Navigations: The Road to a Better Orientation

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Disclosure
I have nothing to disclose.

Lehigh Valley Health Network
Who We Are
- Largest academic community hospital in PA
- Largest Level 1 Trauma Center in region
- Certified Comprehensive Stroke Center
- Employees – 11,967
- Medical Staff – 1,193
- Nurses – 2,334
- Magnet Hospital
- 173,678 ED visits
- 54,056 admissions
- 981 acute care beds
- 3 hospital campuses
- Revenues over $2 Billion
Objectives:

1. Describe the process for utilizing a theme throughout an orientation program to enhance knowledge retention.

2. Identify four teaching methodologies used to increase engagement and interactivity.

3. List three benefits of collaborating with various departments to develop an interdisciplinary orientation.

History of the Orientation Redesign:
Project Overview

- Project manager
- Baseline data
- Content covered
- Team members involved
- Piloting

Project Management
Team Members involved

Goals of the Redesign

Developing a Theme for Orientation

- Lack of research on the topic
- Human Resources orientation ("Connections") verses “clinical orientation”
- Subject Matter Experts (SME) involvement
Benefits of Using a Theme

1. Increase knowledge retention
2. Helps with creativity to make it more engaging
3. Creates a unique, memorable learning experience (branded)

Commercials

Video
Handouts

- Agenda
- Travel guides
- Review of previous day
- Scavenger hunt

Travel Guide

- picture
Unique Power Point Templates

• pictures

Evaluation Results

Knowledge retention related questions:

• How satisfied were you with the amount of information that you received in orientation?

• How well did the information that you received in orientation prepare you for your new job.
Teaching Methodologies Used
Goal – increase engagement and interactivity

- Games
- Computer use
- Audience Response System (ARS)
- Video clips – various roles
- Interactive exercises

Bingo with a “twist”

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Laptop Use In The Classroom

• picture

Games

Video clip

Developing an Interdisciplinary Orientation

• Library services
• Patient care services
• Marketing
• Healthy you programs
• E-learning
• Unit educators
Collaboration with Marketing

- Branding
- Designing power point templates
- Developing materials

Benefits of Collaboration

- Engagement of all participants
- Able to add the "WOW" factor - marketing
- Starts before new employee is hired – HR

Expanding Orientation Beyond Nursing

- Security officers
- All radiology staff
- Home health department
- Case management
- Pharmacy
- Rehab services
References

Objectives:

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3. List three benefits of collaborating with various departments to develop an interdisciplinary orientation.

Questions?

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