

Medical staff Onboarding

Program Overview



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Introduction

A new medical staff is set to join your team shortly!

Thank you for offering your time to help new providers to Island Health feel welcome. You are playing an integral role in your new colleague's introduction to your community, facility, and Island Health. Onboarding plays a crucial role in engagement, development and retention, and providing a meaningful connection and supportive integration will help them become a contributing member of your care team more quickly. You will help them understand how their daily work contributes to the larger organizational vision of *excellent health and care for everyone, everywhere, every time*.

You have been selected as a Medical Staff Onboarding Guide to share your experience and knowledge of your site, by highlighting your favourite aspects of working here and providing expert help in navigating the idiosyncrasies of daily work life. You will be collaborating with your new colleague to remove the common barriers that they may face in their first few weeks. You will be offering guidance regarding the culture and workflow, as you know it, and ensuring the new medical staff feels welcome and informed.

This guide is comprised of practical advice and tools that you can use right away to support the development of our Medical staff Onboarding. It is important to remember the principles of this guide also apply to locum providers and learners. Although they may be with us for a limited time, a fulsome onboarding program will help foster a positive impression and support recruitment.

In addition to this guide, we have developed an [Information and Education Hub](#) as part of the medical staff website. The website contains important information that new medical staff will need to get started. This includes setting up their Windows accounts, site-specific nuances, and accessing future planning resources for career mapping. The website also includes resources for you, such as templates for key contacts and first day information.



Medical Staff Onboarding Guide Program Overview

We have created this pilot project as phase one of a comprehensive onboarding program for Island Health, starting with your site. The program aims to contribute to new medical staff success by providing support, resources and guidance through their first few months while helping them build relationships. The program will also reinforce the provider's decision to join your site and Island Health, increasing job satisfaction and sense of community and ultimately improving our ability to retain excellent care providers.

This program offers a consistent, positive and rewarding experience for new team members, by welcoming them to Island Health and setting them up to succeed quickly. As your new colleague's Medical Staff Onboarding Guide, you offer the first point of connection for them integrating into their new team, site, and organization.

We set new colleagues up for success by developing personalized onboarding plans with these four elements in mind:

1. **The role** – What have they been hired to do and what are the expectations?
2. **What they need to know to do the role** – In addition to training and safety, what policies, procedures, and other information does the new Medical staff need to succeed?
3. **How things work around here** –What is the culture like? What are the boundaries? What are the values and beliefs and how do they manifest themselves? In other words, what is important in how they do their work?
4. **Who they need to know** – Who is on their team? Who has information and expertise that is helpful? Who are the stakeholders, patients and clients?

To Do:

- Look for these boxes on the following pages. They contain specific action items to support you and your new colleague through the onboarding process.



Pre-Onboarding

Medical and Academic Affairs has launched this onboarding program with the goal of improving the medical staff experience, starting with their first contact with Island Health. Our hope is that by enhancing the onboarding process, providers will feel more connected to their teams and Island Health, thereby improving satisfaction and retention. When the site takes an active role in helping a new provider and their family feel welcome to the community, it makes a significant impact in the provider's long-term satisfaction with the site and practice. In turn, provider retention cultivates greater continuity of care for the community.

While many activities supporting onboarding occur during the first few weeks on site, it is important to note that onboarding begins even before your new colleague arrives. Below is a list of processes and connections that should have occurred by the time you are ready to connect with your new colleague:

- Position approval and advertisement
- Recruitment
- Credentialing and privileging
- Contract confirmation
- Island Health accounts set-up

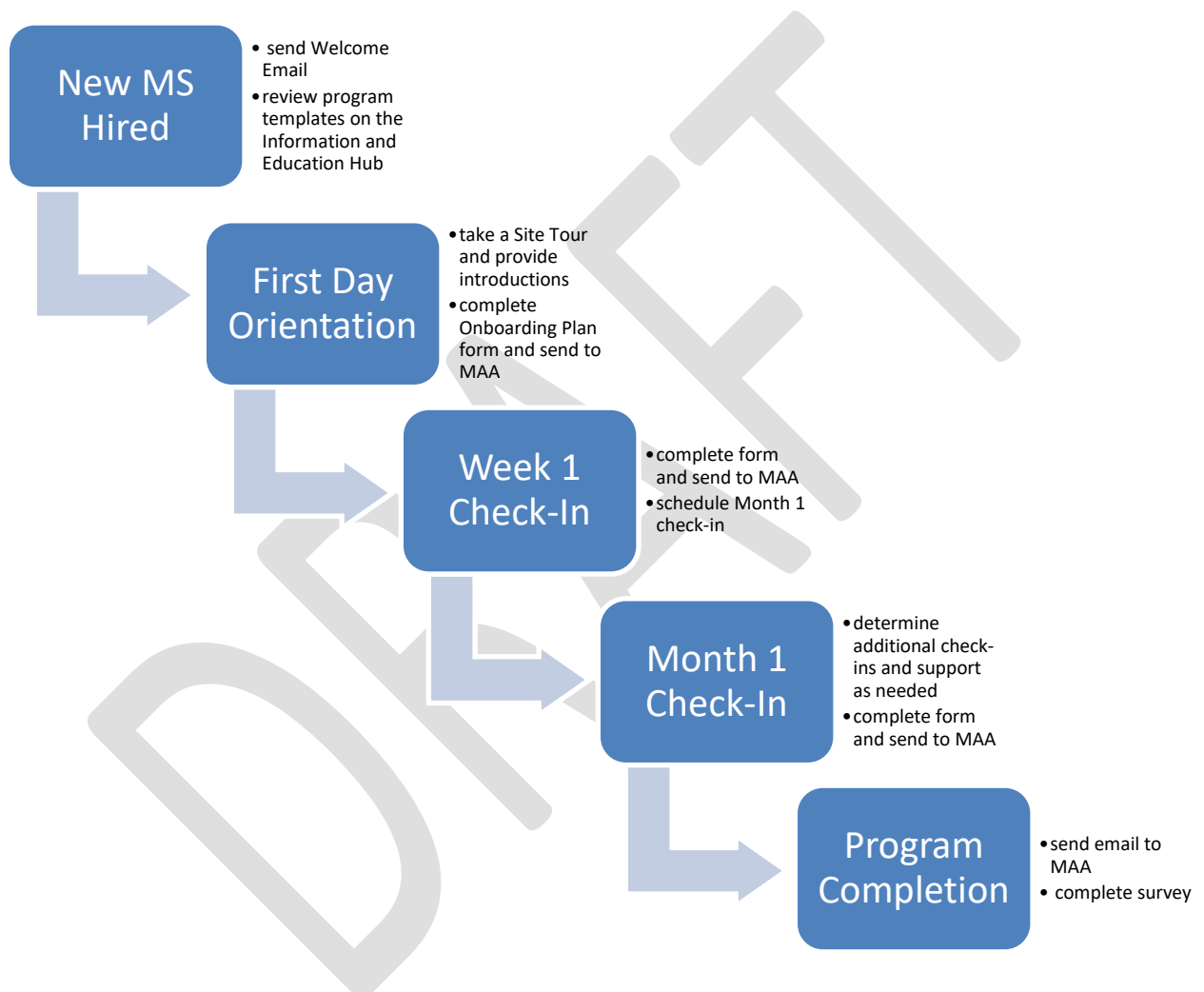
To Do:

- Review the above steps with your mentee during your first meeting
- Contact the appropriate team if any steps have been missed; contact information can be found on the [Medical Staff Information and Education Hub](#)



Onboarding Program Timeline

Here is an overview of the suggested steps for Medical Staff Onboarding Guides and new medical staff. The following pages provide instructions and templates to support each phase of the program.



Medical Staff Information and Education Hub

The [Medical Staff Information and Education Hub](#) contains information and contacts to help new medical staff onboard to Island Health.

The page has been set up with three main sections to guide them through their first few months and beyond:

1. **Getting ready** – this section contains information about accounts set up, communications, and required reading such as the medical staff Rules and Bylaws
2. **Getting started** – This section makes up the bulk of a new member’s needed resources and includes information about the organization, specific sites, and medical departments. It also provides important education sources and tools for providing safe patient care.
3. **Getting established** – This section highlights opportunities for research, education, and leadership that a provider can look forward to once they feel established in their new role. The section includes links connecting to provider quality improvement and enhanced medical staff support.

Onboarding Program Resources

The Medical Staff Onboarding Guide resources tab is an important section for you as Medical Staff Onboarding Guide. This page contains guidelines and templates to support your conversations with new medical staff.

Other helpful content on this site:

- Health, wellness, and urgent support services
- Important information about taking a leave of absence, getting a locum (or providing locum services yourself)
- Information about education and research funding for Rural providers

To Do:

- Familiarize yourself with the [Information and Education Hub](#); it has information for both you and your mentee
- Download and complete the [Key contacts sheet](#) with the help of your site administrative staff
- Send a welcome email to your new colleague introducing yourself
 - Include the Key contacts sheet
 - confirm a time for your first get together



First Day Orientation

As a Medical Staff Onboarding Guide you will help reduce uncertainty and confusion during the first few days of work, by providing a site tour and facilitating introductions to key members of the site team. Each Island Health site has its own ecosystem and culture, and your first task is to help them become familiar with their new site. Work with your site administration to confirm your new colleague's first day and start time; please ensure you can meet them or arrange for someone who can.

This is a great time to discuss and agree how often you'd like to connect and the best way to do so. There are three essential check-ins outlined on the next page and beyond that communication is at your discretion but may be very helpful for some new colleagues.

To Do:

- Complete the [First Day Onboarding Plan](#) document together and submit to medstaffdevelopment@islandhealth.ca
- Take a walking site tour together
- Introduce them to key site team members they may interact with on a regular basis
- Ensure they are connected with a member of their department such as the site Medical Lead for clinical and department specific information

Check-Ins – Week 1 and Month 1

Having a dedicated time to check-in supports your continued connection and provides an ideal venue to address challenges and opportunities for the new medical staff. We recommend an hour or so at the one-week and the one-month mark, at which time you can decide together if more support would be beneficial.

We have created check-in forms on the Education and Information Hub, which include questions to guide your discussion. Please access them through the hyperlinks below; you are welcome to complete the pdf and send them to us via email or print and scan or fax.

To Do:

- Complete the [Check-in – 1 Week](#) and [Check-in – 1 Month](#) forms and submit to medstaffdevelopment@islandhealth.ca



Onboarding program completion

During your one-month check-in, you can together determine how much additional support your new colleague needs and at what point you consider the onboarding program complete. Does the new medical staff feel adequately informed and confident moving forward in their work?

Based on this conversation there are several options for next steps in onboarding and continuing support for your new colleague. These may include:

1. Connecting with the [Medical Staff Development team](#) to provide additional resources for the new medical staff member such as Rural Coaching & Mentorship program
2. Continuing with Onboarding Guide check-ins together at agreed upon intervals
3. Contacting the [Medical Director Sponsor](#) to discuss progress and/or request additional support
4. Confirming completion of onboarding by sending an email to [Medical Staff Development team](#)

When you have completed the onboarding program, the Medical staff Communications and Development team will send an email to each of you containing a survey link. This survey will provide us with important information for future improvements and sustainability and spread of the onboarding program to other Island Health sites.

Thank you for taking part in the onboarding pilot program, we appreciate your time providing your feedback is highly appreciated.

To Do:

- Confirm completion of onboarding program by email to medstaffdevelopment@islandhealth.ca
- Complete the survey by following the link emailed to you from medstaffcommunications@islandhealth.ca

