

Orientation and Induction

Healthy Practices

APNA has produced a suite of resources to help general practices employ nurses and optimise their role in the general practice setting. Fulfilling these aims will help build Healthy Practices that deliver positive outcomes for their communities through nursing skills and expertise.

An effective orientation and induction program should demonstrate the professionalism of your practice and help increase the efficiency of the new employee.

During orientation, the nurse will require information regarding the practice population, how the practice functions, the work systems, and how the clinical and administrative teams work together.

Ideally, an induction pack will include information about the:

- administrative structures and processes, such as reporting lines or organisational chart
- procedures for practical administrative matters, e.g. how to apply for leave
- record management and information systems used in the practice
- quality assurance processes
- professional learning and development opportunities
- policy and procedure manual, including how to access an electronic or printed version of the manual
- induction process and checklist.

Plan for an extensive induction program, which is long enough to allow the nurse to be fully proficient in the practice. See an example of an induction process over a three-month probationary period, which can be used as a guide.

Prepare an agenda for the nurse's first day. Arrange introductions to staff and times for meeting with staff involved in the induction.

Example of a three-month induction process

Before first day

- Ensure the new employee has received a contract of employment.
- Establish current registration status online.
- Assign a buddy.
- Send a letter explaining when and where to go on the first day, including parking arrangements (if relevant) and the contact person for the first day (buddy).
- Prepare an agenda for the first day activities and make necessary arrangements with people involved in the induction.

First day

- Be punctual, enthusiastic and friendly, remembering first impressions count.
- Explain your role within the practice and in the induction process.
- Give a brief outline of the induction program for the first day and the first week. This will help the nurse as they will have some idea of what to expect.
- Try and provide a timetable for their first two weeks.
- Schedule a date for the three-month interview.
- Work through the induction pack and induction checklist.

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First week

- Make yourself available to the employee, or ensure that someone can fill this role if you are busy.
- Ensure the employee has:
 - read and signed the employment contract
 - signed and returned payroll forms
 - completed an immunisation and infection disease assessment form
 - completed the induction checklist, signed by the buddy and filed in the personnel file.
- Plan and agree on a series of goals and activities for the employee to undertake in the probationary period.

During first month

- Consideration should be given to arranging regular meetings (at least once a week for 15 minutes) so you can answer any questions the employee may have and provide some general feedback.
- To reduce the likelihood of feeling isolated after the initial high contact in the first week, the buddy should try to touch base with the employee by holding informal meetings (over coffee or lunch).

After three months

- The end of the three-month period is an ideal time to formally discuss the employee's progress.
- Review the plan of agreed goals and activities to ensure any that are outstanding are worked into a professional development training plan for the first year.
- Good work should be recognised and any remaining transitional issues should be resolved.

Induction checklist

BU = buddy; SU = supervisor; PM = practice manager, RE = receptionist

Item	Key points to cover	Reference documents	Responsibility			
			BU	SU	PM	RE
Letter of offer	Copy to practice manager/ business manager.	Letter of offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel file	Set up personnel file, check registration online and record, registration should be checked annually (after 30 May).		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Induction package	Compile the induction package.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assign workplace buddy	Choose someone with good knowledge of the practice and who best matches the skills of the new nurse – seek advice from primary health support organisations such as APNA, Primary Health Networks, Medicare Locals or others if this is needed.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allocate passwords	Computer and security passwords or codes.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

First day

Meet and greet	Welcome the new staff member.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce	Introduce the nurse to all staff. Advise the nurse of their direct reporting line.	Contact list and organisation chart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practice overview	Describe the practice culture and its structure. Profile the number of patients and patient demographics, such as the age and type of patients.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Induction program	Describe the induction program and arrange regular meeting times for the first week.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practice tour	Show the location of facilities (toilets, lunch room, notice boards, evacuation procedures, emergency exits). Show location of fire extinguishers and explain use.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Administrative matters	Advise on policy for annual leave, public holidays and sick leave. Show how to access leave and sickness absence forms.	Leave and absence forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Salary	Explain the timesheet process.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office routine	Advise on practice office hours and doctors' hours. Explain the opening and closing procedure for the practice.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office equipment	Identify faxes, photocopiers, computer servers and printers. Explain process for taking messages.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	Explain procedures for personal security, alarm systems and hold-ups.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality statement	Ensure confidentiality statement has been understood and signed, and emphasise that any breach may result in immediate dismissal.	Confidentiality statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immunisation and infectious disease review	Ensure immunisation and infectious disease review forms are returned and that follow-up requirements are identified and scheduled.	Immunisation and infectious disease review form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grievances	Discuss grievance procedure and provide a contact name for any grievances	Grievance procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accidents, near miss and hazards	Explain accidents, hazards and near miss reporting procedures and documentation.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dress code	Discuss dress code and protective clothing requirements.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policies and procedures	Discuss how to access the practice policy and procedure manual and workplace health and safety manual. Advise the nurse of the need to familiarise him/herself with the content during the first month.	Policy and procedure manual Workplace health and safety manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First week						
Reception	Nurse to spend some time with reception staff to gain an understanding of their role, the patients and some of the processes.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Records/filing	Explain information management system of itinerant, permanent, archived and deceased patient records. Explain about the management of results, including radiology and pathology. Advise on the practice's internal communication methods.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT/IM (information technology/information management)	The nurse should spend time becoming familiar with the practice's medical software. Explain basic functions, including how to log in, set up recalls/reminders, make appointments, perform a client/data search and enter data.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RACGP Accreditation	Discuss accreditation status of practice and identify responsibilities of the nurse within the process.	AGPAL* and GPA** documents Primary Health Networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Practice management	Discuss nurse's responsibilities within the practice management.	Primary Health Networks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Position description for the nurse	Discuss role in areas such as infection control, sterilisation, stock control, results processing and notification, ACIR, cold chain monitoring, immunisation, health assessments, care plans, case conferences, diabetes, asthma and wound care.	Practice policy and procedure manual Position description	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Plan	Plan activities and nominate areas requiring further information and time to consolidate knowledge over the next and following weeks.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary health support organisations	Explain about support organisations such as APNA, Primary Health Networks, Medicare Locals, general practice networks. Refer nurse as required.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical or other mentor	Discuss with clinical or other mentor.					
First month						
Clinical care	Perform clinical role building up to a full workload over an agreed period of time.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activity planning	Identify key areas for learning over the next three months. Document in activity plan.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Second month						
Meeting	Discuss how induction period is progressing for both parties. Address any identified issues.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Third month						
Meeting	Discuss how induction period is progressing for both parties. Address any identified issues. Complete probationary performance review, if appropriate.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activity planning	Review the plan of agreed goals and activities and ensure that any that are still outstanding are worked into a professional development/ training plan for the first year.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*AGPAL = Australian General Practice Accreditation Ltd.
 **GPA = General Practice Australia Accreditation Plus

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