

A New Employee Orientation Program:

**the Vital Water Supply to Create Unity and Improve
Quality in the Workforce of Local Public Health
Departments**



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Learning Objectives

- Describe the 4 parts of the New Employee Orientation (NEO) program and how it promotes effective engagement of the new workforce
- Explain 2 outcomes of NEO evaluation that demonstrate its effectiveness of quality improvement for the department



Needs Assessment

- Historically, New Employee Orientation was one day that covered:
 - Employee benefits
 - Time card coding
 - Retirement plans
 - Union membership
- Employees were left with a DISCONNECT to the Los Angeles County Department of Public Health's Mission and Vision



Needs Assessment

Curriculum Selection and Development based on:

- **Presumed needs:**
 - Core Functions
 - HIPAA

- **Demonstrated needs :**
 - Public Health Trends
 - Customer Service



Project History

- Department of Public Health has 4,000 employees
- Day 2 of New Employee Orientation began in December of 2005
- Quarterly trainings from January-December 2006
- Monthly trainings from January 2007 to present with an average of 300 staff each year trained



Stakeholders and Partners Involved

- Los Angeles County Department of Public Health, Organizational Development and Training: Project Manager and Coordinator
- Los Angeles County Department of Public Health, Human Resources
- Los Angeles County Department of Public Health, Program Human Resource Liaisons
- All new workforce members, Day 2 NEO is MANDATORY:
 - FTEs
 - Volunteers
 - Contract workers
 - Interns



Methods

- NEO classes held at central DPH location on the First Thursday of the month following the first Wednesday
- Course Enrollment and registration is done through Public Health Human Resources
- Post class certifications are marked in the Learning Management System
- Course length: 1 Full Day
 - Public Health Trends: 1.5 hours
 - Core Functions: 2 hours
 - HIPAA: 1.5 hours
 - Customer Service: 1.5 hours



Methods for Curriculum Development

- Public Health Trends
 - Epidemiological data from DPH Programs
 - DPH Program Activities
- Core Functions of Public Health
 - Based on *Public Health: What It Is and How It Works* by Bernard Turnock, MD
- HIPAA modules based on definitions and rules within the Act
 - Privacy
 - Security
- Customer Service
 - Based on Findings from the 2002 Customer service Assessment
 - Customized curriculum developed for us by consultant Susan Berk



Methods for Curriculum Development

Con't.

- Each module has adult learning principles
 - Interactive activities
 - Puzzles, matching games
 - Small group and dyad work



- Audience Response system is incorporated into the quiz for HIPAA to maximize engagement



Sample of Course Content

Public Health Trends

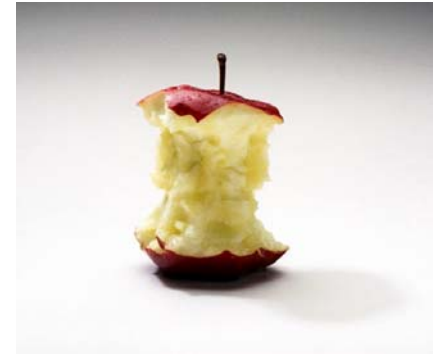
- Identify the number of Service Planning Areas in L.A. County
- Describe five disease trends in our county
- List a minimum of 3 activities that have been developed by Public Health Programs
- State our vision statement



Sample of Course Content

Core Functions

- Describe each of the Core Functions of:
 - Assessment
 - Policy Development
 - Assurance
- Explain each of the 10 Essential Services within the Core Functions
- List a minimum of 3 activities that have been developed by Public Health Programs and state which Core Function for which they fall



Sample of Course Content

HIPAA

- List all forms of Protected Health information (PHI)
- Explain the legal disclosures allowable for PHI in the Privacy Rule
- Describe the differences in Administrative, Physical, and Technical security safeguards for PHI in the Security Rule



Sample of Course Content

Customer Service

- Describe the Dimensions of Customer Service:
 - Technical
 - Interpersonal
 - Systems/Processes
- Explain “A.C.T.”: Appropriate Communication Techniques
- List the 3 Levels of Service and what is a “Plus” level service encounter

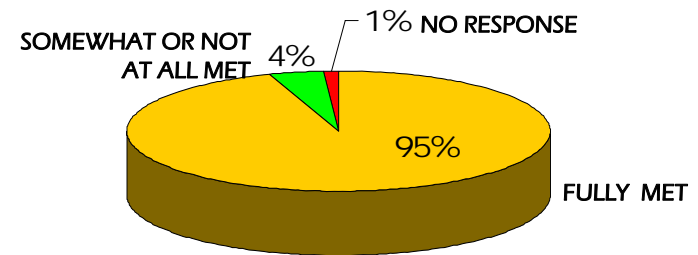


Evaluation Summary: 2008-2009

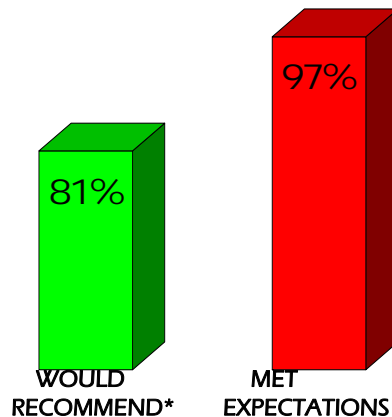
Fiscal Year

Course Information	
Target Audience	All NEW DPH Staff
Number of offerings	12
Number of participants	300
Attendance Percentage	71%

PERCENTAGE WHICH OBJECTIVES WERE MET

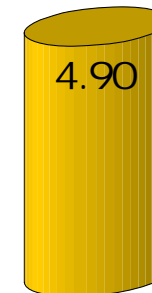


OVERALL SATISFACTION



* 18% no response

SPEAKER OVERALL EFFECTIVENESS (5.0 SCALE)



Qualitative Comments

- *The training was very motivating and dynamic.*
- *The interaction increased my retention.*
- *I learned: 1) the health of Los Angeles communities and the changes within recent years and 2) the Public Health Vision and Mission statement: both are important because they are very much related to my particular job.*
- *The Core Functions and infrastructure portion help me understand, appreciate, and feel connected to my new job.*



Summary and Lessons Learned

- Public Health Trends module has been very successful:
 - adapted to an Audience Response System learning game used throughout the department
 - a stand alone in depth training currently being offered to Programs in the Department
- Evaluation data strengthened using knowledge pre and post testing for fiscal year 09-10
- Qualitative portions course evaluations show high levels of connectedness and engagement to Public Health
- This 4 part NEO is a model for other local Departments of Public Health

