

Establish the Needs of Your Community

REVIEW

- Identify the needs and goals of the community.
- Give an overview of the Nursing department.
- Identify service providers and demonstrate how products are used with residents.
- Describe the culture of the community and person-centered care practices.
- Provide in-depth electronic medical records training for all levels of care-givers.
- Conduct Alzheimer's and dementia training for all new staff.
- Clearly define the community's policy on preventing resident abuse and neglect and maintaining resident dignity.
- Outline procedures for accidents and injuries as they relate to residents, staff, and guests.
- Test the skills of all new team members according to discipline.
- Provide detailed admission and discharge instructions.
- Explain the policy regarding infection control and require new team members to demonstrate proper procedures.
- Discuss the community's efforts to reduce return-to-hospital rates.
- Gather feedback on the orientation program from orientees to enhance and improve future classes.

NOTES

REVIEW

- ## NOTES

[illegible]

Establishing a Mentor Training Program

REVIEW

- Mentors are essential to the orientation program in introducing new team members to the Neighborhood.
- Mentors must complete an application form and obtain their supervisor's recommendation.
- Select mentors based on performance history, reliability, and work ethic.
- Mentors sign an agreement and abide by its terms.
- Evaluate and train mentors prior to having them work with new hires.
- Create a skills demonstration checklist for each discipline to be used by the mentors in evaluating new team members.
- Compensate mentors for their work.
- Provide mentors with continuing education.
- Elect a lead mentor and encourage the group to meet regularly to discuss their work in guiding new team members.

NOTES

Defining the Culture of Your Community

REVIEW

- Describe the culture of your community and give examples of person-centered care practices.
- Familiarize new team members with the staff titles and nomenclature your community prefers.
- Educate new team members on daily routines and procedures.
- Define the role of each member of the Neighborhood or Household team.
- Create and foster a sense of teamwork.
- Explain how flexibility and cooperation are important qualities to help the team be successful.
- Stress the importance of building relationships in the Neighborhood with residents and co-workers.
- Provide an example of possible consequences of a lack of teamwork.

NOTES

Conducting the Orientation Program

REVIEW

- Review the agenda with the orientees, including when and where to meet for each session.
- Arrange the classroom according to the size of the group.
- Print or label each orientee's name on the binder prepared for him or her and place it on the table or desk where he or she will sit.
- Provide refreshments and announce when breaks can be taken.
- Invite guest staff to present portions of the program.
- Ask each orientee to introduce him- or herself to the group and encourage sharing and camaraderie.
- Take the new hires on a walking tour of the community, including meeting current staff along the way.
- As each discipline completes their portion of the orientation, have them sign their paperwork and meet their mentors.
- Recognize and respect varied learning styles and teach accordingly.

NOTES

Skills Testing for New and Existing Staff

REVIEW

- Skills testing is necessary to ensure all new team members are capable and knowledgeable.
- Test skills related to each discipline.
- Skills testing can be done by setting up a lab with a life-size, anatomically correct mannequin, or by having the mentors verify the orientees' skills when working together with them.
- Document each orientee's return demonstration using a skills demonstration checklist related to each discipline and keep a copy in his or her employee file.
- Continuing education and skills fairs help keep skills current and accurate.
- Create a fun theme and atmosphere for annual skills fairs and acknowledge participants in your community newsletter or website.

NOTES

The First Days on the Neighborhood

REVIEW

- Create a welcoming atmosphere for new team members to help ease their stress and anxiety during the orientation process as they become familiar with new staff and their surroundings.
- Facilitate a learning circle that includes all current team members in the welcoming process and to show you all care.
- Preplan the designation of a mentor prior to an orientee's first day.
- Encourage new team members to absorb as much as they can during the orientation period when they have the benefit of one-on-one training with a mentor so they learn the necessary skills to be successful.

NOTES

Building Successful Relationships

REVIEW

- Building relationships with residents helps staff provide person-centered care.
- Create a personalized environment to build a home-like atmosphere for residents.
- Interview residents to learn their personal preferences.
- Share tidbits of appropriate personal information to help enhance relationships with residents.
- Engage family members in the relationship-building process and invite their input.
- Welcome visitors and build relationships with them to help maintain the residents' peaceful, home-like environment.
- Use conversation starters to engage residents in reminiscing and to evoke happy memories.
- A trusting and caring environment leads to positive outcomes for residents.

NOTES

Celebrating Diversity

REVIEW

- Identify language barriers new team members may have.
- Introduce new staff with accents or dialects to residents and help them get acquainted with each other.
- Seek out translators or interpreters within the community and enlist their help.
- Build teamwork by encouraging staff with similar backgrounds to help each other.
- Offer ESL classes or reimbursement for off-campus English education.
- Spend extra time reviewing paperwork during orientation with staff who are challenged in reading English.
- Use graphics or pictures to help new staff understand EMR documentation.
- Review the religious and cultural traditions of residents during care plan meetings.
- Celebrate the cultural traditions of staff and include residents.

NOTES

Showing You Care

REVIEW

- The mentor and other team members should have daily contact with new team members during their first 2 weeks on the Neighborhood.
- Direct supervisors, DONs, and nurse educators should be in close contact with orientees often during the first few weeks.
- The mentor should ask the new team member questions to determine how well things are going and to assess if changes are needed to the orientation process.
- Each department can be a part of the orientation process.
- The nurse educator should reassemble with new team members after the first 4 weeks on the Neighborhood to review and evaluate their progress.
- The mentor, orientee, and nursing supervisor determine the length of time of the orientation period and whether to extend it.

NOTES

Evaluations

REVIEW

- Evaluations are an essential component in gauging the effectiveness of an orientation program.
- Evaluation questions correlate to the stage of new-hire training completed.
- Information from the evaluations is quantified by the instructor conducting the orientation program and reviewed by the nursing leadership team.
- The instructor shares the evaluation results with his or her immediate supervisor, the nursing leadership team, program presenters, and leaders in sister communities.
- The nursing leadership team recommends changes, revisions, and additions to the program based on evaluation feedback.
- Employee retention rates and annual state surveys are key indicators of successful outcomes in building a dedicated, well-trained staff.

NOTES

REVIEW

- ## NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

Person-Centered Care

REVIEW

- A good orientation program promotes and strengthens person-centered care.
- Team motivation and encouragement is essential to a successful orientation program.
- Inspire your new team members with personal stories.
- Cards and letters from satisfied residents and families validate your mission.
- Resident safety and satisfaction is the ultimate goal for a community in building a person-centered care team.
- Honor your residents and team of caregivers as part of your community's culture of person-centered care.

NOTES
