

ED/Admission Transition & Training Program

PRE TRAINING	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8 GO LIVE
<p>ED/Admissions Network Access provided to all team members.</p> <p>Check security access to all areas of ED</p> <p>Order name badges.</p> <p>Uniform orders to be placed.</p> <p>Training manuals & learnings/competency framework distributed.</p> <p>Thelma access provided.</p> <p>PBRC access provided.</p> <p>Go-Share access provided.</p> <p>Comms to team for EOI as super trainers.</p> <p>Create team list; include Registration, Admission and Comms training benchmarks and review roster to ensure all team members have opportunity to be on shift with Super trainers.</p>	<p>Group training sessions Phase 1 to be conducted day, afternoon and if possible weekend.</p> <p>Phase 1: Session to include:</p> <ol style="list-style-type: none"> eMR training in Registration and Admissions. Patient interviews to discuss private and compensable admissions. Customer service standards and delivery. <p>SI, AMW and CH program review.</p>	<p>Super trainers on day and afternoon shift to assist with Reception and Admissions tasks.</p> <p>1:1 comms training day, afternoon and overnight shifts.</p> <p>PLO/Revenue super trainer on shift day/afternoon.</p> <p>SI and AMW float across shifts.</p> <p>SI and AMW float across shifts.</p> <p>SI, AMW and CH program review.</p>	<p>Super trainers on day and afternoon shift to assist with Reception and Admissions tasks.</p> <p>1:1 comms training day, afternoon and overnight shift.</p> <p>PLO/Revenue super trainer on shift day/afternoon.</p> <p>SI and AMW float across shifts.</p> <p>SI, AMW and CH program review.</p>	<p>Super trainers on day and afternoon shift to assist with Reception and Admissions tasks.</p> <p>1:1 comms training day, afternoon and overnight shift.</p> <p>PLO/Revenue super trainer on shift day/afternoon.</p> <p>SI and AMW float across shifts.</p> <p>SI, AMW and CH program review.</p>	<p>Seek feedback from team on training and make any adjustments where needed.</p> <p>Meeting with SI, AMW, CH, Super trainers and PLO/Revenue Super trainer.</p> <p>Address any training issues that has arisen from feedback.</p> <p>Focus and/or redirect additional training needs of any team members following earlier meeting and review of benchmarking.</p> <p>SI, AMW and CH program review.</p>	<p>Buddy training on identified team members for Registration and Admissions.</p> <p>1:1 comms training day, afternoon and overnight shift.</p> <p>Patient interview training with PLO on identified team members.</p> <p>SI and AMW float across shifts.</p> <p>SI, AMW and CH program review.</p>	<p>Group training Phase 2; day and afternoon sessions.</p> <p>Phase 2: Session to include:</p> <ol style="list-style-type: none"> Diversity and Inclusion training. Mental Health Health and Wellbeing <p>SI, AMW and CH program review.</p>	<p>Review training list and minimum competencies achieved by team members for ongoing support.</p> <p>Buddy training on identified team members for Registration and Admissions.</p> <p>1:1 comms training day, afternoon and overnight shift.</p> <p>Prepare individual ongoing training program where identified.</p>