

# Beverly Hospital Virtual Orientation

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### Healthcare Studies

#### INTRODUCTION

- Beverly Hospital, originally founded in 1888, has grown into a 227-bed acute care community hospital. It serves communities in the North shore area and Cape Ann. Beverly Hospital, uses integrated resources of the Beth Israel Lahey Health system to carry world-class healthcare services to 13 communities across the Essex County. (Beverly Hospital, 2024).
- Beverly Hospital triumphantly serves more than 325,000 residents in the following towns: Danvers, Essex, Beverly, Hamilton, Gloucester, Ipswich, Lynn, Manchester, Middleton, Peabody, Rockport, Salem, Topsfield and Wenham. Beverly Hospital brings together academic centers and teaching hospitals. As well as community and specialty hospitals and more than 4,000 physicians and 35,000 employees.
- The dedicated and devoted leaders at Beverly Hospital know the importance of excellence and innovation. The Hospital features leaders that are dedicated to making decisions to advance community engagement and diverse populations regardless of race, color, creed, national origin, disability, age or ability to pay (Beverly Hospital, 2024).



#### OBJECTIVES

The Beverly Hospital Virtual Orientation will be updated to mirror the in-person Beverly Hospital Orientation for new employees hired within Northeast Hospital Corporation. This new approach will ensure that new employees are introduced to the same materials as the in-person orientation. This will create consistency between the two orientation delivery methods.

#### RELATED LITERATURE

- “With this, organizations were faced with the need to strategically and empathetically balance employee safety with business continuity as their survival largely depended on enacting immediate response measures by shifting to work remotely. When work moved online, essential programs included new employee onboarding, required transition to a virtual leaning and development”. (Campuzano, M.V. , 2022, p.1).
- “Human resource development contains the task of optimally utilizing human resources owned by an institution, so that human resources can work optimally to jointly achieve goals in accordance with the vision and mission of the organization”. (Rony, Z., Wijaya, I., Nababan, D., Julyanthry, J., Silalahi, M., Ganiem, L., Judijanto, L., Herman, H., & Saputra, N, 2024, p.1)

#### MATERIALS AND METHODS

- Update the Beverly Hospital Virtual Orientation documents, policies and procedures to recent versions given at the in-person orientation
- Create orientation folders and organizing the informational packets supported at in-person orientation assisted in identifying the topics, documents, policies and procedures that required updates and revisions
- Consult with the site supervisor to gain approval on changes made and discuss which policies and handouts to keep
- The following is a sample in-person orientation:**

##### New In-Person Employee Orientation- Agenda 8:00am- 4:15pm

8:00 am	Sign-in	BH Lecture Hall
8:15am	Welcome	President
8:45am	CREATE Overview	Quality Improvement
	The Patience Experience	Patient Experience
9:45am	Cultural Awareness/ Patient	Human Resources
	Patient Rights and Responsibilities	
10:15am	Break	Lecture Hall
10:30am	The Four M's program	Nursing Education
10:45am	Corporate Compliance	Regional Compliance & Privacy
	Human Resources Policies	Human Resources
11:15am	Employee Wellness	Human Resources
11:45am	Employee Health/ Reducing WR injuries	Employee Health Project Rehab- Dept
12:05pm	Infection Prevention	Infection Prevention
12:30pm	Lunch	Lecture Hall
1:15pm	Baby Friendly	Human Resources
1:20pm	Security, Safety/ Fire Safety, Emergency Management and Workplace Violence	Security
2:45pm	Safety Quiz	Human Resources
3:00pm	Break	Lecture Hall
3:15pm	HR Overview and Benefits Review	Human Resources
3:45pm	Paperwork/ Forms	Human Resources

- Having updated the handouts so that the online orientation mirrors the in-person orientation, all employees are now being introduced to the same topics and policies.
- The following is a sample of the 2021 Beverly Hospital Virtual Orientation:**

Beverly Hospital Virtual Orientation	
Step 1	Welcome Video
Step 2	COVID-19 NIC Information and Daily Symptom Monitoring FAQ
Step 3	Introduction to BILH/Overview of Policies and Procedures- HR Narrator
	<ul style="list-style-type: none"> <li>Disciplinary Process, Policy</li> <li>Sexual Harassment, Policy</li> <li>Parking, Policy</li> <li>Cultural/Religious/Ethical Treatment of Conflicts, Policy</li> <li>Code of Conduct, Policy</li> <li>Tobacco Free, Policy</li> <li>Electromagnetic Interference, Policy</li> <li>Social Media Site Policy</li> <li>FMLA</li> </ul>
Step 4	Review Policy Time and Attendance
Step 5	Review Policy Code of Conduct
Step 6	Review Confidentiality of Patient Information Policy
Step 7	Review Network Access instructions
Step 8	Review NIC Login instructions
Step 9	Review DUO Mobile App Login instructions
Step 10	Review Colleague Connection Remote Login Acknowledgement
Step 11	Review Standards of Behavior – Colleagues Guidelines
Step 12	Review Orientation Acknowledgement
Step 14	Review Benefits Summary RN and Non-RN employees
Step 15	Safety and Security- Narrators Security Mgr., ESV Mgr., Emergency Mgr. (3 videos)
Step 16	Infection Control (Power Point)
Step 17	Massachusetts Pregnant Workers Fairness Act
Step 18	Philanthropy
Step 19	Caregiver Resilience and Wellness, a Program for Colleagues
Step 20	Last Step to fill out form for Orientation Completion and click "SUBMIT"

- The following will be the updated 2024 Beverly Hospital Virtual Orientation:**

#### NEW EMPLOYEE ORIENTATION – AGENDA

Welcome	President
CREATE Overview	Quality Improvement
The Patient Experience	Patient Experience
Cultural Awareness/Patient	Human Resources
Patient Rights and Responsibilities	Human Resources
The Four M's Program	Nursing Education
Corporate Compliance	Regional Compliance & Privacy
Human Resources Policies	Human Resources
Employee Wellness	Human Resources
Employee Health	Employee Health Project
Reducing WR injuries	Rehab Dept
Infection Prevention	Infection Prevention
Baby Friendly	Human Resources
Security	Security
Safety/Fire Safety	Security
Emergency Management	Security
Workplace Violence	Security
Safety Quiz	Human Resources
HR Overview and Benefits Review	Human Resources
Paperwork/Forms/Attestation	Human Resources
Attestation form Submit	

#### PROJECT OUTCOME

- The purpose of this project was to match the two-delivery systems in use and have an updated version of the Beverly Hospital Virtual Orientation available for new employees. With the revised information, policies, and procedures, the virtual orientation is now consistent with the in-person orientation. The updated Beverly Hospital Virtual Orientation is being reviewed by management and is hypothesized to result in more consistency in future employee preparation.

#### REFERENCES

- Campuzano, M. V. (2022). Virtually new: A case description of a health system's new employee orientation COVID-19 response plan. *New Horizons in Adult Education and Human Resource Development*, 34(2), 5–15. <https://doi.org/10.1002/nha3.20346>
- Rony, Z., Wijaya, I., Nababan, D., Julyanthry, J., Silalahi, M., Ganiem, L., Judijanto, L., Herman, H., & Saputra, N. (2024). Analyzing the Impact of Human Resources Competence and Work Motivation on Employee Performance: A Statistical Perspective. *Journal of Statistics Applications & Probability an International Journal*, 13(2), 787. <https://doi.org/10.18576/jsap/130216>

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