

2015 Leadership Academy Project

Lynda Devery RN
Ally by Terwilliger Plaza

Health and Wellness New Hire Orientation

I created an integrated training program for new employees that will be working in our Health Services Department and In-Home Care.

My project was a training program for new hires that will be working in Health services and/or In-Home Care. New hires will receive 25 to 30 hours of training before they provide patient care. The program is structured in a way that allows caregivers to receive the required training for the area they will be assigned. It consists of lecture, videos, demonstration, and return demonstration of skills. The instructors/facilitators are management staff and support staff from both Health Services and In-Home Care.

The benefits of this new training program is that this staff are much better trained before they go to the floor. We are able to mentor and support them during their first week of employment. We are able to weed out staff that might not be a good fit for our organization.

The people that were involved with my project were Human Resources, and Staffing Coordinator.

We met at least monthly to discuss progress and make needed adjustments.

One of the biggest challenges I faced was finding the time to put everything down on paper. Another challenge we face is finding the open space to hold the trainings. Another challenge is making sure we have enough people to hold the trainings.

I spent a lot of time on the weekend and at night organizing and shaping the program. I broke the program down on a daily basis and kept working in it a little at a time. The space issue will always be a challenge Terwilliger until they expand. The plan is to hold the trainings every 3 weeks and book the least used room for that week consistently. We now do our interviews as panel interviews so that we have a group of people ready for training all together.

There really weren't any surprises.

I needed to **Inspire a Shared Vision**. Because I was combining training for two departments I had to "sell" my idea to another department and my supervisor so they could see the value of the project. I also had to **Challenge the Process**. I had to justify why "the way we have always done it" and "done is good enough" were not helping us to achieve the quality of caregivers we wanted.

I learned that there are times that you may not get everyone on board to begin with but if you stay true and convicted to your idea, most people will come around and be supportive.

I will continue to read and seek out opportunities to learn about leadership styles.

