


Name of Policy: <u>Orientation & Continuing Education for Department Staff</u> Policy Number: 3364-103-PC-03 Department: Service Excellence - Pastoral Care Approving Officer: Chief Experience Officer Responsible Agent: Spiritual Support Manager Scope: UTMC Pastoral Care	 Effective Date: 10-4-2019 Initial Effective Date: 7/1978				
<table> <tr> <td><input type="checkbox"/> New policy proposal</td> <td><input type="checkbox"/> Minor/technical revision of existing policy</td> </tr> <tr> <td><input type="checkbox"/> Major revision of existing policy</td> <td><input checked="" type="checkbox"/> Reaffirmation of existing policy</td> </tr> </table>		<input type="checkbox"/> New policy proposal	<input type="checkbox"/> Minor/technical revision of existing policy	<input type="checkbox"/> Major revision of existing policy	<input checked="" type="checkbox"/> Reaffirmation of existing policy
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(A) Policy Statement

Upon hire, all department personnel are to receive the necessary and appropriate orientation to fulfill his/her assigned responsibilities. These employees shall maintain a high level of job specific proficiency through continuing education in the form of departmental training, topic specific workshops, and role-specific conferences that are offered by UTMC

(B) Purpose of Policy

To ensure that this department's standards of care be consistent and supportive to the patients, families, staff, and students of UTMC.

(C) Procedure

UTMC new hire orientation will precede all departmental orientation. The manager of Pastoral Care Department shall ensure that all department employees receive the necessary and appropriate departmental orientation. In-service training will be provided, as needed, to assist personnel in professionally performing their duties. The orientation shall consist of the following:

1. The Mission of University of Toledo Medical Center
2. HIPPA, Joint Commission, Safety and Risk Management Programs, Infection Control Program, Performance Improvement Program.
3. The UT Medical Center approved policies and procedures.
4. The Mission of the Service Excellence Department and Pastoral Care Department
5. Employee's job description and performance expectations.
6. Policies and Procedures of the Service Excellence Department and Pastoral Care Department.
7. Introduction to all patient care units and documentation of such.
8. Performance Improvement Program

Approved by: <u>/s/</u> Mario Toussaint Chief Experience Officer <i>Review/Revision Completed By:</i> Dan Deeter	Review/Revision Date: 4/1989 08/17/2018 4/1990 10/4/2019 1/2005 11/2006 8/15/2008 10/29/2012 10/23/2015 Next Review Date: 10/4/2019
Policies Superseded by This Policy: PC-03	

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.