

# Lifesong Hospice and Palliative Care

## Human Resources Policies and Procedures

### Orientation Program HR.O15

**Regulation(s):** | 42 CFR 418.100(g)  
**L-Tag(s):** | 661, 662

**POLICY:** Lifesong Hospice and Palliative Care provides an orientation program intended to ensure that all newly hired employees have the training and competency necessary to perform their jobs effectively.

#### PROCEDURE:

1. All newly hired employees participate in an orientation program prior to providing patient care or assuming administrative responsibilities.
2. All employees are oriented to:
  - a. the hospice philosophy of care;
  - b. the mission, vision, goals and organizational chart of Lifesong Hospice and Palliative Care;
  - c. the hospice's privacy and security practices intended to safeguard protected health information;
  - d. personnel policies and procedures;
  - e. the hospice's corporate compliance, safety, QAPI and infection control programs;
  - f. job description and responsibilities; and
  - g. policies and procedures as appropriate to the employee's position.
3. Patient care employees receive orientation appropriate to their job functions that may include, but not be limited to:
  - a. professional boundaries;
  - b. conflict of interest;
  - c. IDG function and responsibilities;
  - d. care planning;
  - e. staff safety and security;
  - f. patient/caregiver and home safety;
  - g. physical safety (for example, body mechanics);
  - h. patient rights;
  - i. concepts of grief and loss;
  - j. care of the dying patient;
  - k. emergency preparedness;
  - l. documentation requirements;
  - m. care of facility residents and professional management responsibilities;
  - n. the Medicare Hospice Benefit and hospice regulations;
  - o. comprehensive assessment of the patient; and
  - p. pain and symptom management.

<b>Created:</b>	<b>Reviewed:</b>	<b>Revised:</b>	<b>Effective:</b>
7/18	2/19		4/2019
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4. Volunteers receive a specific Volunteer Orientation and ongoing education and support.
5. Documentation of the successful completion of the orientation program is retained in the employee's personnel record.
6. Contract personnel receive orientation to the hospice's policies regarding confidentiality, the hospice philosophy of care and the contract personnel's specific job duties, as appropriate and delineated in the written agreement.

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