



CANADA

Orientation to Home Health Care: Innovative Strategies for Engaging New Staff

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Are you up for a challenge?

- Different funders
- Provincial Standards
- Numerous new hires
- Different levels of experience



Discovery

Discovery

- Orientation was hit and miss
- Pressure to get service providers “out in the field”
- Responsibility of Client Care & Service Manager’s role
- High staff turn over
- Poor job satisfaction



Assets

- Existence of a National Practice Orientation & People & Organization Orientation
- Regional Educator Role
- On-line learning tool
- Web based meeting capability
- Recognition of the need for improvement





The Orientation Program

What did we do...

- Made site visits – looked at what was currently being done
- Identified gaps
- Standardized and customized
- 3 tier approach – National, Regional, Site
- Met with managers to get feedback



What it looks like now

Ideally it takes 6 week to provide an optimal orientation to home health...

- 6 hours introduction to Organization
- 5 hours National Practice Orientation
- 2-4 hour Regional Orientation
- 4 hour site specific orientation



How we deliver it...

There is only 2 of us and 52 sites...

- Monthly invitation on Education Calendar and by request
- Face to Face or via WebEx
- Combination of in-class, web based and preceptor
- Independent module review



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A close-up, low-angle shot of a young girl smiling and looking down, with a warm yellow-green color cast over the entire image. The girl's face is the central focus, showing her eyes looking down and her mouth open in a gentle smile. She is wearing a light-colored top with a floral pattern. The word "Evaluation" is overlaid in large white text across the lower half of the image.

Evaluation

What we have learned

Facilitated sessions provide the opportunity to:

- Share stories and knowledge of providers
- Providers have enjoyed experiential learning – in class one day – out in field the next – on line
- One less thing for the Managers to do
- P&O data indicated that since we have started this program retention has improved for the sites that are accessing it

