

Orientation, Orientation, Orientation

Where does one begin when you have to orientate staff to a brand new facility at SHC? We had many challenges with our first several groups, in that we could only do a minimal orientation at first; this was not going to be the ideal orientation when you follow the orientation script and requirements before a staff member starts in the theatres.

The challenges we faced - no equipment or instrumentation sets

- Theatres not complete
- processes not complete which provided a well used phrase TBD (to be determined)
- OR manager not functional til September 2013 after OR's have opened ,until then down time procedure ,set up mass training sessions for OR Manager training before it goes live
- all staff are from different facilities and how do we make this SHC
- we are orientating 10-15 staff at once and 2- 3 different vocations at once (RN, Unit clerk, and HCA(health care aid)
- new to AHS HCA in the OR - what is the job description and how best to utilize them in the OR and make them part of the team
- SP (surgical processor) assigned to the OR again job description and how best to utilize them in the OR and make them part of the team
- delays in OR elective cases starting as well as minor surgery clinic (opened a month later)
- Emergency and ICU opens but need to orientate staff to do urgent cases that cannot be transferred safely without the surgery, even though we have no services open yet, how do we orientate with all that going on!!

Staff orientation was set up approximately every 2 weeks , the dates were set up according to initial dates of OR 's opening As equipment arrived staff helped to catalogue and tag all items and find homes for everything ,take pictures , all information stored on our shared drive ,this assisted staff in becoming familiar with what equipment we had and where it lived All staff were divided into groups that were responsible to help organize that particular area i.e. pharmacy, IPC ,storage cupboards , WHS, front desk ,resource binders As instruments arrived staff assisted MDR with putting pans together ,many little screws ,and then eventually assembling instrument sets this helped staff to get to know the sets .

Anything that arrived was like Christmas ,we were so excited at the new things that arrived and the pride that people felt in helping to set up the their work place As more equipment arrived and the theatres were completed we started to book our vendors and did mass inservices on these items . Staff were also involved in setting up processes and fine tuning them with walk throughs and e-simulations (ESIMs)i.e. how do we get patient from day surgery to the OR, or from emergency or ICU to the OR in conjunction with the other units . When we were on call for urgent cases, we did ESIMs with staff and surgeons to fine tune the process and to get staff comfortable with the theatre and instruments.

With the opening date of minor surgery ,February 2013 and our first elective cases arthroplasty April 22, 2013 we concentrated on inservicing for what was

important for these areas, so staff were comfortable with process and instruments before opening day, which again included many ESIM exercises.

The ESIMs were invaluable for orientating the staff it helped to fine tune process and practice being in the theatres and define the roles that we were not familiar with i.e. HCA and SP in the theatres, without the simulations it would have been harder to prepare the staff. They also helped in developing the team to work as a cohesive group before we had the OR's open.

Once our first service started and we received dates for the rest of the services to open, we continued the same process with great success. By September 2013 we had all of our services opened and had accomplished so much including an excited well working team and a lot of pride in our new work place.

Once we had theatres open our orientation became easier , we could orientate our staff completely from start to finish ,and the ability to fine tune the orientation for UC's ,HCA 's and RN's.

After 2 years from our first orientation we have had several groups go through, I have lost count, several revisions on processes and our orientation checklist. For the first 11 months we were orientating new staff almost every 2 weeks ,and since then on average we have orientation once a month for two to three staff . Now our orientation is like any other facility in the city to replace maternity leaves and staff that have moved on.

In total we have orientated over 70 RN's, 18 HCA's and 12 UC's, what an accomplishment. I think what has kept us going in this never ending duty is knowing where we started and where we are now with fully functioning staff and OR's and a whole lot of pride by all here at SHC.

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