



## Orientation

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## Orientation

- An introduction, as to guide one in adjusting to new surroundings

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## Consider Your Most Memorable Orientation

- Pair off with one of the people next to you
- Share the good and bad of that orientation
- Discuss how your orientation could have been better
- How might a learner encounter the same kind of problem at your teaching site?

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## A Customized Tool

- Complete your worksheet.
- Note what you know and what you need to find out.
- We'll collect your worksheet at the end of the session and return it to you within a few weeks.

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## Familiarity Aids Learning

- How can you assist them to get on with their education as quickly as possible?
- How can you help them feel safe and comfortable in their new environment?

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## Learners Want to Understand

- Your site-specific expectations
- The people they'll work with
- How to avoid any misunderstanding
- How to achieve the best grade they are capable of attaining

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## How Complete Are Your Orientations?

- We often fail to understand how much we leave for the learner to figure out on their own
- We may not understand our contribution to the problem when the learner disappoints us or someone else
- Learners tell us often about incomplete orientations and the resulting problems

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## A Shared Responsibility

- You
- Your office manager
- The surgery OR supervisor
- The IT dude or dudette
- A community partner (chair of the hospital board; long-time, trusted patient, etc.)

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## Orienting Your Practice

- Post a digital picture in the clinic waiting area or nursing station with a short bio of the learner
- Arrange to introduce the learner at a medical staff meeting
- Let IT know far in advance when you will have a new learner
- Invite the local newspaper to write an article
- Ask a hospital board member to invite the learner to a community club like Rotary

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## Before the Learner Arrives

- Arrange a phone call with the learner
- Confirm the date of arrival and plan
- Discuss
  - General site information
  - Housing arrangements/items provided and needed
  - Dress code
  - Credential and IT requirements
  - General information about the learner

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## Your First Meeting

- Introduce the learner to people
- Orient the learner to:
  - Your clinic and hospital
  - Your site's safety protocol
  - Other potential sites
  - The learning experience
  - Housing
  - Your community

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## Introduce the Learner

- Providers
- Office manager / schedule maker
- Receptionists
- Hospital administration, nurses, staff

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## Introduce Your Clinic

- Identify learner's work area
- Provide a written schedule
- Computer access
- Medical record use: access, passwords, rules and expectations
- Parking, paging, printing and faxing
- Routine meetings

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## Introduce Your Hospital

- Credentialing and name tag
- Medical record use: access, passwords, rules and expectations
- OR and delivery personnel / areas: document training in sterile technique etc
- Access to imaging, especially in digital systems

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## Safety is Key!

- Reinforce the need to follow universal precautions
- Tell the learner where to go immediately after a needle stick, splash or other worrisome injury
- Make it clear that any injury:
  - Must be cared for immediately
  - Is not a bad mark against them

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## Introduce Other Potential Sites

- Nursing home
- Emergency department
- Home visits
- Community clinics for the needy
- Other service opportunities

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## The Learning Experience

- Educational resources at your site
  - Computers
  - Simulation equipment
  - Experts in x
- Plans for feedback and evaluation
  - Put a mid and end of experience feedback session on the students schedule at a minimum.
- Dates of any test, presentation or other requirement
- Clear reminder of duty hours & attendance requirements

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## The Learning Experience

- Curriculum specific to the experience
  - Goals and Objectives for
    - TRUST Prematriculation
    - RUOP
    - Third year clerkship
    - WRITE
    - Subinternship
    - Other preceptorships

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## What About Housing?

- Can the office manager do this?
- Rules and Expectations:
  - Housing contact
  - Using the vacuum cleaner
  - Leave the apartment the way you found it.
  - Any other concerns?

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## Talk About Your Community

- Places to shop, eat
- Local gym
- Recreational Opportunities
- Invitations to social events
  - Don't leave this to chance
  - Expect others to share the responsibility with you
- Other ideas?

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## Week One Check-In

- Schedule a second, shorter meeting
- Give feedback on areas of concern
- Address areas of learner confusion, solve problems

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## Key Issues

1. Involve others in learner orientation.
2. Provide a written schedule for the including call.
3. Secure IT password, so the learner can log onto computer systems on the first day.
4. Provide basic computer instruction for your medical systems.

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## Key Issues

5. Explain any feedback and evaluation forms and grading criteria.
6. Give a clear reminder of duty hours and attendance requirements.
7. Stress information on pathogen exposure (e.g., needle stick protocol).
8. Plan a follow-up to the first meeting later in the week. **The first day can be overwhelming.**

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## Questions?

- Last Revised – April 06 , 2011
- Purpose – MT WWAMI Faculty Development Meeting
- Contact – Tom Greer: tomgreer@uw.edu

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