



NAMSSTM

EDUCATION. ADVOCACY. PATIENT SAFETY.



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The image features a light gray background with a pattern of overlapping white ovals. The ovals are arranged in a grid-like fashion, with some overlapping others, creating a textured effect. The text "EDUCATION. ADVOCACY. PATIENT SAFETY." is centered horizontally and is flanked by two horizontal lines, one above and one below.

Introduction

- Welcome to our onboarding webinar!
- Information about me:
 - I enjoy running.
 - I am a lifelong learner and love to read.
 - I have worked in the field for 35 years,
 - I still have a passion for and love this work!



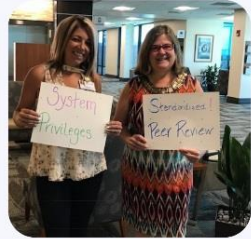
The Journey to Successful Onboarding

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St. Luke's Health System

Idaho's largest (locally owned) Health System

- 7 Separate Medical Staffs
- 4 Acute Care Hospitals
- 4 Critical Access Hospitals
- 1 Children's Hospital
- 1 Psychiatric Hospital
- 2 Rehab Hospitals
- 5 Surgery Centers
- 5 Urgent Care Centers
- 5 Tumor Institute Sites
- 280+ Clinics
- Statewide Provider Network
- 2,256 Credentialed Providers



Polling Question

- In one word, what is your largest hurdle when it comes to provider onboarding?

Where to start?



The Journey Begins

- Identifying gaps in your onboarding process
 - Can providers start seeing patients as soon as they are approved?
 - Does electronic medical record training delay the providers' start?
 - Are Medical Staff Services and physician recruitment aligned?
 - Does your onboarding process meet the needs of providers and the organization?
 - Are providers required to dock in with multiple people or departments within the organization to get started?
 - Are providers required to attend hours long, in-person orientations?

Provider Needs

- Quick
- Convenient
- Accessible from any device
- Complete as much as possible during the application process
- “I want to hit the ground running.”
- They want the content to be pertinent to what they will be doing.



Alignment with Physician Recruitment

- Medical Staff Services, the CVO, Provider Enrollment, and Physician Recruitment have created an alliance.
 - Once a month recruitment call.
 - To ascertain any barriers to onboarding the provider by the start date.
 - At times, start dates are moved out.



Online Orientation

- Creation of online provider orientation.
 - Accreditation requirements:
 - Reporting a quality of care concern to The Joint Commission
 - Responding to incidents in the care environment (codes)
 - Your role in emergency management
 - Infection prevention
 - Influenza vaccination program
 - Use of restraints
 - Medication Safety
 - Pain Management



Accreditation requirements continued...

- Physician/APP impairment
- Discharge planning
- Downtime procedures
- Authentication of the medical record
- History and physical requirements



Other elements of the online orientation

- Medical Staff Code of Conduct Policy
- Clinical Documentation Improvement (CDI) Program
- Patient Rights Policy
- HIPAA Policy
- EMTALA Policy
- Requirements for approval of research proposals policy
- Universal protocol procedure site verifications policy
- Acute code stroke algorithm
- Cybersecurity awareness training video/Phishing training
- Blood management/adult transfusion guidelines
- TeamSTEPPS

Polling Question

- Do you request IT network access and all applications for your new providers?

Centralizing Onboarding Tasks

- IT access
 - Network access, email, EMR, and all other clinical applications
- Scheduling of electronic medical record training (online modules and instructor led training)
- Assignment of the online orientation module



In-Person Orientation



- No more than 30 to 45 minutes long.
 - If the provider has not completed the online orientation, they complete it in the Medical Staff Services Department at this time.
 - Provider profile review.
 - Idaho Health Data Exchange form signature.
 - Vehicle parking registration and sticker.
 - Provider badge.
 - Final verification of the provider's identity.
 - Orientation evaluation.

Providers on Staff at Multiple Sites

- The orientation at one site will suffice for all sites within the health system with two exceptions:
 - Final identity verification
 - Physical tour of the facility



New Provider Onboarding Dinner

- Held once a quarter
 - New providers and a guest are invited.
 - Begins with cocktails and booths that include representation from benefits, CVO, Medical Staff Services, Wellness, Physician Liaison Team, Service Line representatives, Quality and Safety...
 - Formal dinner follows – VPMA is the emcee.
 - Includes top system leaders that introduce our mission, vision, values, and strategy; how to access the information they need to care for their patients; and a panel that answers questions about who, what, where, when and how to navigate the system.

