

Orientation Topic Checklist – what should your department or organisation cover? ¹

Where can you find resources to help you? The Council encourages the sharing of information and resources to ensure that not every organisation has to ‘reinvent the wheel’ when it comes to orientation and induction.

General principles

There is no one way to induct and orientate new staff. Orientation should be adapted to fit your organisation’s culture and the needs of the individual doctor.

Orientation for the doctor has various stages:

- At the practice level.
- At the department and specialty level.
- At the organisational level, giving the organisation wide view and matters that directly impact of the new doctor.

This *Orientation Topic Checklist* is intended to give departments and practices ideas on what could be provided in orientation sessions and orientation manuals. Not all the ideas will be relevant to your situation.

Adapt this checklist for your own purposes. That might include printing a modified copy for the new doctor so that they can drive their own orientation and induction programme and tailor it to their particular needs.

Information that will be useful at the organisational level What should you be covering?	
Topic	Completed
Introduction to the organisation.	

¹ Orientation is the term used to describe the processes and programmes needed to enable an IMG to familiarise themselves with working and settling in New Zealand. It is a process that goes beyond an initial induction to the workplace and may take several weeks or months.

Topic	Completed
A welcome and orientation to the organisation as a whole, the services it delivers in the local area, and structures and people in the service is a useful start.	
Introduce the doctor to other staff and their roles.	
<p>Including the names and photos of those that new doctors may need to contact in an orientation pack is useful, as would be brief notes on the backgrounds of the people in his or her immediate team.</p> <p>It might also be helpful to provide photos with names and brief notes about those the doctor will meet in the first few days. Many people can be overwhelmed by information and names, and find it easier to remember faces.</p>	
Do a tour of the entire site, so the doctor gets a sense of where his or her workplace fits into the whole.	
Provide a map of the facility or area where the doctor will work.	
<p>Have an organisational chart with brief information on the organisational structure:</p> <ul style="list-style-type: none"> • Board • Committees • The management team 	
Have a 'must know' contacts list with phone and email details.	
Cover organisational and service level plans.	
Getting across the 'need to know' information	
Topic	Completed
Ensure the doctor is aware of any requirements for health screening before the he or she starts work.	
Make sure he or she knows how to reach after hours contacts; how to use pagers; and how the on-call system works.	
Explain the procedures to be followed during a fire or earthquake.	
Provide information on security and advice on personal protection.	
Check the doctor's knowledge of CPR and resuscitation guidelines.	

Face-to-face orientation	
Topic	Completed
Face-to-face orientation may not be able to cover all the issues and all learning necessary – but it can be great for giving a feeling of the ‘culture of the service’.	
Orientation to the practice at the department or practice level	
Topic	Completed
Set up a network of staff working in same area of work or in the same geographic area.	
Give a list outlining the services to which patients should be referred.	
Outline your expectations on nurse / doctor communication and the team environment.	
Give information of the way the specialty operates; such as profile of the practice or department, type of disease conditions and the main referral agencies.	
Demonstrate equipment, especially emergency and resuscitation equipment.	
Human resource information	
Topic	Completed
Give roster information and expectations for on call, including; how to swap with someone else, how to get cross cover, and how doctors will be reimbursed in the case of a call-out.	
Give information on pay, leave, allowances, sick leave and study leave.	
Give information on time sheets, pay and what to do if there is something wrong.	
Provide information on support mechanisms such as Employer Assistance Programmes and how to access and where to go if there are concerns about doctor’s health issues.	
Provide guidelines to superannuation, Kiwi-saver and health insurance.	
Give details on how credentialing works in your organisation.	
Ensure that the doctor understands the Medical Council’s registration processes and how to apply for an annual practising certificate.	
Document any supervision requirements and ensure that the supervision plan has been lodged with the Medical Council and give the doctor a copy.	
Cover medical indemnity issues.	

Starting work at the practice level	
Topic	Completed
Give an over view of how the ward / service functions.	
Discuss triage systems.	
Outline your expectations and any limits to a doctor's clinical responsibility and the lines of accountability.	
Discuss; prescribing and how to write a script, access to medicines, special authorities, and access and prescribing for controlled drugs.	
Discuss how to admit a patient.	
Talk about handovers at the end of a shift and what to do if called after hours.	
Outline the processes to be followed and legal obligations when a patient presents with a notifiable disease.	
Outline any New Zealand specific disease patterns or issues which might be relevant. For example: <ul style="list-style-type: none"> the prevalence of illnesses such as meningitis, diabetes and asthma responding to suspected child abuse expectations relating to requests for contraception or abortion responding to suspected drug and alcohol abuse immunisation and child health cervical screening. 	
Discuss how to access allied health services – such as physiotherapy, OT and dieticians.	
Provide information on referral systems and waiting lists.	
Provide information on when and how to access interpreters.	
Detail expectations regarding patient notes, records and confidentiality.	
Discuss the detail required in discharge summaries.	
Discuss the requirements relating to adverse events and incident reporting.	
Discuss how to manage challenging behaviour.	
Discuss the use of restraints.	
Detail discharge guidelines.	

Topic	Completed
Cover death certification.	
Discuss recalls.	
Information relating to the patient	
Topic	Completed
Discuss patient expectations of the doctor.	
Discuss the role of the patient in determining his or her healthcare.	
Cover informed consent -the Council has published a statement on <i>Informed consent</i> http://www.mcnz.org.nz/assets/News-and-Publications/Statements/Information-choice-of-treatment-and-informed-consent.pdf	
Provide a copy of the Health and Disability Commissioner's Code of Patients Rights, The Nationwide Health and Disability Advocacy service may be able to supply a speaker to talk to your services about their role.	
Discuss intimate examinations and when and how chaperones should be used.	
Discuss the doctor-patient relationship, and boundary issues The Council publishes a booklet for doctors on <i>Sexual boundaries in the doctor-patient relationship</i> http://www.mcnz.org.nz/assets/News-and-Publications/Booklets/sexual-boundaries-a-guide-for-patients.pdf	
Family advisors.	
Give information about consumer advocates, family advisors and chaplains.	
Provide information about patient meals and how to organise.	
Discuss how patients can give feedback and what they should do if they have a complaint.	
Clinical practice information needs to cover	
Topic	Completed
Provide information on infection control and sterilisation.	
Provide information on advanced life support.	
Provide an overview of laboratory testing.	
Outline expectations for theatre.	
Provide an overview of the Emergency Department.	

Provide an overview of Outpatients.	
Provide an overview of ICU.	
Provide an overview of Radiology.	
Provide information about your pandemic plan.	
Pandemic planning.	
Organisational policies and guidelines	
Topic	Completed
Make sure that it is easy for a new doctor to find organisational policies and guidelines when he or she needs them.	
Make sure that the doctor is aware of any house rules and where to they find them.	
Provide an overview of in-house legal procedures.	
Quality assurance	
Topic	Completed
Discuss how quality assurance works in the hospital or practice.	
Provide information on your risk management programme.	
Explain how to access Standards NZ information.	
What is the complaints policy?	
Where to access useful Standards New Zealand information.	
Health system and IT information	
Topic	Completed
Demonstrate how to access and use the IT system.	
Explain the document management systems.	
Detail coding and statistics collection.	
Health services information	
Topic	Completed
Give an overview of health services and health funding, including information on ACC and PHARMAC.	
Explain Health Benefits and claiming.	
Explain the pharmaceutical schedule and prescribing, including:	

<ul style="list-style-type: none"> • minimal requirements for legally acceptable prescribing • appropriate use of controlled drug forms • monitoring processes for effectiveness, safety and cost. 	
Cultural awareness	
Topic	Completed
Treaty of Waitangi resources: <ul style="list-style-type: none"> • Compass PHO and Northland DHB have protocol guidelines. • The State Services Commission has a Treaty of Waitangi pack with lots of background. • The Human Rights Commission and Internal Affairs have information. 	
Cultural competency: <ul style="list-style-type: none"> • ACC has a booklet – The Māori Patient in your Practice –Guidelines on Māori Competencies for Providers. • Mauri ora does training in this area. • Standards New Zealand has recognition of Māori values and beliefs, and recognition and respect for the individual’s culture, value and beliefs. • Royal New Zealand College of General Practice has guidelines on cultural competence. • The Medical Council has guidelines on cultural competency. • Maori contacts that work with the service. 	
Communication	
Topic	Completed
If language may be an issue, provide information on language services. ESOL home tutors have a programme to assist overseas settlers improve their English – it is free to those who have permanent residence or NZ citizenship.	
Discuss the expectations when communicating with children and expectation for consent when working with children.	
Any particular programmes at the service	
Topic	Completed
Discuss any smoking cessation policies and expectations of staff in relation to your smokefree policy.	
Discuss any screening programmes available.	
Discuss any immunisation protocols.	
Professional development should cover	
Topic	Completed
Outline the Medical Council’s expectations for recertification and how Continuing Professional Development should be documented.	

Explain how and when grand rounds occur.	
Outline other meetings which doctors can attend.	
Document any useful e-journals.	
Advise of the resources available in the library.	
Advise of any journal clubs the doctor can access	
Provide information about medicine and the law; including the role of the HDC, requirements of the Mental Health Act, and ACC requirements. <i>Cole's medical practice in New Zealand</i> includes several chapters on the law and medical practice.	
Discuss the requirements of the Health Information Privacy Code 1994. A copy of the Health Information Privacy Code which incorporates a very helpful plain English commentary can be downloaded from the Privacy Commissioner's website. http://privacy.org.nz/the-privacy-act-and-codes/	
Provide information on professional indemnity insurance.	
Discuss clinical governance.	
Provide information on any available mentoring programmes.	
Discuss the ethical aspects of medical practice in New Zealand. ethical standards which doctors are expected to meet. The Council also publishes a range of statements on specific topics, such as sexual boundaries with patients; internet medicine; and informed consent. http://www.mcnz.org.nz/news-and-publications/statements-standards-for-doctors/	
The General Medical Council has an online video which outlines ethical expectations in the United Kingdom and these expectations and similar to those outlined in <i>Good medical practice</i> . http://www.gmc-uk.org/guidance/good_medical_practice.asp	
Outline the support systems that the doctor can access if he or she is finding it hard to adjust to practice in New Zealand.	
Useful references	
New Zealand slang words in health The Medical Council's <i>Cole's Book</i> has a list in an appendix	
Māori words in common usage - the NZ History website has a list of 'the 100 Māori words every New Zealander should know' http://www.nzhistory.net.nz/culture/tereo-100words .	

Medical terms in New Zealand.

Evaluate your orientation programme/ process every 2-3 years so you can improve it!