“I have added our new COVID 19 policies and practices. Our vacation policy for staff was given to us by Bridge Community Health Clinic in Wausau, Wi”

Policy: N.E.W. Community Clinic training and development program is designed to:

1. Ensure staff demonstrates the highest degree of professionalism, competence and efficiency in the delivery of quality healthcare to our patients.
2. Promote an environment of teamwork, communication and positive employee morale.

Training is comprised of new hire training and ongoing staff development.

1. New hire Training Focus:
   1. Organization Goals/Mission
   2. HIPAA/Privacy Practices OSHA, Blood Borne Pathogens, Civil Rights ( or other courses deemed fit by leadership)
   3. Code of Conduct/Standard of Behavior
   4. Employer Expectations
   5. Employee Responsibilities
   6. Core Job Responsibilities
   7. Skill Set and Knowledge Required to Perform Core Job Responsibilities
2. Staff Development Training Focus:
   1. ‘Best’ practices to guarantee quality, clinically relevant and fiscally responsible care
   2. New/Revised Policies, Procedures or Practices related to care, treatment, equipment or duties
   3. HIPAA, OSHA, Blood Borne Pathogens, Civil Rights ( or other courses deemed fit by leadership)
   4. Knowledge or Performance Deficits
   5. Performance Improvement Targets- For Individuals and as an Organization
   6. Customer Service- Internal and External

Procedure:

1. New Employee Orientation:
   1. Requires a dedicated time frame:
      1. Two weeks for direct care/front office staff for introduction and overview
      2. One to two months for more complex positions (e.g.; Clinic Managers, Department Heads, Providers etc.).
      3. Sixty to ninety days at clinic location for specialized training and skill set efficiency
      4. Begins with CEO or Clinic Coordinator where new hire paperwork is completed and required N.E.W. Community clinic policies are reviewed.
      5. Is coordinated by the CEO Or Clinic Coordinator
      6. Instruct on the required policies and trainings
      7. Tailor the depth and intensity of training to the staff’s position requirements and the new hire’s learning ability/needs.
      8. Schedule/coordinate position specific trainings
      9. Provide initial and ongoing evaluation of staff’s understanding and performance ability.

C. Competency is assessed via tests, return demonstration and direct observation.

D. N.E. W. Community Clinic training is considered completed when documentation of staff’s competence and proficiency is:

a. Reviewed by Clinic Coordinator or CEO

b. Accepted as sufficient by Clinic Coordinator or CEO

c. Received by CEO and Clinic Coordinator

E. Staff Development

1. Staff development process is:

a. Anchored in day to day work

b. Multifaceted

c. Ever-changing

d. Ongoing

e. Built on a foundation of collaboration and emphasizes team work

F. The goal of staff development is improvement in staff and organizational effectiveness through trainings on:

a. Job requirements – process/policy changes

b. Relationships – team building

c. Performance improvement targets

G. Components of N.E.W. Community Clinics staff development program:

a. Performance Assessments (Post hire or post a changed role, periodic, annual)

b. Gap Analysis process to identify training needs

c. Internal and external resources required to deliver training

d. Performance rewards to promote participation and recognize excellence

e. Career development and career transition promotion

f. Organizational development

H. Staff Development Plans:

a. Are individualized to reflect staff’s personal and professional goals

b. Include short and long-term goals for both individuals and/or the organization

c. Identify the method of training

d. Identify time-frames to attain the goal

e. Are evaluated for effectiveness

f. Are revised as appropriate based upon effectiveness and resources

I. Responsibility for staff development lies jointly with:

a. Each individual staff member to take responsibility for his/her career and to take advantage of opportunities for his/her professional development.

b. Human Resources and the Training Team to coordinate and deliver a comprehensive range of programs and activities.

c. Leaders to support evaluate and document individual staff member development and training needs.

* 1. The organization to provide resources to support staff development and training.

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|  | Title:  **Training and Development** |  |
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| Effective Date: | Reviewed By:  Bonnie Kuhr | Date Reviewed: |