



RCS Staff Orientation Checklist

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| STAFF MEMBER'S NAME | REGION |
| MANAGER / SUPERVISOR'S NAME | DATE OF HIRE |

- The new staff member is responsible for completing tasks and having their Field Manager / Supervisor initial areas when tasks are completed. All areas should be completed within the first six-months of hire.
- New staff member please sign the statement below.
- Not all tasks are listed for specific positions. Orientation should be individualized depending on the **Individual Assessment and Education Plan**.
- Although items and tasks are placed in a specific order to enable staff to build knowledge and skills the Manager / Supervisors should assist the new staff member in prioritizing the order of completion.

I have received the staff orientation checklist and understand that I am responsible for completing all tasks. I have been shown how to access the checklist on the intranet; and how to access tasks. If I have difficulty in completing a task, I understand that I am to discuss this with my Field Manager / Supervisor.

STAFF MEMBER'S SIGNATURE _____

DATE _____

Part 1. Education Plan: Tasks to be completed in Field Office along with online training

| ALL STAFF | INITIAL | |
|---|--------------|----------------------|
| | STAFF MEMBER | MANAGER / SUPERVISOR |
| 1. Introduction to the entire RCS Region / Unit, as staff are available. This includes support staff, IT Staff, other Program Managers, Managers / Supervisors, Regional Administrators, and Office Chiefs. | | |
| a) Provide an updated version of the organizational charts of the Regions. | | |
| b) Review the DSHS Organizational Chart | | |
| c) Review the RCS Organizational Charts | | |
| 2. Orientation from the Field Manager | | |
| a) Ensure that Human Resources have sent the new staff member a letter regarding their position and the DSHS New Employee Checklist (DSHS 03-200), to be completed within 90 days of hire. | | |
| b) Review of other staff roles and responsibilities with RCS. | | |
| c) Brief overview of education plan from month one to month six. | | |
| d) Assign and introduce new staff member to their Peer Coach, review roles and responsibilities of both. | | |
| e) Arrange for the new staff member to have hotel accommodations (if applicable) and time away from the region for training. | | |
| f) Responsibilities of the New Staff Member. | | |
| g) Tracking / Documenting education assignments / staff orientation checklist and Skill Building Tools. | | |
| h) Meet with Supervisor to discuss some of the questions you have on the policies and information you have found on the AL TSA Intranet http://intra.alsa.dshs.wa.gov/ . | | |
| i) Discuss Staff conduct and behavior in facilities and public. | | |
| j) Personal safety and security in the field. | | |
| k) Dress code in the office and other work sites. | | |
| l) Public disclosure rules – maintenance of RCS records. | | |
| m) Review and/or initiate the Individual Assessment and Education Plan. | | |
| n) Schedule regular orientation progress meetings with the new staff member, manager and peer coach, as appropriate, to identify areas of expertise related to position and areas needing further education / training. | | |
| o) Review questions regarding Peer Coaching, Videos, Skill Building Tools, and SOPs. | | |

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| 3. Orientation from Administrative Staff | | |
| a) Complete the EASE request for access to specific program software, to include surveyor or non-surveyor number request. | | |
| b) Notify the Training Unit Supervisor and AA3 of the hiring of the new staff member. | | |
| c) Assist the new staff member in preparing their work area (desk / chair / trash container / in and out baskets / staple remover / stapler / pens / pencils / writing paper / phone books / maps / phone). | | |
| d) State car information. | | |
| i) Access, gasoline, maintenance, accidents / restrictions. | | |
| e) Routing system within the unit / regional offices and headquarters. | | |
| 4. Orientation from IT Staff / Support Staff or other staff as appropriate | | |
| a) Computer information and security. | | |
| b) Assessment of Computer Skill Levels - if not completed during initial hiring, with specific training needs added to the education plan concerning computer skills. | | |
| c) For Nursing Home surveyors flash-drive encryption | | |
| d) Review the Basic Tasks in Outlook | | |
| e) Ask IT to add name to Online Expert (Use your full email with the password welcome) http://ADSA.onlineexpert.com | | |
| 5. Orientation from Peer Coach | | |
| a) Meet and share backgrounds of Peer Coach and new staff member related to experience and areas of expertise. | | |
| b) Add goals to Individual Assessment and Education Plan. | | |
| c) Review program relevant Skill Building Tools | | |
| Part 2. RCS Facilities | | |
| ALL STAFF | INITIAL | |
| | STAFF MEMBER | MANAGER / SUPERVISOR |
| All survey / inspection / complaint / licensing staff | | |
| a) Observation: new staff member observes a survey / licensing inspection / complaint investigation. Discuss with Peer Coach feedback and discussion of observations, use Skill Building Tools. | | |
| Adult Family Home Staff Only | | |
| a) Review on the internet What you Need to Understand Before Becoming A Licensed Adult Family Home Provider | | |
| b) Observe an Initial Licensing Inspection (FM to arrange with the RIQA FM) | | |
| Assisted Living and Enhanced Services Facility Staff Only | | |
| a) Review on the internet, http://www.altsa.dshs.wa.gov/Professional/bh.htm ; https://www.dshs.wa.gov/altsa/residential-care-services/enhanced-services-facilities | | |
| Managers / Supervisors - Washington Management Service Only | | |
| Complete the Welcome to the Learning Management System courses in LMS | | |
| a) DSHS - DES LMS for Supervisors | | |
| b) DSHS - DES LMS for Administrators | | |
| Part 3. Field Office Work Experience | | |
| ALL STAFF | INITIAL | |
| | STAFF MEMBER | MANAGER / SUPERVISOR |
| All survey / inspection / complaint / licensing staff – AFH, ALF, CCRSS, ESF, ICF/IID, and NH | | |
| a) Participate in Program Specific survey or inspections with Peer Coach. | | |
| b) Manager to go out during a survey/inspection to observe the new staff member. | | |
| c) Complete all levels of Skill Building Tools on the RCS Intranet under Employee Development Program tab. Copy to Field Manager and Training Unit Program Manager. | | |
| d) Complete Safety training with the office SME | | |
| e) Review Acronyms located on the RCS Intranet. | | |

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| f) Meet / contact with local case managers in Developmental Disability Association (if applicable to program). | | |
| g) Meet / contact with local case managers in Home and Community Services for your regional area (if applicable to program). | | |

Part 4. Instructor Led Training at Headquarters

| ALL STAFF | INITIAL | |
|--|--------------|----------------------|
| | STAFF MEMBER | MANAGER / SUPERVISOR |
| All survey / inspection / complaint / licensing staff – AFH, ALF, CCRSS, ESF, ICF/IID, AND NH | | |
| a) Intro to RCS | | |
| b) Program specific training (s) | | |
| c) Investigator training | | |
| d) POD / SOD Writing | | |
| e) Food Safety training (AFH, ALF, CCRSS, ESF, ICF / IID, and NH) | | |
| f) Cultural Humility training (date and locations TBD) | | |

Other Training to be completed within six months of hire.

| ALL STAFF | INITIAL | |
|--|--------------|----------------------|
| | STAFF MEMBER | MANAGER / SUPERVISOR |
| All survey / inspection / complaint / licensing staff – AFH, ALF, CCRSS, ESF, ICF/IID, and NH | | |
| a) Register for WA-State Investigator Training Advanced (1 Day) in LMS | | |

AFH / ALF / CCRSS, and ESF

Prerequisites and mandatory training located on the surveyor training website <http://surveyortraining.cms.hhs.gov/index.aspx>.
(Must be completed prior to classroom training.)

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| a. Managing Depression in the Long Term Care Community | | |
| b. Foundational Investigative Skills (5 modules) | | |
| c. Principals of Documentation for Non-Long Term Care | | |
| d. Basic Writing Skills for Survey Staff | | |

ICF / IID

Prerequisites and mandatory training located on the surveyor training website <http://surveyortraining.cms.hhs.gov>

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| 1) Emergency Preparedness Basic Training | | |
| 2) Basic Writing Skills for Survey Staff | | |
| 3) Universal Infection Prevention and Control | | |
| 4) Principles of Documentation for Non-Long Term Care | | |
| 5) Introduction to Surveying for Non-Long Term Care | | |
| 6) eCFR-SIM: Electronic Code of Federal Regulations Simulation | | |
| 7) SC-SIM: S and C Policy Memo Navigation Simulation | | |
| 8) SOM_SIM: SOM Navigation Simulation | | |
| 9) Immediate Jeopardy Training | | |
| 10) SOM Appendix J | | |
| 11) SOM Appendix Q | | |
| 12) SOM Appendix Z | | |
| 13) SOM Appendix 7A | | |
| 14) SOM Chapter 1 | | |
| 15) SOM Chapter 2 | | |
| 16) SOM Chapter 3 | | |
| 17) SOM Chapter 5 | | |
| 18) Foundation Investigative Skills (5 Modules) | | |
| 19) iQIES Training | | |
| 20) Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF / IID) Basic Training Online Course (after approval from State Training Coordinator) | | |

| Nursing Home | | |
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| Prerequisites and mandatory training located on the surveyor training website http://surveyortraining.cms.hhs.gov | | |
| ** Some of the provided resources / training may reference outdated F-tags with the update to Long Term Care Federal regulations in November 2016. The contained material is still relevant and the current regulations/guidance can be found in the SOM Appendix PP. | | |
| Complete prior to Session 1 Training. | | |
| 1) Electronic Code of Federal Regulations Simulation (CMS Basic prerequisite) | | |
| 2) S & C Policy Memo Navigation Simulation (CMS Basic prerequisite) | | |
| 3) SOM Navigation Simulation (CMS Basic prerequisite) | | |
| 4) LTC Survey Process SME Videos (CMS Basic prerequisite) | | |
| 5) LTCSP Training Summer 2017 (CMS Basic prerequisite) | | |
| 6) Long Term Care Survey Process (LTCSP) Review (CMS Basic prerequisite) | | |
| 7) ASPEN Overview Webex (CMS Basic prerequisite) | | |
| 8) LTCSP 11.2 Software and Other Updates | | |
| 9) LTCSP 11.4 Software and Other Updates | | |
| 10) LTCSP 11.7 Software and Other Updates | | |
| 11) Introduction to Surveying for Long Term Care (CMS Basic prerequisite) | | |
| 12) Long Term Care Survey Process – Resident Screening and Interview Process | | |
| 13) Foundational Investigative Skills (CMS Basic prerequisite) | | |
| 14) Basic Writing Skills for Survey Staff (CMS Basic prerequisite) | | |
| 15) Principles of Documentation for Long Term Care (CMS Basic prerequisite) | | |
| 16) Principles of Documentation Learning Activity - Long Term Care** | | |
| 17) ASPEN and the Long Term Care Survey Process | | |
| 18) New Dining Practice Standards for Nursing Home Residents | | |
| 19) How to Enhance the Quality of Dining Assistance in Nursing Homes | | |
| Complete prior to Session 2 Training | | |
| 20) Universal Infection Prevention and Control | | |
| 21) CMS Legionella and Other Waterborne Pathogens Webinar - Archived | | |
| 22) Emergency Preparedness Basic Surveyor Training | | |
| 23) Partnership to Improve Dementia Care in Nursing Homes** | | |
| 24) Surveying for Anti-psychotic Medication Use in Nursing Homes** | | |
| 25) Use of Anti-psychotic Med w/o Clinical Justification** | | |
| 26) Severity & Scope Guidance – Antipsychotic Medication Use in Nursing Homes** | | |
| 27) Overview of Anti-psychotic Medication Use in Nursing Homes** | | |
| 28) Initiative to improve Behavioral Health and Reduce the Use of Antipsychotic Medications in Nursing Homes Residents** | | |
| 29) CMS Hand in Hand: A Training Series for Nursing Homes** | | |
| Complete prior to SMQT | | |
| 30) Long Term Care Survey Process – Survey Outcome and Activity Reports (SOAR) | | |
| 31) Advancing Excellence in America's Nursing Homes** | | |
| 32) The Survey Team Leader: Time Management (prior to team coordinating) | | |
| 33) The Survey Team Leader: Entrance and Exit conferences (prior to team coordinating) | | |
| 34) Team Leadership Skills for Survey Teams (prior to team coordinating) | | |
| 35) How to be an Effective Team | | |
| 36) Being an Effective Witness** | | |
| 37) Behavior Modification: Theories and Approaches | | |
| 38) Managing Depression in the Long-Term Community | | |
| 39) Dementia in the LTC and HHA Settings** | | |
| 40) Complaint and Incident Intake for Long term Care | | |
| 41) Evaluation and Treatment of Depression in Patients with Cognitive Impairment | | |
| 42) Introducing the New Psychosocial Outcome Severity Guide | | |
| 43) Common Issues Facing the Elderly Population: Communication | | |
| 44) Long Term Care Basic Training (after approval from State Training Coordinator) | | |