	Montgomery County Hospital District-EMS	NEW EMPLOYEE ORIENTATION PROGRAM	
	Standard Delegated Orders – Clinical Guidelines	CG 43	Page 119
			<u>TOC</u>

New Employee Orientation Program (NEOP)

The purpose of the MCHD EMS New Employee Orientation Program is to provide new employees the opportunity to become acquainted with policies and procedures as well as promote a team approach to patient care for the citizens and visitors of Montgomery County.

General Information

Each employee should receive the appropriate paperwork, including copies of the current Standing Delegated Orders, Medication References, Medical Procedures currently performed by MCHD field staff as well as Clinical and Operations Policies & Procedures. This packet should also include paperwork to be completed by the preceptor.


The Clinical Department monitors the New Employee Orientation Program. All paperwork pertaining to evaluations and patient care documentation is to be faxed or delivered to the Clinical Department at the end of each shift. In addition to furnishing copies of this paperwork to the Clinical Department the employee should maintain the original. Failure to comply with this requirement could result in extended time in the orientation program and documentation will be placed in the employee's file.

The initial orientation consists of two days of classroom instruction that may include organizational history and structure, employee benefits, patient care reporting and Westech training, introduction to the driver-trainer program, as well as Clinical and Operations Policies and Procedures. Additional topics covered in the remainder of the week include, but are not limited to: introduction to the Road Safety Program currently in use by MCHD, as well as driving time in an MCHD ALS unit with a certified trainer.

Currently new employees are required to ride a minimum of five (5) 24-hour shifts (or equivalent hours) with a preceptor. After completion of these shifts the employee should be evaluated for competency at the attendant level and a recommendation should be made by the preceptor to release the employee or continue the evaluation process. If the employee is released the Assistant Director EMS-Operations should assign him a schedule. If the recommendation is made to continue the evaluation process, the employee may be assigned to another preceptor with a written plan identifying specific areas of improvement. The employee will be re-evaluated at the end of three (3) 24-hour shifts (or equivalent time). At that time a recommendation may be made by the Assistant Director EMS-Clinical Services to continue the process or terminate the employee.

In addition to the above five shifts, the new employee should schedule one (1) 12-hour shift with a Supervisor and complete four (4) hours as an observer in the communications office. Additionally, all new employees SHOULD pass a Policy & Procedures Manual (Clinical and Operations) test, an SDO test to their level of authorization and a territory test. Passing scores on these exams are 80%. The employee should not be released at the attendant level until these requirements have been completed.

All new employees have a 90-day probationary period. If clinical or operations issues arise that result in counseling or disciplinary action the probation may be extended at the

	Montgomery County Hospital District-EMS	NEW EMPLOYEE ORIENTATION PROGRAM	
	Standard Delegated Orders – Clinical Guidelines	CG 43	Page 120
			<u>TOC</u>

discretion of the Assistant Director EMS-Clinical and/or Assistant Director EMS-Operations. Documentation will be placed in the employees' file describing the reason for the extended probationary period and what requirements should be fulfilled by the employee as well as management for successful completion.

Paramedics with previous experience as the lead medic on an MICU in a 9-1-1 setting may be considered for the In-Charge Evaluation Program. Entrance into this program requires successful completion of the NEOP training at the attendant level as well as the 90-day probationary period. (See In-Charge Evaluation Program policy).