Policy Title: New Hire Orientation  
Section: Staff SOG’s  
Adoption Date: 11/2/2009  
Date of Most Recent Update: 06/2016  
CAAS Criteria Reference: 106.06.01

Purpose:
This policy provides guidelines for the orientation of new ECPs

Policy:

1. Orientation Process

New ECPs (Orientee) will be assigned to the Deputy Chief of QA/Training once they are officially hired by the City of West Des Moines. Once assigned to the DC, the Orientee will be issued an orientation manual, complete a classroom orientation process (Academy), and a Third Rider Orientation as outlined below.

Academy – New Hire Orientation Overview

- The Orientee will attend the mandatory City of West Des Moines New Hire Orientation on the date and time specified by the Human Resources Department, which is usually held on a Monday morning from 0800-1200. Following this City Orientation the Orientee will attend a department specific New Hire Orientation Overview.

- At the New Hire Orientation Overview the Orientee will be introduced to and welcomed at a minimum by the Chief of Emergency Medical and Communications Services, Assistant Chief of Operations, Assistant Chief of Logistics, Deputy Chief of Quality Management and Education, and EMS Lieutenants.
• The Orientee will be informed of the orientation process, expectations and objectives and be given the Orientation Manual by the Deputy Chief of Quality Management and Education (Deputy Chief).

• The Deputy Chief will perform a Service Overview Presentation, complete Blood Borne Pathogens training; Respirator Fit Testing, TB Skin Test, HIPAA compliance training, provide guidance for mandatory form completion, and obtain copies of certification cards.

During the period following the New Hire Orientation Overview the Orientee will receive direction and education on the Objectives listed below. These objectives are intended to provide the new employee with the knowledge needed to function at an introductory level within the department.

The objectives have not been placed into rigid format to allow for flexibility in the staff that provides this orientation.

To have successfully completed the Academy the Orientee will be able to:

• Identify and locate departmental forms including but not limited to:
  • Billing Authorization Form
  • Physician Certification Form
  • Advanced Beneficiary Notice
  • Patient Refusal Form
  • Vehicle Accident Form
  • Workplace Injury Form
  • Child and Dependent Adult Abuse Report
  • Prehospital Death Report

• Locate and input Payroll information in to the Payroll Management System

• Describe basic concepts of billing operations

• Locate and have a basic familiarization with Departmental Standard Operating Procedures

• Locate and have a basic familiarization with Departmental Patient Care Protocols

• Understand the City of West Des Moines’s Performance Management System

• Demonstrate a basic familiarization with Departmental Technology Operations including but not limited to
  • Acceptable Use Policy
  • Network Usage
  • Electronic Mail
  • City of West Des Moines Intranet
  • EMS Manager
  • NinthBrain
• Help Desk
• Zoll RescueNet Tablet and Code Review
• Station Telephone Operations
• Ambulance Mobile Telephone Operations
• Uniform Purchases
• Demonstrate the ability to utilize the Records Management System
• Demonstrate the ability to utilize the Mobile Data Computers
• Demonstrate the ability to utilize the Radio Communications System
• Demonstrate the ability to utilize the City Network
• Demonstrate the ability to utilize Operative IQ
• Demonstrate the ability to utilize the Zoll Monitor
• Demonstrate the ability to utilize the Pharmacy Machine
• Demonstrate successful completion of an Emergency Vehicle Operations Class
• Demonstrate successful completion of Start Triage Class
• Demonstrate receipt of Departmental provided uniform and appropriate ID cards
• Understand the process for obtaining clearance from Iowa Health Systems and the Iowa EMS Alliance Hospital Orientation
• Demonstrate the ability to locate an address and route an ambulance using a current city map and basic map reading skills
• Identify North, South, East and West from your current location
• Identify the location of basic equipment located on the ambulance

Third Rider Orientation

Utilizing the Department Calendar, EMS Manager and the directions outlined specifically in their Orientation Manual compiled at the New Hire Orientation Overview the Orientee will schedule and complete Third Rider Orientation.

During the time spent as a Third Rider the Orientee is intended to become more familiar with the Standard Operating Procedures of the department. In addition, the Orientee should use this time to become familiar with departmental patient care protocols and policies.

During the period spent as a Third Rider the Orientee will receive direction and education on the Objectives listed below. These objectives are intended to provide the new employee with the knowledge needed to function at an introductory level within the department.

The objectives have not been placed into rigid format to allow for flexibility in the staff that provides this orientation.

To have successfully completed the Third Rider Orientation the Orientee will be able to:
• Demonstrate effective and correct utilization of the following Department forms
• Billing Authorization Form
• Physician Certification Form
• Patient Refusal Form
• Prehospital Death Report
• Show mastery of the following Departmental Standard Operating Procedures
  • Dispatch Procedures
  • Driving Standards
  • Employee Duty and Rest Cycles
  • Exhaust Extrication System
  • Knox Box Procedures
  • Paramedic Credentialing (as appropriate to level)
  • Patient Care Documentation Guidelines
  • Pharmacy
  • Scheduling, Vacation Requests and Shift Trades
  • Uniforms and Appearance
  • Use of Cell Phones, MDC’s and Imaging Devices
  • Use of Protective Equipment
  • Use of Ambulance Purchasing Cards
  • Use of Computer and Information Systems and Equipment
  • Vehicle Checks and Restocking
  • Vehicle Cleaning
• Demonstrate mastery of the Initial Protocol for All Patients
• Demonstrate mastery of the utilization of the City of West Des Moines Fuel Systems
• Demonstrate Effective Patient Care based on certification level and current protocols
• Demonstrate mastery of Departmental Technology Operations including
  • Network Usage
  • Electronic Mail
  • Zoll RescueNet Tablet and Code Review
  • Station Telephone Operations
  • Ambulance Mobile Telephone Operations
• Demonstrate satisfactory ability to complete a ePCR utilizing the Records Management System
• Demonstrate the ability to utilize the Mobile Data Computers to perform
  • Communication with dispatch regarding ambulance status
    • Enroute
    • On Scene
    • Depart Scene
    • Arrive at Hospital
• Demonstrate mastery of Radio Communications System
• Demonstrate the ability to utilize the Operative IQ
• Demonstrate the ability to utilize the Zoll Monitor
  • With ability to transmit 12 Lead ECG
  • Ability to Upload Zoll Monitor to ePCR software
• Demonstrate the ability to utilize the Pharmacy Machine
• Demonstrate the initiation for clearance from Iowa Health Systems and the Iowa EMS Alliance Hospital Orientation
• Demonstrate the ability to locate an address and route an ambulance using a current city map and LG Mobile
• Identify North, South, East and West from your current location
• Demonstrate mastery of location of basic equipment on the ambulance
• Demonstrate the ability to safely maneuver an ambulance during emergency and non-emergency driving

2. Length of Orientation

The length of orientation will vary by position and previous experience in EMS (i.e. Paramedic, EMT) and will be conditional to the length of time the Orientee needs to become familiar with departmental policy, operations, and protocols and meet all required orientation objectives.

The absolute minimum amount of time an Orientee will spend functioning as a Third Rider following his/her successful completion of Academy shall be 80 hours: two shifts lasting a minimum of 8 hours (each) at Stations 21, 17, 19, 12, and 23.

The maximum time allowed to complete the orientation process and required elements shall not exceed three months from the last day of Academy. Extension to this time frame may be made with approval of the Senior Command Staff.

3. Ongoing Evaluation

It shall be the responsibility of the Lead Paramedic to provide direct feedback during the orientation process.

Following each call that the Orientee participates in during the Third Rider Orientation period, the Lead Paramedic will complete an Orientation Progress Report and discuss areas where the Orientee excels or needs improvement.

4. Final Testing

When the Orientee has completed the required elements of the orientation process, met or exceeded the minimum numbers for ride time / call participation, and achieved a level of proficiency that satisfies the new employee, their field preceptors, and Administrative Staff, the new employee will be allowed to complete the orientation tests; written, navigation, driving proficiency, and practical.

• Written tests will be maintained and administered by the Deputy Chief.
  • The written test will need to be completed with a score of 80% or higher. The practical examination will be graded on a pass/fail basis.
Should the Orientee fail any component of the testing, he/she will not be allowed to see the test, but will be remediated by the Deputy Chief in the areas of concern and then allowed to retest at a later date, not exceeding 30 days past the failed exam.

If the Orientee fails for a second time, the assigned FTM and Deputy Chief will develop a remedial orientation process. Following the completion of the remedial orientation process, the Orientee will be allowed to retest for a third time.

If the Orientee fails the written and or practical testing for a third time, they may be dismissed at the Chief, Assistant Chief or Medical Director's discretion.

5. Probationary Status

Successful completion of the testing results in the employee achieving the status of Probationary Employee. The probationary employee will be placed on the schedule and function in the capacity of a second crew member.

The probationary employee will function in a probationary status for six months from the date of his/her successful completion of the New Hire Orientation.

At the end of the six month probationary period, the new employee, FTM, Deputy Chief, and the Assistant Chief will meet to decide on an official status for the new employee. If necessary, the probationary period may be extended.