck distribution, work hours, dress code, grievances, problem management.
- Overview of policy and procedure manuals: location, general contents, how to use.
- Review of job responsibilities: self-assessment of competency, demonstration and return demonstration of skills (see Skills Inventory Checklist).
- Infection prevention and control: facility program, specific measures, employee health issues.
- Safety practices: fire and accident prevention, steps to follow in event of fire, reporting incidents/accidents, disaster plan.
- Legal and regulatory issues: regulatory requirements, description of health department surveys, confidentiality of resident information, abuse, regulations concerning restraints, avoiding legal problems.
- Residents' rights.
- Evaluation of competency to perform job responsibilities: identification of deficits, development of corrective action plan, re-evaluation (employee's orientation and probationary period should not be terminated until competency to perform all duties on job description is demonstrated)

## Orientation Checklist

This tool provides documentation of orientation activities and evaluation of the orientee's competency in performing basic job responsibilities.

Each orientee should be given a copy of the orientation checklist to enable him/her to understand expectations and identify specific learning needs. A copy of this tool should be maintained by the staff development educator and eventually become part of the employee's personnel record also.

*Part I* lists general orientation activities that are common to all new employees. The activities listed on the sample form can be modified to meet the unique characteristics of the individual nursing home.

*Part II* lists all responsibilities specified on the job description for the individual position. The skills listed should be as specific as possible (e.g., partial bath, complete bath, tub bath, administration of oral medications, administration of injections, apical pulse, radial pulse, etc.) During the orientation period, orientees should be evaluated on the performance of each skill listed. When competency in performing a skill is demonstrated, the staff development educator or supervisor should so indicate by dating and signing in "Demonstrated Competency" column. (If initials are used, they must be identified elsewhere on the form). When deficits are noted, this should be indicated in the "Needs Improvement" column. Specific plans to assist the orientee in achieving competency and the target date for successful achievement can be described on the back of the tool. The sample shown can be used as the basic structure to which responsibilities for specific positions can be listed.

Upon successful completion of orientation, the employee and staff development educator should sign the orientation evaluation, which, along with all parts of the *Orientation Checklist*, becomes part of the employee's permanent record. This documentation can serve to verify at a later date that the employee did receive orientation and demonstrated competencies to perform responsibilities.

## ORIENTATION CHECKLIST

Employee: \_\_\_\_\_  
 Position: \_\_\_\_\_ Date of Employment: \_\_\_\_\_

### Part I: General Orientation

ORIENTATION ACTIVITY	<i>DATE COMPLETED</i>
Receipt of name badge, locker assignment	
Description of dress code, work hours	
Description of paycheck distribution	
Tour of facility	
Tour of assigned unit	
Introduction to unit staff	
Introduction to residents	
Review of nursing home's mission, goals	
Review of organizational chart	
Overview of policy and procedure manuals	
Description of quality assurance program	
Description of infection prevention & control program	
Review of residents' rights	
Review of fire & safety principles and practices	
<b>Presentations and introductions to:</b>	
Administrator	
Director of nursing	
Personnel director	
Medical director	
Social worker	
Activities coordinator	
Volunteers director	
Dietary director	
Other:	

Employee: \_\_\_\_\_

**Part II: Skills Inventory**

Skill	Competency Demonstrated (Date)	Improvement Needed Plan & Target Date	Comments