

2013

**UCLA Health
New Employee Orientation Program**

MORNING AGENDA

8:30am – 4:30pm
Wilshire Center, Suite #445
Class Facilitators: Debby Brown;
Kelli Power

<u>TIME</u>	<u>TOPIC</u>	<u>SPEAKER</u>
8:30 – 9:00am	<u>Welcome and UCLA Introduction</u> --UCLA Health System --Mission, Vision, Values	<i>Debby Brown; Kelli Power</i> Health System Human Resources x40500 <i>Administration Leader</i> Hospital Administration x79114
9:00 – 9:20am	<u>Policies, Procedures and Practices</u> --Staff Rights --Patient Rights --Patient Safety and Event Reporting --Team Approach and Team Dynamics --Cultural Diversity	<i>Debby Brown; Kelli Power</i> Health System Human Resources x40500
9:20-10:15am	<u>The Patient and Family Experience</u> --Defining service quality and being “the best” --Patient Satisfaction / Financial Impact / Reputation --Internal and External customers --World Class Practices --C-ICARE and phone standards	<i>Irene Ramirez; Shola Richards; Kristin Dimarco</i> Patient Affairs; BRITE Training x76644; x43537
10:15–10:30am	BREAK BREAK BREAK	
10:30-10:45am	<u>Blood Donation Program</u> --How You Can Get Involved	<i>Matthew Hoffman</i> Blood and Platelet Center X47217
10:45-11:15am	<u>HIPAA, Compliance and Organizational Ethics</u> --HIPAA Privacy and Security --Organizational Ethics --Code of Conduct --Compliance Program --Information Management and Confidentiality - Patient Rights	<i>Marti Arvin; Bob Gross; Julian Dukkak; Ann Chang</i> Office of Compliance Services x46763
11:15 -11:30am	<u>Information Technology Overview</u> --Medical Information Technology Services (MITS) --Access, Security, Training --How to get IT help – IT Enterprise Resource Desk --User IDs and Passwords --Health System Applications (Email, BOL, Paging, HBS, Policies)	<i>Paulette Jackson</i> MITS x74031
11:30-11:50pm	<u>Security and Violence in the Workplace</u> --Code Pink/Purple/Gray/Silver --Photo Identification --Workplace Violence --Disruptive Behavior Policy --Security / UCPD Resources	<i>Vernon Goodwin; Mary Mathis-Hargett; Shawnquinta Anderson</i> Security x77106
11:50-12:00pm	<u>Morning Wrap-up</u>	<i>Debby Brown</i> Health System Human Resources
12:00 – 1:00pm	<u>LUNCH BREAK</u>	<i>* Meet & Greet Union Representatives</i>

New Employee Orientation

Afternoon Agenda

1:00 – 1:35pm	<u>Environment of Care / Life Safety</u> --Fire and Life Safety --Medical Equipment --Hazardous Materials --Utilities --General Safety --Ergonomics / Body Mechanics	<i>Erik Eggins; Ellery Sanders; Elizabeth Genta; Jennifer Mempin Safety Office x79888</i>
1:35 - 1:45pm	<u>Emergency Management</u> --Disaster vs. Emergency --Code Triage --Personal Preparedness --Dept. Responsibilities --Hospital Incident Command System (HICS) --Command Aware	<i>Soraya Sutherlin; Kurt Kainsinger; Marjorie Smallwood; Sabrina Adelaine Office of Emergency Preparedness X99114</i>
1:45 – 2:15pm	<u>Infection Control</u> -- Hand Hygiene -- Standard and Transmission Based Precautions --Personal Protective Equipment	<i>Teresa Zaroda; Dana Russell Gellila Gizaw; Geri Braddock; Maria Enriquez Dept. of Epidemiology x40187</i>
2:15 -2:45pm	<u>Occupational Health</u> --Bloodborne Pathogens --Exposure Control --Tuberculosis --Respiratory Protection	<i>Dr. Warner Hudson; Judy Miller Occupational Health Facility x56771</i>
2:45 - 3:00pm	<u>Post Test Review and Questions</u> --Self Study Guide & Staff Information Handbook	<i>Debby Brown; Kelli Power Health System Human Resources</i>
3:00 – 3:10pm	BREAK BREAK BREAK (End of Orientation for Per Diem Staff)	
3:10 – 4:30pm	<u>Benefits Policies and Programs</u> --At Your Service --Health and Welfare --Retirement	<i>Yvonne Gandara; Ragini Gill; Terrilean Hicks Health System Human Resources x40500</i>

ORIENTATION PACKET HANDOUTS:

Agenda Presentations

Orientation and Annual Education Guide

Additional Topic Review: Accreditation; Sexual Harassment; Unlawful Solicitation; Abuse Reporting and Recognition; Staff and Faculty Counseling Center; Employee Privileges

Organization Chart

Blood and Platelet Donor Pledge Card

MITS Help Desk Brochure

Ride Share Information

Post Test

PLEASE NOTE:

- Per Diem staff attend class from 8:30am-3:00pm **ONLY**.
- Staff eligible for Benefits attend class from 8:30am- 4:30pm.