INDUCTION PROGRAMME AND CHECKLIST FOR <<insert name>> MEDICAL CENTRE

PURPOSE OF INDUCTION

The purpose of <<insert name>> Medical Centre induction programme is not only to ensure that we are prepared for the arrival of the new employee but that they are:

* Made to feel properly welcomed by <<insert name>> Medical Centre
* Provided with a structured and informative induction
* Transitioned smoothly and effectively into our organisation and into their new role.

We want to reinforce to the new employee that they have made the right decision to become part of our team.

Please ensure that you carry out all the action points allocated to you below and check them off once you have completed them. Managers are responsible for ensuring that all the actions points in this induction programme are carried out.

There are action points that need to be completed at the following times:

* Pre-arrival
* Arrival
* First day
* First week
* End of first week
* End of first month
* End of second month
* End of 90 days

Induction information can be found <<location>>

EMPLOYEE DETAILS

|  |  |
| --- | --- |
| Employee Name |  |
| Reports To |  |
| Position Title |  |
| Start Date |  |
| Location |  |

1. PRE- ARRIVAL**:** These should be completed **prior to** the employee starting.

|  |  |
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| **Accountabilities** | **Action Checklist** |
| Practice Manager | [ ]  Call the new employee and confirm we have received their signed employment agreement. Tell them that you look forward to them starting. Organise a start time for them for the first day and ask them to ask for you at reception.[ ]  Complete safety checking (which includes police vetting) [ ]  Send communication to practice team advising start date of new team member and brief background.[ ]  Allocate an **Induction Buddy** for the new employee - to help integrate the new team member m into <<insert name>> Medical Centre and answer any day to day operational questions and show them where to find things.[ ]  Has the desk been set up for the new employee? Does a desk need to be ordered for them? Is the desk and work area all neat and tidy – First impressions count![ ]  Check, does their workstation have stationery supplies? If so, order the necessary items. [ ]  Advise IT what email groups the new employee needs to be added to. |
| IT | [ ]  Computer, printer and phone set up.[ ]  Add team member onto appropriate email groups  |
| Practice Manager | [ ]  Organise office key / access codes / computer password[ ]  Order basic stationery for new team member as requested. |
| Induction Buddy | [ ]  Set up meeting times between the new employee and the following people and/or any other key person in their first week of work.* + Appropriate Manager
	+ Practice Manager
	+ Health & Safety Lead or Rep
	+ Infection Control Lead
	+ Equity Champion
 |
| Health & Safety Lead or Rep | [ ]  Discuss emergency planning, including the pandemic plan and evacuation plan[ ]  Discuss health & safety policy |

2. ARRIVAL **–** Activities you need to complete once the employee starts.

FIRST DAY

|  |  |
| --- | --- |
| **Accountabilities** | **Action Checklist** |
| Manager / Induction Buddy | [ ]  Introduce team member to other team around the office.[ ]  Introduce new team member to their induction buddy.[ ]  Suggestion – organise a team morning tea – each person in your team can bring something in.[ ]  Provide copy of Orientation manual. Go through the main sections with the new employee.[ ]  Provide information about <<insert name>> Medical Centre – it’s role and function.[ ]  Provide copy of Organisation Chart. Explain the structure and what the various groups do.[ ]  Floor Plan (where people sit)[ ]  Discuss your expectations of the role, what you want them to do in the first week.[ ]  Provide information about the group and who does what in the team.[ ]  Provide any relevant work resources needed to do the job, e.g. documents, handbooks, files in PMS[ ]  Specify hours of work/ lunch break etc.[ ]  Advise when team meetings are held.[ ]  Advise when <<insert name>> Medical Centre meeting is held.[ ]  Organise weekly/fortnightly one on one meetings with new employee.[ ]  Where applicable - organise business cards.[ ]  At the end of the first day, find out how the new team member has found the first day. Is there anything else they need from you? |
| Practice Manager | [ ]  Provide team member phone list[ ]  Provide office key / door code / computer password[ ]  Get employee to complete – “Next of Kin” form[ ]  Take employee on office tour:* + Toilet
	+ Kitchen (explain what is available for them to use)
	+ Kitchen etiquette
	+ Fire exits/ fire extinguishers/ assembly points
	+ Show them where they can have lunch

[ ]  Explain recycling procedure[ ]  Show where stationery is kept[ ]  How to order more stationery[ ]  Explain if they are the last one to leave the office at the end of the day, what are the procedures? |

FIRST WEEK

|  |  |
| --- | --- |
| **Accountabilities** | **Action Checklist** |
| Direct Manager / Induction buddy | [ ]  Maintain regular contact with the new employee during the first week.[ ]  Arrange PMS training if relevant[ ]  Formally welcome new team member at practice meeting[ ]  Explain Sick leave process and the importance of taking annual leave[ ]  Explain the clinical governance framework, which team members sit on the group and their roles.[ ]  Explain and discuss the practice’s Quality Plan [ ]  Ensure new clinical team members are familiar with all clinical processes, for example, repeat prescribing, medicines reconciliation.[ ]  Ensure all non-clinical team members are familiar with all administrative processes as per role.  |
|  IT | [ ]  Explain how to use the phone[ ]  How to leave voice message & retrieve voice message[ ]  Set up PMS training times with new team member[ ]  How to use photocopier, fax, scanner etc[ ]  Show the team member where to find templates for frequently used documents  |
| <<Name of Payroll System>> | [ ]  Explain payroll system – how to read payslip[ ]  Deal with queries re. annual leave/ sick leave balance, KiwiSaver, health insurance |
| HR | [ ]  Provide copy of HR Manual[ ]  Answer any employment related questions[ ]  Code of Ethics[ ]  Role of HR |
| Health & Safety Lead or Rep | [ ]  Organise workstation assessment[ ]  Discuss the Health and Safety policy and procedures, in context to the new team member’s role.[ ]  Go through emergency evacuation procedure[ ]  Advise who are the fire wardens[ ]  Explain the procedures for reporting accidents and incidents.[ ]  Highlight any hazards.[ ]  Identify any training required (as per role) |
| Infection prevention and control (IPC) Lead | [ ]  Explain own role including reporting to clinical governance group.[ ]  Explain Infection prevention and control policy and procedures, in context to the new team member’s role. [ ]  Explain new team member’s role in infection prevention and control and anti-microbial stewardship (if prescribing medicines) within the practice |
| Equity Champion  | [ ]  Discusses what the practice is doing to improve equitable health outcomes.[ ]  Identifies additional training and support required around equity and cultural safety and feeds back to the Practice Manager. [ ]  Description of any improvement initiatives underway and team roles and responsibilities.  |

END OF FIRST WEEK

|  |  |
| --- | --- |
| **Accountabilities** | **Action Checklist** |
| Direct Manager | [ ]  Find out how the team member is doing. Is there anything else they need from you?[ ]  Meet with new team member at the end of the first week and check that all induction actions from Day 1 to the end of the week have been carried out in this checklist. |

END OF FIRST MONTH

|  |  |
| --- | --- |
| **Accountabilities** | **Action Checklist** |
| Direct Manager | [ ]  Review progress with new employee and provide feedback.[ ]  Ascertain that there are no outstanding issues in regard to workplace practices, processes or training requirements.[ ]  Ask if they require additional assistance. |

END OF SECOND MONTH

|  |  |
| --- | --- |
| **Accountabilities** | **Action Checklist** |
| Direct Manager | [ ]  Provide feedback to the new employee on their progress.[ ]  Discuss performance review process[ ]  Set performance objectives. |

END OF 90 DAYS

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| --- | --- |
| **Accountabilities** | **Action Checklist** |
| Direct line Manager | [ ]  Review performance and discuss 90 day trial period decision (if applicable).[ ]  Set performance objectives and next review date. |

Practice Manager confirmation:

I, confirm that the induction programme has been completed for <<name of new employee>>.

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Signature