

30-POINT ORIENTATION SELF-ASSESSMENT



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How to Use This Self Assessment

The benefits of an effective new-employee orientation in healthcare include a boost in productivity, enhanced employee engagement, and improved retention... all of which have an impact on your bottom line. Redesigning your new-employee orientation program will more than pay for itself if done thoughtfully and in a way that is a “right fit” for your healthcare organization.

The questions in this assessment will prompt you to weigh your current new-employee orientation experience against some best practices commonly found in the most successful orientation programs in healthcare.

(“Success” is defined here as meeting or exceeding the stated objectives of the program stakeholders *and* meeting or exceeding the expectations of the participants, as measured by post-program surveys.)

Typical onboarding and orientation processes contain many important steps and events. This survey targets the “day one” orientation experience – “general orientation” – which serves as the critical first impression of your organization.

This assessment is a great step to take as you work to reap the benefits of increased productivity, engagement and retention among new staff members. In addition to fostering conversation among your organization’s orientation stakeholders, this survey can act as a framework for a free consultation with Paul Grossman (the “Orientation Guru”) to determine what your best next steps might be.



New-Employee Orientation General Orientation (Day One) 30-Point Self-Assessment

- 1 We have a written statement of goals and objectives for the kind of orientation experience we want to provide for each new employee.



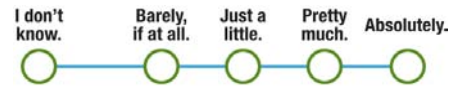
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- 2 All of the organization's stakeholders participated in the creation of the statement of goals and objectives for the orientation experience.



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- 3 All of the organization's stakeholders support the goals and objectives of the orientation experience.



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- 4 The organization's stakeholders are committed to continuously improving the goals and objectives of the orientation experience based on ongoing program feedback.



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- 5 We communicate our organization's culture throughout the orientation experience... all participants begin to understand "the way we do things here."



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- 6 We model our organization's culture in every aspect of the orientation experience.



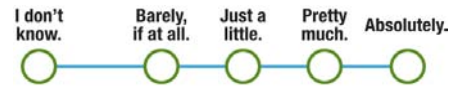
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- 7 All of the facilitators and speakers who help deliver new-employee orientation are passionate about creating a great experience.



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- 8 We share our mission, vision and values and the behaviors, actions and attitudes that are expected to bring those to life ever day, in every role in the organization.



- 9 We treat orientation participants exactly the way we want them to treat patients and each other.



- 10 We make it clear that everyone, in every role, is part of the “care team.” We teach participants that “if you’re not taking care of a patient, you should be taking care of someone who is.”



- 11 We include everyone in the day-one orientation if they will have anything to do with the patient experience, directly or indirectly, whether they are formally employed by the organization or not (clinicians, volunteers, on-site vendors, valet parking, security, etc.).



- 12 Orientation is designed to engage participants emotionally, before moving to “business” (or “clinical”) content.



- 13 We carefully balance the emotional needs of new employees on their first day with information the organization requires them to know.



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- 14 Senior leadership has a visible, active and ongoing role in the orientation experience.



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- 15 We communicate clearly that this orientation experience is just one piece of an overall orientation process.



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- 16 Subsequent orientation experiences (departmental, job-specific) are clearly linked to what was covered in the day-one orientation experience. Subsequent orientation experiences build on day one and answer the question, "How does this relate to what we heard on day one?"



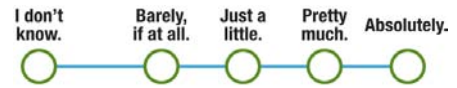
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- 17 Each participant's leader has a written plan to reinforce orientation content with the new employee over the coming weeks.



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- 18 The orientation experience is delivered using a variety of adult-learning methodologies.



19 We do what we can to ensure the comfort of all participants (chairs, room location, meals).



20 The orientation experience is well-produced and carefully orchestrated.



21 The orientation content takes into account the differences inherent in a diverse audience of new employees (clinical/non-clinical, patient contact/"back of house," healthcare experience/no healthcare experience, advanced degree/little formal education).



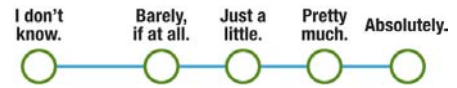
22 New employees' start dates are planned to allow for an orientation experience on their first day (although some paperwork, drug testing, ID badge photos, etc. may occur beforehand).



23 We retell positive stories from the organization's history and heritage to engender pride in the organization among participants.



24 We make it clear in orientation that the new employee's family is welcome to the organization, along with the new employee.



25 Materials provided for orientation don't overwhelm new employees.



26 Materials provided for orientation focus on the resources available, rather than detailed content. (For example, instead of reproducing the actual vacation policy, information about where the policy can be found is provided.)



27 Practical information is included in the orientation materials, including organizational acronyms, healthcare acronyms, nicknames, phone numbers and detailed parking information.



28 Orientation includes activities and opportunities to begin to apply what they've learned to their new role and resources should they have difficulty.



- 29 Orientation includes a way to help participants build a network of colleagues for support.



- 30 We celebrate completion of the first day of orientation.



Assessing Your Results

If the majority of your responses are:

“Absolutely.”	Congratulations! Your day-one orientation program incorporates most of the best practices in healthcare new-employee orientations, and is no doubt having a positive impact on employee engagement, productivity and retention.
“Pretty much.”	You have a good handle on the main elements that make up an effective orientation, however, there are some areas that could help you reap the full benefits of a powerful orientation program and move it from “good” to “great.”
“Just a little.”	You’re missing some of the key pieces of an effective day-one orientation. A redesign is in order, with the understanding that a new day-one orientation program will pay for itself in increased productivity and retention.
“Barely, if at all.”	Unfortunately, your orientation is not providing new employees with the kind of experience that serves as a foundation for success. There is a disconnect between the experience you’re providing new hires, and the way you expect the new hire to interact with patients and colleagues. Get help.
“ I don’t know.”	Additional investigation is in order. Consider some combination of attending another orientation program, talking with new hires who recently attended, interviewing leadership stakeholders, meeting with those involved in the program delivery. It’s important to have a clear understanding of whether you’re setting up new employees to be successful... or not.

Email Paul Grossman at Paul@OrientationGuru.com to set up a time to discuss different approaches to improving your orientation program.

