# Home Health Core Orientation Checklist

**Employee Name:** __________________________  **Title:** __________________________  **Date of Hire:** __________________________

**Location:** __________________________  **Up-Line Manager:** __________________________

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Welcome Aboard!</td>
<td>Branch Discussion Points - Meet and Greet - Office Tour (including fire exits) - Emergency Preparedness</td>
<td><a href="#">Kindred Healthcare-Our Organization</a> <a href="#">‘Rippled Lives Kindred at Home’ video</a> <a href="#">KAH Mission Goals and Values</a> Office Mgr</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>Branch Discussion Points - Parking - Office Hours - Take Picture for ID Badge - Verify Computer Access</td>
<td><a href="#">Employee Orientation Checklist</a> Office Mgr</td>
</tr>
<tr>
<td>New Hire Welcome Virtual Course</td>
<td>New hires are auto-enrolled in this virtual course, but <strong>MUST</strong> register for a session to be marked as having attended.</td>
<td>Kindred at Home Learning</td>
</tr>
<tr>
<td>Benefits Overview</td>
<td>You will need your 8 digit personnel number referenced on the Employee Orientation Checklist and your birth date. <strong>Must enroll in benefits within 31</strong></td>
<td>Kindred HUB: Help Understanding Benefits (HUB), Enrollment, Questions, etc. 1.800.991.6171</td>
</tr>
<tr>
<td>Payroll Overview</td>
<td>Discussion Points: - Non-Visit Activity - Non-exempt guidelines for working after hours - Productivity requirements for PTO for per visit clinicians</td>
<td>Employee Handbook <a href="#">Paperless Pay</a> Email: <a href="#">Payroll</a> Phone: 800.723.0085 Email: <a href="#">HR Help</a> (non-benefits related HR questions) Phone: 877.999.7751</td>
</tr>
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**Legacy Gentiva Employees**
- Help Desk: 800.944.4357
- [Employee Self-Service Portal](#)

**Legacy Kindred at Home Employees**
- Phone: 800.836.0376
  - Office Mgr /Up-Line Manager
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| Review and Completion of HR Paperwork | • Branch Discussion Points:  
- Complete any remaining HR paperwork  
- Your first check will be mailed to your home. You will need to complete the information on your Direct Deposit Form. Be sure to provide a voided check. If you do not have a checking account, visit your bank to obtain the routing information.  
- New hire paperwork should have been entered into SAP and will be kept in the branch in the employee file  
- The Hope Fund assists employees affected by traumatic family events or natural events.  
- The Touchstone program awards Touchstone coins to the employee who displays superior work ethics, commitment, care and compassion. | • Hope Fund  
• Office Mgr | |
| Sign Job Description | • Sign two copies of the job description - one for employee to keep and one for employee’s personnel file  
• Job Descriptions are provided by the location | • Office Mgr | |
| Review of Travel & Expense Reimbursement Policy | • Travel Policy/Concur  
• Clinical staff - you won’t be signed up for Concur until the first time you need to use it  
• This is employee mileage only - it does not include patient mileage | Legacy Gentiva Employees: Gentivanet > Travel  
Legacy Kindred at Home Employees: Knect > Global > Travel | |
| Policies and Procedures | • Every company has different policies and procedures.  
• Kindred has two types of policies - division-level (Kindred at Home) and enterprise-level (Kindred Health Care).  
• Policy Management System: Policy Manager ensures all company policies are store in a supported, centralized, and easy to access location. All newly created Enterprise policies, are available in Policy Manager. | • Legacy Kindred: Knect > Kindred at Home > Policies and Procedures  
• Legacy Gentiva: Gentivanet > Departments > Policy Administration > Policies & Procedures > Hospice  
• Knect>Global>Policy & Procedures>Policy&Procedure>PolicyManager and  
https://kindred.policymedical.net  
• Up-Line Manager | |
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| • Branch Overview                            | • Branch Discussion Points  
  − Branch phone list  
  − Branch Org Charts  
  − Regional Org Chart/Contact List | • KAH Team Members  
  • Office Mgr/BD/MCP |                                            |
| • Communicating Patient Information Through Email | • Email is a convenient way to communicate with colleagues and partners, both inside and outside Kindred.  
  • You are responsible for protecting patient information and keeping it from being compromised. | • Document  
  • Up line Manager |                                            |
| • Scope of Services                          | • Branch Discussion Points  
  − Clinical Services  
  − Specialty programs  
  − Area serviced | • Clinical Leadership (MCP, BD)  
  • Office Manager |                                            |
| • Customer Service                           | • The [Kindred Contact Center: Shaping the Future of Care for an Aging America presentation](https://www.kindredat-home.com) describes the role Kindred plays in the continuum of care for the aging American population.  
  • The [Service Essential](https://www.kindredat-home.com) presentation covers key components of customer service which includes, but is not limited to, how to make a good first impression, proper communication, and how to ‘wow’ any new referral. | • Documents  
  • Up-Line Manager |                                            |
| • IT Policies and Other Assigned Equipment    | • Sign [EMR Device Acknowledgment Form](https://www.kindredat-home.com)  
  • Two ways to leave a message for On call:  
  − Non-Emergency voicemails will be returned the next business day.  
  − Emergency voicemails will be returned within approximately 15 minutes by an on call analyst.  
  • Kalliope:  
  − This self-service knowledge base system provides the employee the opportunity to research and resolve a number of IT-related issues without submitting a request or calling the Help Desk.  
  • Office Manager  
  • Standard Kindred at Home Support Hours:  
  − Monday – Friday 7:30am to 7:00pm EST  
  • IT Phone Numbers  
  • Email: [IS/IT Help Desk](https://www.kindredat-home.com)  
  − Kindred:  
  1-800-836-0376  
  − Gentiva:  
  1-800-944-4357  
  • Meet Kalliope Video Series  
  − [Meet Kalliope – Knowledge Base and Security Requests](https://www.kindredat-home.com)  
  − [Meet Kalliope: Submitting a Request](https://www.kindredat-home.com)  
  − [Meet Kalliope: Chat](https://www.kindredat-home.com) | | |
| • KindredLink                                 | • Each employee will complete training modules - one discipline specific and one focused on the use of device.  
  • E-Learning (Courses are available through Kindred at Home Learning) | • Kindred at Home Learning  
  • Up-Line Manager | |
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<td>CAHPS – Home Health Care CAHPS Survey</td>
<td>This is a Home Health Survey Tool that is sent to the patients that is designed to measure the experience of people receiving home health care. The results of this survey are publically reported on Medicare.gov. Review a copy of the survey with MCP/BD</td>
<td>Manager of Clinical Practice /Branch Director</td>
<td></td>
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| Learning and Professional Development | Kindred at Home Learning (KAHL) (kindredathomelearning.com) contains learning materials, including, but not limited to orientation resources, courses, job aids, resources, etc. Resources are available on how to use Kindred at Home Learning. Some of the items you will learn are: how to change your password, how to self-enroll for a course, how to start a course and how to print a certificate. **This is where you will find your orientation curriculum.** If you believe you should take a particular course and it is not showing on your required trainings or if you see training you do not believe you need to complete, please contact your supervisor for assistance. The following definitions will help you understand the types of resources available in Kindred at Home Learning.  
- E-LEARNING: Online courses that do not require face-to-face sessions or on-site activity for completion.  
- VIRTUAL: Courses offered via web-based technologies to extend classroom lectures and other activities to students at remote sites in real time.  
- IN PERSON: Instruction that is delivered on-site in a classroom setting.  
- SELF-PACED: Courses and materials designed to allow students to complete on their own. All courses beginning with the prefix REL were developed by Relias (vendor). All other courses beginning with the following prefixes were custom-built | Kindred at Home Learning> Welcome to Kindred at Home Learning  
- Kindred at Home Learning Tour  
- KAHL Learner Tips  
- KAHL Supervisor Tips | |
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<td><strong>Kindred Enterprise Required Training</strong> (Learners will be auto-enrolled into these courses):</td>
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| – HIPAA | All Kindred employees participate in HIPAA training. This training should occur within the first 30 days of hire. All employees should participate in one 30-minute HIPAA training, called "Privacy in the Workplace". Some states may require HIPAA training on a more regular basis than is required under federal law. All employees should be trained in accordance with applicable law. TX-specific HIPAA Training (all TX employees) | E-Learning:  
– CC0051CBT – Privacy in the Workplace  
– CC0049ACK – Texas Medical Records Privacy Act | |
| **Kindred Enterprise Required Training (continued):** | | | |
| – General Compliance Training (GCT) | All Kindred employees, Hospice Medical Directors and billing contractors participate in one (1) hour of General Compliance Training (GCT) annually. Kindred’s Code of Conduct and General Compliance Training focus on Kindred’s internal reporting options—the Open Door Policy, the Compliance Hotline and the ASAP Program for families. There are two General Compliance Training courses (HR0004SP and HR0005SP) and the Code of Conduct course (HR0003SP). You must take all for the system to mark this requirement as complete. General Compliance Training must be completed within 30 days of hire. | E-Learning:  
– HR0004SP – General Compliance Training Part 1  
– HR0005SP – General Compliance Training Part 2  
– HR0003SP-Kindred Code of Conduct | |
<p>| <strong>Orientation Surveys</strong> | Orientation surveys are used to collect and analyze the efficiency and effectiveness of the orientation | Kindred at Home Learning | |</p>
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| process.  | • All data collected from these surveys are anonymous and only used to improve the orientation process.  
• New hires are auto-enrolled and required to complete surveys at the completion of one week, 45 days, and 90 days.  
• New hire participation in this process is highly valued and appreciated. | |
| Safe Driving | • The health and safety of our employees at KAH is very important to our entire organization.  
• First, watch the Safe Driving Video  
• Read Driver Safety job aid | Up-Line Manager |
| Patient Education | • Krames/Staywell is our vendor for patient education.  
• Over 5,000 HealthSheets are available and include conditions, surgeries, medications, nutrition and exercises.  
• The clinicians can access Krames via KindredatHomeLearning(KAHL).  
• Education is available for all disciplines | Kindred at Home Learning  
Up line Manager |
| Review any state specific requirements | • State Specific requirements | Clinical Manger/ Branch Director  
• Director of Clinical Operations |
| Optional Training: Microsoft Office Training | • Please use the links below to access training for Microsoft Office applications. | Microsoft Office 2013 Training  
Microsoft Office 2010 Training |
I acknowledge by my signature that I have completed the Home Health Core Orientation Checklist, and if I had any questions, they were answered or if I needed any assistance, it was provided to me.

________________________________________________________________________
Employee Signature  Initials  Date

I acknowledge by my signature that the above employee has completed the Core Orientation requirements and I provided oversight and additional resources, as warranted, for successful completion of the Core Orientation Checklist.

________________________________________________________________________
Up-Line Manager Signature  Date