# HOSPICE CLINICAL ORIENTATION ROLES AND RESPONSIBILITIES

**Purpose of Hospice Clinical Orientation:**
To ensure that qualified team members are prepared to help patients remain at home and their own communities, surrounded by friends and family, while receiving the highest-quality, most compassionate home-based care possible.

<table>
<thead>
<tr>
<th>Executive Director</th>
<th>Quality Manager</th>
<th>Manager Clinical Practice</th>
<th>Preceptor</th>
<th>Office Manager</th>
<th>New Employee / Orientee</th>
<th>Director Clinical Operations</th>
<th>Regional VP-C</th>
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</thead>
<tbody>
<tr>
<td>Accountable for creating culture of integration, staff participation and Program adherence. Collaborates with QM/MCP for appropriate Track</td>
<td>Oversight of HCO process within the Program. Accountable to provide complete Orientation processes for all participating staff.</td>
<td>Collaborates with QM to schedule activities and ensure adherence to program guidelines.</td>
<td>Acts as a Role Model for new hire by providing excellent care and timely documentation.</td>
<td>Assists with new hire paperwork and logistics: office tour, supplies.</td>
<td>Reports any questions or concerns regarding patient care processes to MCP and the QM for education questions.</td>
<td>Participates in selection of Preceptors and qualifications of QM.</td>
<td>Oversight of the HCO process to drive adherence to the HCO program throughout the region.</td>
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<tr>
<td>Logistics: IT equipment available, up to date and designated space for learning environment</td>
<td>Role Model. Explains HCO process, provides 1:1 training elements and shares Resources.</td>
<td>Role Model/Coach. Performs documentation integrity review with new hire daily until needs expectations.</td>
<td>Assists with socialization into the Program. Completes all required courses including Precepting.</td>
<td>Facilitates timely system access, logins, and GU access.</td>
<td>Responsible to provide feedback on progress and readiness to move to next ‘week’.</td>
<td>Serves as &quot;Area Champion&quot; of process for area; sites with new hires on radar.</td>
<td>Monitors compliance of all roles and holds Program Leadership accountable.</td>
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<td>Qualified staff in place to execute HCO. Backup plan if key members unavailable</td>
<td>Completes transcript</td>
<td>Stands in for QM when needed for 1:1 training. Follow-up with any identified needs from the Skills Checklist.</td>
<td>Reports progress and concerns to QM / MCP on a daily basis.</td>
<td>Provides HR benefits information to new hire.</td>
<td>Asks for help from MCP when needed. Seeks clarification on processes that are unclear.</td>
<td>Resource for questions / concerns with HCO program in area.</td>
<td>Ensures process is in place and followed to ensure compliance.</td>
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<tr>
<td>Serves as &quot;Program Champion&quot; of process</td>
<td>Collaborates with MCP to schedule activities.</td>
<td>Assists with socialization into the Program.</td>
<td>Responsible for new hire to meet requirements of skills / competencies.</td>
<td>Assists with socialization into the Program.</td>
<td>Completes assignments timely.</td>
<td>Assists with socialization into the Program.</td>
<td>Escalates questions / concerns to Division team as needed for review.</td>
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<tr>
<td>Assists with socialization into the Program. Provides feedback to the Area/Regional Teams</td>
<td>Assists with socialization into the Program. Provides feedback to the Regional / Area Teams.</td>
<td>Ensures ongoing performance expectations are clearly communicated to new hire with follow-up: 30, 60, 90, 180 days</td>
<td>Participates in weekly progress meetings.</td>
<td>Receives and validates final checklist for the Employee File.</td>
<td>Continues to invest in self development and growth.</td>
<td>Provides feedback related to the quality of the orientation materials and processes.</td>
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</table>

*Regional Team: Oversight of the HCO process in the region; supports the programs throughout the process to ensure compliance*