TRAINING UPDATE

Lab Location:	GEC, SGMC & WAH	Date Distributed:	2/9/2017
Department:	Mgmt	Due Date:	2/21/2017
		Implementation:	**2/21/2017**

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
New Employee Orientation and On-Boarding Process SGAH. L53 v3 **Note**: this has been converted to a system SOP
Description of change(s):
Section 5: update badge request process, replace IntelliQuest with EMPower, add authorization form, AIDET training, &12 month competency, remove 6 month eval Section 6: add NQA forms Section 9: remove App C (color blind key) This revised SOP will be implemented on February 21, 2017

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	**New Employee Orientation and On-Boarding Process**
Prepared by	Stephanie Codina Date: 3/5/2013
Owner	~~Lori Loffredo,~~ Robert SanLuis Date: 1/20/2017

Laboratory Approval

Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: _____   Local Effective Date: _____

Review:

Print Name	Signature	Date

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version #   3

CONFIDENTIAL: Authorized for internal use only.
Page 1 of 15

TABLE OF CONTENTS

1.   **PURPOSE**
      To provide a guideline for supervisors/managers/directors who are orienting new
      employees in the laboratory.

2.   **SCOPE**
      This procedure outlines the steps that should be taken to orient a new employee to the
      hospital environment.

3.   **RESPONSIBILITY**
      All members of the laboratory leadership team must understand and complete the tasks
      required to on-board a new employee.

4.   **DEFINITIONS**

      Onboarding: Also known as organizational socialization or orientation. Refers to the
      mechanism through which new employees acquire the necessary knowledge, skills, and
      behaviors to become effective organizational members and insiders.

5.   **PROCEDURE**

      A. Tasks that should be started after an employee is hired, but before the employee
      starts. The employee's supervisor/manager/director is responsible for performing
      tasks with the new employee unless otherwise specified.

           a. Once an offer is made, the recruiter will establish the new employee's start
               date and contact the supervisor for the training schedule.
                 i. The supervisor/manager/director will notify the new employee of the
                     training schedule and provide instructions for the first day of work
                     (time to report, to whom to report, phone number for emergencies,
                     etc.).

     ii. The supervisor/manager/director should add the new employee to the schedule once a start date is established. It is recommended that the supervisor e-mail a copy of the schedule to the new employee or send an e-mail to activate an account in the online scheduler.

b. The talent acquisition recruiter will schedule the employee for a pre-employment drug screen. Employees will not be allowed to report to work until all results have been received and the employee has been cleared for duty by EHS COE staff members.

c. Inform the QA department of the new employee's start date, work location, facility, and training location. The QA department will ensure training documents are prepared for the employee.

d. Complete the Computer Password Request Form (AG.F167) and forward the form to the LIS department to obtain Sunquest access for the employee.

e. Notify the administrative assistant that a new employee is starting. The administrative assistant will set up an employee file for the employee.

f. Request a locker assignment. Note: Some SGAH lockers will require that the employee provide a lock. Notify the employee if his/her locker needs a lock.

g. Print and save all e-mails you receive with employee access and temporary passwords printed on them. You will need them when the employee starts.

h. When the employee ID has been created, forward the employee name and ID to the EHS COE (Center of Excellence) via e-mail, and request that pre-employment testing be ordered. The following information should be included:
    i. Employee name
    ii. Employee ID
    iii. Email address to which the requisition should be sent (this will be the supervisor's e-mail unless the employee has a Quest e-mail account).
    iv. The required tests:
       1. Quantiferon-TB Gold (Documentation of a chest x-ray within the previous 6 months is required for staff who test positive for TB).
       2. Varicella-Zoster Virus IgG Ab
       3. Hepatitis B Surface Antibody, Quantitative
       4. MMR (IgG) Panel (Measles, Mumps, Rubella)
       5. Tdap vaccine (unless employee provides proof of vaccine)
       6. Flu shot during flu season (unless employee provides proof of vaccine).
          Note: A valid declination or exemption must be provided if the employee cannot get the flu shot for medical or religious reasons.
    v. The EHS COE will order testing and forward the requisition (or a code to access the requisition) to the e-mail address that was provided.

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version #   3

CONFIDENTIAL: Authorized for internal use only.
Page 3 of 15

      vi.   The employee will be required to go to a Quest PSC draw station to have the lab work performed.

     vii.   If the employee lacks immunity to any of the infectious agents, he/she should be offered the corresponding vaccine. Some vaccines can be obtained from the hospital employee health department. The vaccine may also be requested by e-mailing EHS COE using the above procedure.

   i.   For phlebotomy staff only, the manager/supervisor will schedule FIT testing for the employee via the hospital program.

   j.   Forward the ID to the Laboratory QA department. A Lab QA staff member will add the new employee to the MTS system.

B. Tasks that should be performed during the employee's first few days of work at the hospitals. The employee's supervisor/manager/director is responsible for performing tasks with the new employee unless otherwise specified.

   a.   Request Quest badge, ~~WFC prox card, and access to the labcoat machine~~ for the employee.

      i.   Take a clear picture of the employee against a white background for the Quest ID badge.

     ii.   Instruct employee to complete the online Facilities Badge, Building Access and Vehicle Registration form:

    iii.   The supervisor/manager will receive an email with the follow subject: FACILITIES ID BADGE, BUILDING ACCESS AND VEHICLE REGISTRATION FORM – ACTION REQUIRED

    iv.   The supervisor/manager must review and approve the form submitted by employee and forward with their approval to your local security administrator for processing (ana.x.lescano@questdiagnostics.com). Note: Approval must either be physically on the form (DocuSign signatures are acceptable) or in the form of an email and attached to the badge request form. Type-written names on any forms will not be accepted.

         1. ~~ID Badge, Building Access, and Kronos Registration~~
         2. ~~Request for Replacement Proxy Card~~

     ~~v.   E-mail the forms and the photo to the security office (ana.x.lescano@questdiagnostics.com).~~

         1. ~~Request that the new badges be sent via interoffice mail to the supervisor/manager/director.~~
         2. ~~Request that the new employee be added to the labcoat machine.~~
            a) ~~Provide the employee location and labcoat size.~~
            b) ~~If the employee will travel between WAH and SGMC, request that the employee be given 2 labcoat credits, so he/she may have 1 labcoat at each site.~~

    b. Request WFC prox card and access to the labcoat machine for the employee.
        i. Complete the Request for Replacement Proxy Card
      ii. E-mail the form and the photo to the security office
          (ana.x.lescano@questdiagnostics.com).
          1. Request that the proxy card be sent via interoffice mail to the
             supervisor/manager/director.
          2. Request that the new employee be added to the labcoat machine.
             a) Provide the employee location and labcoat size.
             b) If the employee will travel between WAH and SGMC,
                request that the employee be given 2 labcoat credits, so
                he/she may have 1 labcoat at each site.

    c. Complete the I-9 form verification. I-9 verification must be completed within
      3 business days or the employee will not legally be allowed to work.
        i. The employee must complete his/her portion of the form prior to the
          initial start date.
      ii. The online verification will instruct the employee to bring his/her
          official identification document(s) to his/her first work day.
      iii. Once the employee completes his/her portion, the system will forward
          a verification e-mail to the supervisor.
      iv. The supervisor/manager/director must click onto the link provided in
          the e-mail and verify and scan the documents into the online
          verification program.
      v. The supervisor/manager/director can delegate this task to another
          supervisor/manager/director by logging in and following the online
          delegation instructions. Simply forwarding the e-mail will not allow
          the delegate to complete the verification.

    d. Walk the employee to the hospital security department to request a hospital
      identification badge.

    e. Request a locker from the administrative assistant if an assignment was not
      made prior to employment. Provide the employee his/her locker assignment
      and allow him/her to place personal items in the locker.

    f. Show the employee where the Kronos clock is located and how to use his/her
      badge to clock in ~~and how to request TOP~~.

    g. Show the employee where the labcoat machine is located and help the
      employee obtain a lab coat.

    h. Introduce the new employee to the department and give a brief tour of the lab.

    i. Register the employee for Employee Self Service (ESS) system.
        i. You will receive 2 e-mails with account information for the new
          employee. These will be used to establish access to the Quest systems.
          1. One will contain a PeopleSoft ID which is the same as the
             employee ID.

SOP ID: SGAH.L53
SOP version #   3

CONFIDENTIAL: Authorized for internal use only.
Page 5 of 15

    2. One will contain the employee's username, temporary password, and SAM PIN number.

  ii. Access the registration page.

    1. Access the ourQuest online main screen.

    2. Click the "Employee Center" tab.

    3. Click on "Employee Self Service."

  iii. Establish a password for ESS.

    1. Click on "About Passwords."

    2. In the "UserID" field, the employee must type his/her username that was provided. Generally, this is the firstname.middleinitial.lastname (up to 20 characters total).

    3. In the "Old Password" field, the employee will type the temporary password that was provided. This password is case sensitive.

    4. In the "New Password" and "Confirm New Password" fields, the employee will type a password that he/she chooses.

      a) Password must be at least 8 characters.

      b) Password must contain at least one lower-case letter, upper-case letter, number, and special character.

    5. Click the "Submit" button. If the password meets specifications, it will change. The employee should write this password down if he/she won't remember it.

    6. Instruct the employee to log into ESS at least every 3 months to avoid deactivation.

 j. Provide the employee with a copy of his/her remote access card (RAC; also known as egrid card).
The supervisor/manager/director will receive an e-mail with a PDF copy of the employee's RAC.

  i. Print one copy of the RAC and give it to the employee.

  ii. Forward an electronic copy of the RAC to the employee so it can be saved for future use.

  iii. Explain to the employee that the RAC is used to access the Quest site from home.

 k. Complete credentialing documentation in ESS (technical staff only).

  i. Scan the employee's degrees, transcripts, and certifications. Scan transcripts and certificates for the same degree program together into the same document.

  ii. Access ESS and have the employee sign in using his/her newly created password.

  iii. Click on "Main Menu."

  iv. Click on "Self Service."

  v. Click on "Licensure Qualifications."

  vi. Click on "My Current Profile."

  vii. Complete tabs for licensure, certification, and academic education per corporate policy, "Policy for the Documentation of Testing Personnel Qualifications in PeopleSoft^{TM}."

SOP ID: SGAH.L53
SOP version #   3

CONFIDENTIAL: Authorized for internal use only.
Page 6 of 15

 l. Complete the online "New Employee Orientation" modules.
   i. Have the employee log onto a computer and access
EMPower IntelliQuest. http://empower.questdiagnostics.com
   ii. The new employee orientation modules will be pre-assigned to the
employee.
- New Hire Company Overview
- New Hire Compliance
- New Hire Benefits
- New Hire Blood Borne Pathogens
- New Hire IT Security: Security Responsibilities
- New Hire IT Security: Module 13 - Insider Threat
- Compliance Policy Learning (function specific)
- Environmental Health and Safety learning curriculum (function specific)
- Color Blind Test (if required)

   iii. The employee must complete all modules assigned and print the certificate for color blind testing.

 m. Complete New Employee Overview and safety training documentation with the new employee.
   i. Forms will be contained in the training documents received from the QA department.
   ii. Give the employee a tour of the hospital and laboratory areas.
   iii. Instruct the employee to read all safety, LIS, and departmental procedures.
   iv. Walk the employee to the point where laboratory employees will meet following an emergency evacuation.
    1. At SGMC this is the tunnel between the hospital and the 9715 building.
    2. At WAH this is the physician parking lot outside the back door by the lab.
    3. At GEC, this is the main parking lot.
   v. Return the completed forms to the QA department to be filed in the employee's training file.

 n. SGAH employees only: Assign the site-specific hospital orientation module(s) in MTS and ensure the employee completes the attestation statements after completing the module. WAH only: employee must print and sign attestation statements and return the supervisor.

 o. Have the employee register for Learning Suite using the attached instructions (Appendix B).

 p. Complete the "Access Control Request Form" found in the Information Services section of the Adventist intranet to obtain Citrix, Outlook, and Cerner access for the employee. Note: The employee MUST register for Learning Suite and complete the Cerner module before requesting access. The Cerner module should auto assign when the employee registers for

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version # 3

CONFIDENTIAL: Authorized for internal use only.
Page 7 of 15

Learning Suite. However, the following modules are mandatory before a Cerner account will be created:

    i.   Introduction to Learning and Performance Suite for End User
    ii. Windows Essentials
    iii. Care Excellence View Only Orientation
    iv. Care Excellence: Providers View Only Part 1
    v. Care Excellence: Providers View Only Part 2

q. Provide the employee his/her Sunquest password and logon information.
    i.   Have the employee sign the LIS Security Agreement form.
    ii. Place the signed agreement in the employee's personnel file.
    iii. Give a copy of the LIS username to the employee and instruct the employee to keep the paperwork until requested by his/her trainer.

r. Have the employee complete the information sheet provided by the administrative assistant. This will be used to add the employee to laboratory rosters. Return the completed form to the administrative assistant.

s. Have the employee sign the appropriate authorization form (testing vs. non-testing personnel) and submit to the medical director for signature.

t. Give the employee his/her training documents and introduce the employee to the primary trainer. Training documents are a measure of competency and ***must be completed before the employee works independently.***

u. For new BB staff members ONLY, instruct the employee on how to obtain fingerprints.
    i.   Fingerprint cards and vendor information are available in blood bank.
    ii. The employee must make an appointment in advance to have fingerprints made.
    iii. The employee must pay to have fingerprints made. Quest Diagnostics will reimburse the employee via the Finance Concur system when the employee presents a receipt for fingerprinting.
    iv. The supervisor/manager must request a check for fingerprint submission via Check Requests using the e-mail.

v. The supervisor/manager/director will be required to submit a ticket with the HR Service Center (HRSC) to obtain an attestation statement for the hospitals stating the following been completed.
    i.   Drug screening with the past 30 days.
    ii. Tdap (Tetanus/Diphtheria/Pertussis) vaccine
    iii. Flu vaccine
    iv. TB skin test or Quantiferon TB blood test (or chest x-ray within 6 months for staff who test positive for TB)
    v. Lab results of positive vaccine titers for:
        1. Hepatitis B
        2. Mumps
        3. Rubella

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version #   3

CONFIDENTIAL: Authorized for internal use only.
Page 8 of 15

        4. Rubeola

        5. Varicella Zoster

   vi. Background check

The attestation form will be forwarded to the hospital's human resource department when received. ~~At that time, WAH staff members will receive a link to access the online hospital orientation module which must be completed.~~

w. For BB staff members, the supervisor/manager must submit a ticket with the HR Service Center to obtain an attestation statement indicating the elements of the background check performed in order to provide security access. The required elements are:

      i. County Criminal Record Check

     ii. Locator-State Validator

    iii. National Criminal Access File

    iv. Basic Employment Reference

     v. Education Verification

    vi. National Sex Offender Registry Check

   vii. FACIS

  viii. TRUSST-SSN Trace

x. Provide AIDET training for the employee.

y. The New Employee Onboarding Checklist is a tool that may be used by the supervisor/manager/director as a reminder of tasks to be completed.

z. An employee quick start guide is available on the Quest intranet under HRSC / My Onboarding and may provide useful information for the new hire. http://questnet1.qdx.com/Business_Groups/hr/tac/employees/employee_quickstart_guide_-_REVISED_10.2.15.doc

C. Tasks to be performed during the employee's first year of employment.

a. During the first few weeks/months of employment, meet with the employee frequently to answer questions and provide feedback. Ensure the employee is on track with training goals. Review training documents for progress and proper completion.

b. ~~Written evaluations are completed after 6 months and will be coordinated via the Employee Services department~~.

c. Competency will be assessed at 6 and 12 months from the start of training on module(s) completed to that point and annually thereafter. The training database is utilized as a reference for calculating when the 6 and 12-month competency is due. Quality Assurance staff members monitor the database and notify the supervisor/manager/director when competencies are due.

SOP ID: SGAH.L53
SOP version # 3

CONFIDENTIAL: Authorized for internal use only.
Page 9 of 15

6.   RELATED DOCUMENTS

1. Policy: QDMED717 "Policy for the Documentation of Testing Personnel Qualifications in PeopleSoft^{TM}"
2. Specimen Processing Procedure: FES Password
3. Form: Employee Information Form (AG.F238)
4. Form: ID Badge, Building Access, and Kronos Registration
5. Form: Request for Replacement Proxy Card
6. Form: New Employee Overview Training (AG.F275)
7. Form: Safety Review List (AG.F276)
8. Form: Authorization to Perform High Complexity Testing (QDNQA337)
9. Form: Authorization for Non-Testing Personnel (QDNQA340)

7.   REFERENCES
None

8.   REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes GEC.L32,SGAH.L35,WAH.L34 v002		
000	9.24.2014	Section 5: Updated process for notifying the employee of the training schedule. Deleted process for in-person NEOP and replaced with online instructions. Added instructions for I-9 verification, ID badge request, and prox card request. Updated NEOP compliance requirements. Section 6: add forms Section 9: form moved to section 6 Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	S Codina	L Loffredo, R SanLuis
1	2.12.2016	Section 5: remove ES and NEOP compliance, add processes for testing via COE and requesting attestations via HRSC, update badge process Section 9: add appendices	S Codina	L Loffredo, R SanLuis
2	1.20.2017	Update owner Header: add other sites Section 5: update badge request process, replace IntelliQuest with EMPower, add authorization form, AIDET training, &12 month competency, remove 6 month eval Section 6: add NQA forms Section 9: remove App C (color blind key)	L Barrett	R SanLuis

9.   ADDENDA AND APPENDICES
Appendix A: New Employee Onboarding Checklist
Appendix B: Adventist HealthCare Learning Suite Registration
Appendix C: Color Blindness Testing Key

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version #   3

CONFIDENTIAL: Authorized for internal use only.
Page 10 of 15

Appendix A

New Employee Onboarding Checklist

***Optional: This checklist may be used by the supervisor as a guide for the onboarding process. This checklist should be discarded and does not become part of the employee file.

Tasks to be completed after hire, but before the employees start date.

Initial When Completed	Task to be Completed
	Add employee to shift planner. Enter training schedule. Notify employee via e-mail.
	Notify QA department of employees name, start date, work location, facility, and training location.
	Complete the "Computer Password Request Form" (AG.F167) and forward to the LIS department to obtain Sunquest access.
	Notify the administrative assistant of employee name and start date.
	Request a locker assignment for the employee.
	When an employee ID is created, e-mail "EHS COE" that titers must be ordered for the employee. Order vaccinations as needed.
	Forward the employee ID to the QA department.
	Phlebotomy only, schedule FIT testing for employee.

Tasks to be completed on the employee's first few days of work

Initial When Completed	Task to be Completed
	Request a Quest ID badge, prox card, and access to the lab coat machine(s) for employee.
	Complete the I-9 verification.
	Request a hospital ID badge for the employee.
	Show the employee the Kronos clock and demonstrate use.
	Show the employee the lab coat machine and demonstrate use.
	Provide the employee a brief tour of the laboratory.
	Reset the employee password in Employee Self Service using the e-mail received prior to start.
	Provide the employee a copy of his/her remote access (RAC) card and explain use.

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version # 3

CONFIDENTIAL: Authorized for internal use only.
Page 11 of 15

Initial When Completed	Task to be Completed
	Technical staff only: Enter credentialing information into Employee Self Service.
	Demonstrate the use of EMPower for the employee. Have the employee complete the New Employee Orientation modules. Instruct employee to print the certificate stating that they "Completed the course Colorblind Test." ~~Provide the employee a copy of the color blind form on which to record responses. The supervisor will grade the color blind test and file results in the employee file.~~
	Complete the New Employee Overview and safety training documentation (including fire drill) with the employee. Give the completed documents to QA for the employee training file.
	~~SGMC employees only~~: Complete the hospital orientation in MTS.
	Instruct the employee to register for Learning Suite and complete assigned training.
	Complete the Adventist online Access Control Form to obtain Citrix, Outlook and Cerner access as indicated for the job duties. This step should not be done until the employee has completed the required Learning Suite modules.
	Provide the employee his/her Sunquest login and password. Have the employee sign the "LIS Security Agreement." The signed agreement gets filed in the employee file.
	Have the employee complete the employee information sheet. Give the completed information sheet to the administrative assistant.
	For blood bank employees only: Have the employee obtain fingerprints using a third party vendor.
	Provide training documents to the employee and begin training.
	Submit at ticket with the HRSC to obtain an attestation statement stating the pre-employment screenings have been completed. Forward a copy of the attestation to the hospital's HR department.
	~~WAH only: Instruct staff member to complete the online orientation module after the link is sent.~~
	Blood bank only: Submit a ticket with the HRSC to obtain an attestation statement stating a complete employee background check has been completed.

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version # 3

CONFIDENTIAL: Authorized for internal use only.
Page 12 of 15

Appendix B
Adventist HealthCare Learning Suite Registration

Adventist HealthCare
Learning Technologies

Extended Enterprise: WAH or SGAH Quest   **Quick Reference Guide**
Any issues, please email: Learningsuite2@ahm.com

- Users create their own accounts.
- There is a specific web address for each self-registration group.
- Email is required and will serve as the user login for future login attempts
- All future login attempts can be made at: https://adventist.csod.com/
- Any required training will appear once an account is created

1	**Go to the self-registration website:** https://adventist.csod.com/selfreg/register.aspx?c=wah_quest **OR** https://adventist.csod.com/selfreg/register.aspx?c=sgah_quest	
2	**Enter required information.** *(anything with a red asterisk)*	→ * First Name: → * Last Name: → * Email Address:
3	**Look Up Position** Some fields require the user to interface by looking up information. These fields have a link which looks like an arrow pointing to a small box: * Position: The search pop-up window will open. Expand the section below by clicking on the sign to locate your specific Position:	

Technical help: Learningsuite2@ahm.com

Form revised 3/31/00

SOP ID: SGAH.L53
SOP version # 3

CONFIDENTIAL: Authorized for internal use only.
Page 13 of 15

Adventist HealthCare
Learning Technologies

	Click on a selection to choose it.
4	**Pre-selected choices: Manager** Your Manager has been pre-selected for you.
5	**Strong Password:** Password must contain: 6 – 20 characters - Combination of letters and numbers - At least one special character – for example: @ # $! % - Cannot be same as email, username or user ID - Cannot have more than 3 of the same characters in a row - Must have both upper and lower case letters - Cannot have leading or trailing spaces
6	**LOGIN (Create Account)** Clicking on LOGIN creates the user account. User will only be stopped if any required information is incorrect or missing. Cancel Login ⬅
7	**Required Training:** When you log into, you will see your required training in Your Assigned Training. Click the Add button to access the training. Adventist HealthCare's Learning Suite 2.0 Welcome, User Name Your Assigned Training Due Date Action AHC's 2013 Core Compliance training for non-clinical Personnel None ➡ Add

Technical help: Learningsuite2@ahm.com

Adventist
HealthCare
Learning Technologies
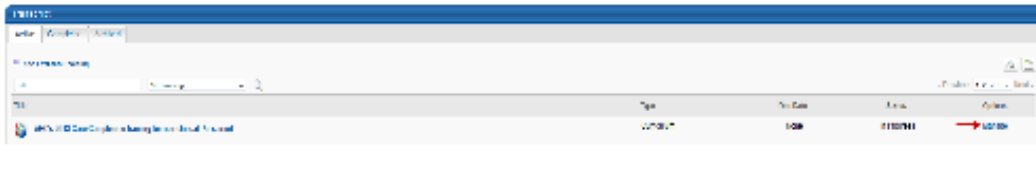
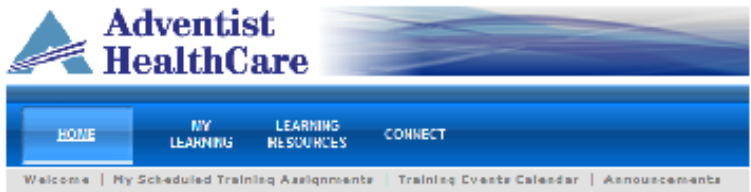|	
8	**Manage to Add Training** Click the Manage button to open the required training.
9	**Launch the Training** Click the Launch button to open the first Online Course in your required training.
10	**Returning to website:** - To go back to the site, go to https://adventist.csod.com - Use your email to login - Once in, you should see the Adventist Healthcare Logo Adventist HealthCare's Learning Suite 2.0 Welcome, Test User
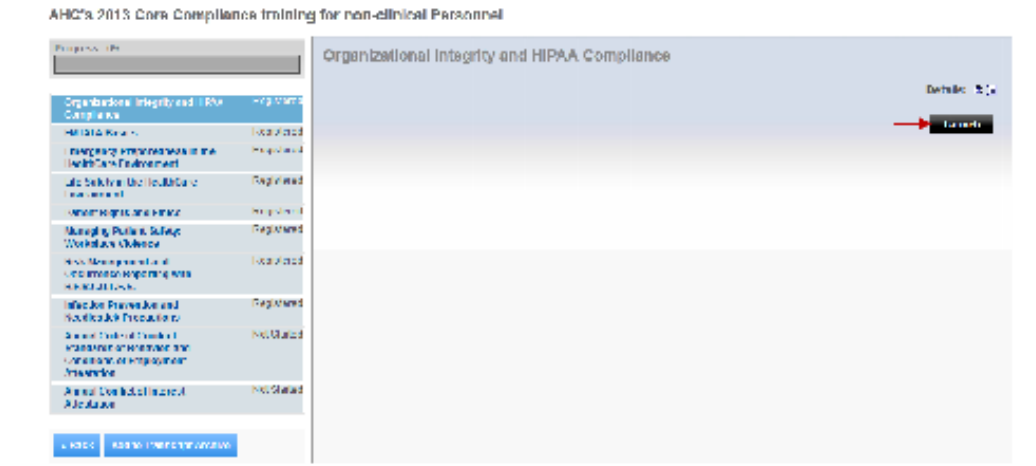
Technical help: Learningsuite2@ahm.com