Successful Onboarding in Healthcare

Presented by:

LHC GROUP®
It's All About Helping People.®

EDUCE GROUP

About the Speakers

Regina Owens

Manager of Instructional Design and Technology

Regina has 16 years in adult educational and instructional design and 25 years in the field of home healthcare.

Young Paik

Partner, The Educe Group

Young has over 15 years in the learning and talent technologies space.

LHC Group merged with Almost Family, making them one of the largest home health, hospice, and community bases companies in the country, with 781 locations in 36 states, with 31,000 employees.

Educe Group is a consulting group that helps organizations implement talent management technologies that enable people to reach their potential.

Young Paik, Educe Group

Partner

EDUCE
GROUP

Agenda

What we will cover in the webinar today:

- Process of guiding employees through the orientation process and providing easy access to helpful tools and resources

- How to improve the orientation process from an organizational perspective

- Techniques for using a modularized approach to learning

- Ideas to engage top leadership and get them invested in orientation completion

- Tips to leverage Microlearning to deliver immediate results and drive compliance

- Q&A

About Educe Group

Educe Group

Educegroup.com

Educe helps organizations implement talent management technologies that enable people to reach their potential

ABOUT US:

Founded in 2003

Based in Bethesda, MD with offices in NY & UK

40 consultants

Noted as one of D.C.'s best since 2009

Why onboarding is so important

1. Makes a positive, lasting impression on a new employee
2. Reduces time-to-productivity
3. Reduces stress and guesswork
4. Helps employee develop job knowledge and skills
5. Employee turnover is expensive

WELCOME ABOARD!

"New employees who went through a structure onboarding program were 58% more likely to be with the organization after three years." -Forbes

Regina Owens, LHC Group

Manager of Instructional Design and Technology

Issues and Trends

Topics

- What are the issues?

- How do we correct the issues?

- What are the barriers?

- How do we remove them?

- How do we hardwire processes?

- What are the results to date?

How to Resolve These Issues

Collaborate

Collect

Create & Update

Build

TEAMWORK

Human Resources

Information Technology

Recruiters

Leadership Development

Training

Help Desk

Barriers to Success

Diverse learners

Geographically dispersed

Varied work scheduled

Inconsistent processes

No accountability

Removing Barriers

- Diverse learners
- Geographically dispersed
- Varied work schedules
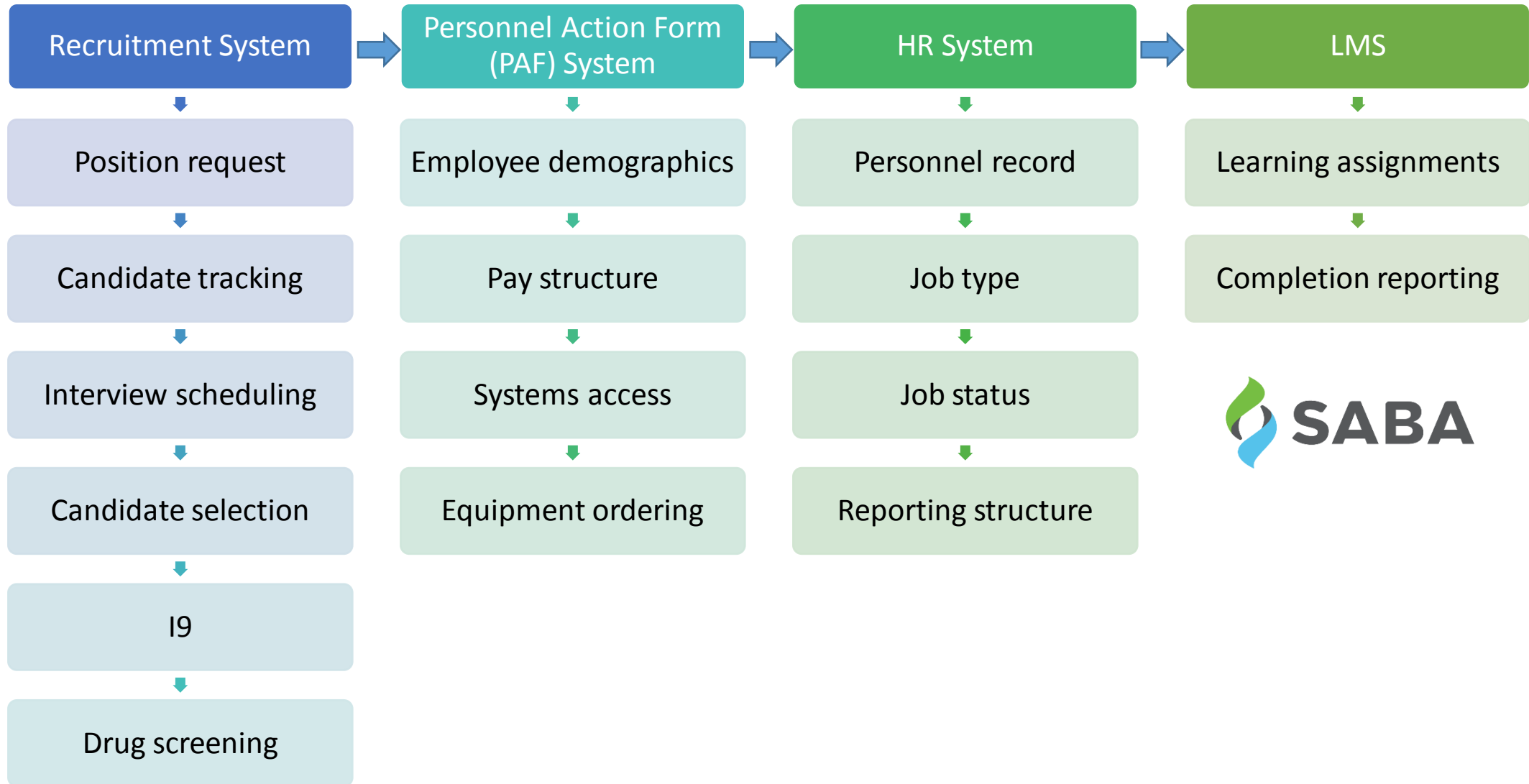- No accountability
- Inconsistent processes

- Role specific curricula
- Microlessons
- Virtual classes (live & recorded)
- Mobile learning
- Facilitator guides for managers
- Accountability
- Reports
- Notifications (2 level)
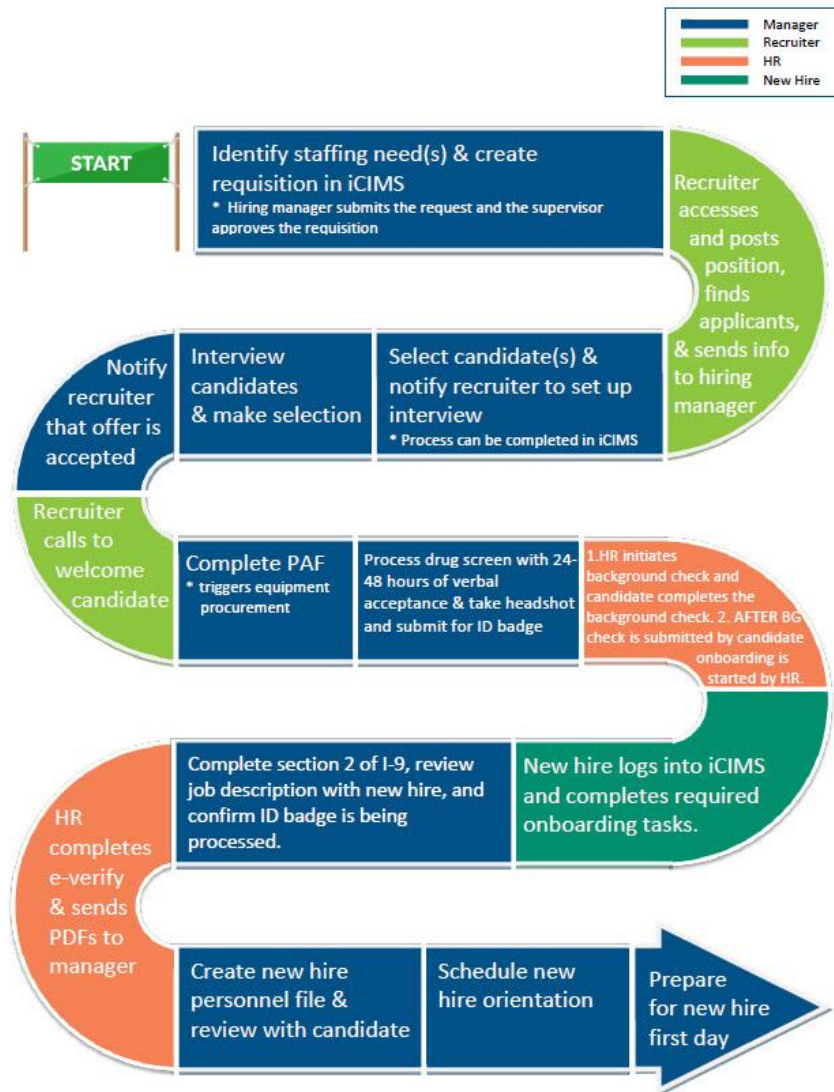- Use systems to hardwire processes

Hardwired Processes

Recruitment System	Personnel Action Form (PAF) System	HR System	LMS
Position request	Employee demographics	Personnel record	Learning assignments
Candidate tracking	Pay structure	Job type	Completion reporting
Interview scheduling	Systems access	Job status	
Candidate selection	Equipment ordering	Reporting structure	
I9			
Drug screening			

SABA

Access to Information at Point of Need

- ✓ Visual overview of process from hire through onboarding

- ✓ Clearly identified process owners

- ✓ Links to documents, resources, contacts, tools, and systems needed to complete each process

- ✓ Supervisor Guides

- ✓ Similar group page for new hires

Results

- **99% decrease** in the number of employees not able to access systems on day 1

- **99% decrease** in help desk ticket and emails from new hire wanting to know where to find their orientation training

- **Decreased volume** in the Orientation Help mailbox

- **Increase in learners** use of LMS video tutorial and orientation resources

- **Tracking orientation completed** (by person, position, region, organization)

Thinking Ahead

How to plan for acquisitions LHC makes…

- Weekly acquisition meeting
- On-site acquisition teams
  - Support
  - Training
- Scheduled webinars
- Day 1 access to LMS

Open discussion and live Q&A

What else can I share with you?

Submit your questions in the Q&A box now