

Providence St. Peter Hospital Paper Packet Orientation Learning Goals and Objectives

Print Name: _____ Date: _____

Position: _____ Department: _____

1. **Introduction and Mission** - Summary: This session provides an overview of Providence culture driven by the mission, vision and core values of the organization as well as the heritage of the Sisters of Providence and the health system. The mission and values are demonstrated by employees, agency and contractors through the consistent use of the behavior standards as well as techniques such as AIDET.

Learning objectives: New employees, agency and contractors will develop an understanding and appreciation that Providence is more than just a healthcare organization. Providence Health & Services (PH&S) is a ministry that carries out the healing ministry of Jesus on behalf of the poor and vulnerable. They will understand that they have an important role in supporting the mission and demonstrating the core values through their respectful interactions with others.

Please initial	I have received information on the following:
	Healthstream On-Line Training access information
	History and Mission of Providence Health & Services AIDET Training
	Customer Service Standards and Behaviors

2. **Environment of Care** – Summary: This session provides new employees, agency and contractors with an understanding of environmental factors that must be followed in order to ensure patients, staff and visitors are able to receive care and work in a safe ministry on a day to day basis as well as in the event of a disaster.

Learning Objectives: New employees, agency and contractors will understand that there are emergency codes that are used to signal types of events such as fire, natural disaster, workplace violence situations and how to respond accordingly. New employees, agency and contractors understand that there are organization wide plans as well as department specific safety response plans. Employees, agency and contractors are exposed to fire extinguisher basics. The organization ensures staffs access to Right-to-Know stations that include PPE and MSDS data sheets. All of these plans work together to keep staff and patients safe.

Please initial	I have received information on the following:
	Disaster preparedness codes and response
	First action you take if you discover fire or smoke
	Hazard communications/MSDS
	Chemical spill report form location

Signature _____

Date _____

Learning Goals and Objectives continued...

3. Knowing Your Patients – Summary: This session provides new employees, agency and contractors with an overview of patient rights when seeking care in our organization. While there are regulatory requirements that govern what we do, our mission and core values guide us to take these measures out of respect and compassion for those we serve. We need to take the time to understand the needs of our patients and provide care that demonstrates sensitivity to cultural differences and age appropriate care to our diverse patient population.

Learning Objectives: New employees, agency and contractors will be oriented to several concepts when considering the care of patients including patient privacy, accessibility, interpretive services needs, abuse and neglect, patient safety, reporting concerns as well as sentinel and adverse events.

4. Providence Integrity & Compliance Program – Summary: This session provides guidelines for employ-

Please initial	I have received information on the following:
	Protecting patient privacy
	Assuring access to care and services through reasonable accommodations
	Interpretive services, who is responsible and how to obtain services
	Recognizing and reporting abuse
	Process that should be used to discuss safety and quality concerns as it relates to patient, employee and ministry.
	Unusual Occurrence Reporting (UOR)
	Identifying and reporting a sentinel event

ees, agency and contractors in “Doing the Right Thing Right” when handling confidential patient information, working with vendors, understanding when actions may present a conflict of interest with the organization and how to report related concerns.

Learning Objectives: New employees, agency and contractors understand when actions may present an integrity concern as well as how to ensure conflicts of interest do not occur by awareness of the Code of Conduct which is a guide for appropriate behavior. Employees, agency and contractors know that HIPPA governs the confidentiality of patient information. New employees, agency and contractors are aware that there are several avenues to report potential concerns including the integrity hotline.

Please initial	I have received information on the following:
	Code of Conduct/Privacy and Security training
	Integrity training
	Security of confidential information
	HIPAA Laws and who can authorize the release of a patient’s health information
	Acceptable use of data and IT assets

Learning Goals and Objectives continued...

5. Infection Control/Employee Health – Summary: New employees, agency and contractors are provided with an overview of situations that can cause infection and the impact that has on patients and care givers. Infection control practices limit the risk of exposure. In concert with infection control, Employee Health administers protocols to ensure staffs are able to practice care which prevents exposure to infection and other on the job health risks.

Learning Objectives: New employees, agency and contractors will understand the importance of, and steps related to hand hygiene in preventing the spread of infection. They will be aware of the appropriate use of Personal Protective Equipment (PPE) in protecting themselves and patients from exposures. Employees, agency and contractors will

understand the importance of handling needles/sharps in an appropriate manner to prevent finger sticks and associated blood borne pathogens such as HIV/AIDS.

6 Human Resources/Kronos – Summary: In this session new employees, agency and contractors will receive

Please initial	I have received information on the following:
	Easiest and best defenses against infection
	OSHA Blood Borne Pathogens: Hepatitis B (HBV), Hepatitis C (HBC), HIV/AIDS infection prevention
	Airborne Precautions: Tuberculosis (TB) infection prevention
	Standard Precautions, Personal Protective Equipment (PPE), and how to reduce the spread of exposure
	Correct hand hygiene method
	Ergonomic resources
	Worker's compensation, incident/employee injury reporting, post exposure process and reporting information

information on organization wide policies such as harassment and Personal Appearance Standards.

Learning Objectives: New employees, agency and contractors will understand that organizational policies provide guidelines for appropriate behavior in the work place and that if policies are not followed, corrective action may be taken. Providence assumes that all employees, agency and contractors will willingly respect the intent of the policies which help ensure an environment in which they want to come to work and feel free of barriers to productive employment. All HR policies are located on DocuShare and if you do not have access to DocuShare as a non Providence employee please contact HR or your direct Providence Supervisor.

Please initial	I have received information on the following:
	Personal Appearance Policy
	Harassment Policy

Signature _____ Date _____