



New Employee Orientation Development

You invest thousands of dollars to recruit, interview, and ultimately select potentially great new members of your hospital's "care team."

But between making the offer and the new employee actually starting, your hospital will lay a foundation that will have a profound impact on that employee's future success in their new role.

The foundation comes, of course, in your New Employee Orientation (NEO) program. And it shouldn't be mind-numbing hours of information they "haveta" know, but will never remember.

Integrated Loyalty Systems (ILS) has done extensive research on the impact of NEO programs and how employees will support your hospital's service efforts.

Whether a new employee will directly contact patients, or provide internal service and support to those who do, your NEO has to *communicate* and *model* the values that define your hospital's service culture – literally from "day one."

A Proven Program Integrated with *Your* Service Culture

A successful NEO program combines elements that have been proven effective with information and a tone that reflects the uniqueness of your hospital. It should contain your hospital's message, delivered in a way that makes your employees feel as welcome and as well-taken-care-of as you want your patients to feel when they come to you for care.

A Comprehensive Approach

At ILS, we follow the "ADDIE" model of Analysis → Design → Development → Implementation → Evaluation.

- *Analysis*: Examine elements of your existing NEO; vision, mission, values; service theme and service behaviors; NEO elements that are "must haves" vs. "nice to haves."
- *Design*: Partner with your team to select proven design elements (history, videos, activities, "game shows," role plays, etc.) that have been well received at other hospitals, and incorporate your unique content.
- *Development*: Work with departmental representatives (Benefits, Compliance, Safety, etc.) to include key NEO information in an engaging format that avoids "information overload."
- *Implementation*: Conduct beta tests and ultimately, a train-the-trainer session to transfer the content for your team to deliver.
- *Evaluation*: Include tools to measure participant reactions and the extent to which learning has occurred.

The ILS goal is to have every participant leave their orientation program excited, energized, knowing what they need to know and motivated to be a valued part of your care team for years to come.

Call or email us today for a telephone appointment where we can discuss next steps toward a great program.



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