

# PROJECT OF INTEGRATION OF NEWLY-ENGAGED STAFF AT AZIENDA OSPEDALIERO-UNIVERSITARIA S. MARIA DELLA MISERICORDIA DI UDINE

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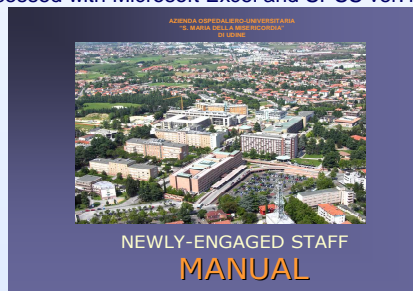
## BACKGROUND

The learning path for newly-engaged staff is an initiative planned by the General Management within the process of Total Quality Improvement. Following the WHO vision on "Health Promotion Hospitals", this project wants to develop the concepts, values and standards of health promotion in hospital organisation and culture for the benefit of the staff, of patients and families. Health promotion, including the patient's life quality, is nowadays seen in Europe as an element mostly affecting the quality of hospital services

## METHODS

Following the results of an internal survey on opportunities and crucial points in integration paths, the AOU SMM General Management set up in 2009 a multi-professional project team focusing on the newly-engaged staff's orientation. The aim of the project was the reengineering of the process in order to give the staff (1-3 days from the recruitment) all the necessary information on safety rules and on other essentials dealing with the hospital policy quality and organization, prevention and privacy within. The project team produced a newly-engaged staff strategic handbook in compliance with the current regulations on hospital organization, prevention, safety, privacy, quality, and accreditation. On the first two days the member studies the chapters on Prevention and Emergency, then s/he is assessed with multiple-choice questionnaires and is trained on the subject. The member is tested with OSCE examination on the acquired competences. The questionnaire is made of 9 items dealing with: Q1-Did the course meet your needs? Q2-Were the objectives clear from the start? Q3-Were the contents consistent with the objectives? Q4-Do you believe that the gained knowledge will be useful? Q5-Do you think that the topics were discussed in details? Q6- Do you consider the sequence of topics effectively? Q7-Do you consider techniques and teaching methods effective? Q8- Is the handbook clear and easy to use? Q9-Do you believe the course is useful ?

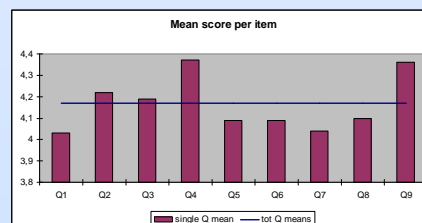
The data were processed with Microsoft Excel and SPSS ver.12 assuming as significant a p-value of 0.05.



FRAMEWORK OF THE MANUAL	
INTRODUCTION	
QUALITY, CERTIFICATION, PATIENT SAFETY	
PRIVACY	
JOB RULES	
STAFF SAFETY	
SECURITY	

## RESULTS

103 people have completed the path so far. 35% were males, 24% will be employed in surgical area, 39% in medical area, 1% in critical area and 36% in services. 32% were less than 25 years old, 35% were less than 35 years, 24% less than 45 and 9% more than 46 years. The average rating of the course was 4,17 mean [DS 0,75] on a 1-5 Likert Scale with single item average mean shown in table 1. There are no differences in rating between different gender and assigned working area. There is only a significant association between item 3 and item 6 which show better scores among health care workers.



## CONCLUSIONS

Results show the project implementation guarantees the customer's safety improvement and promotes quality performance. The member soon feels s/he is well supported in the organization. From the start s/he is trained in using protective equipment and acquires basic competence for facing clinical or fire and calamity emergency. The path is innovative and is liked especially to younger new engaged workers. The presence of a personal tutor makes relationships within the team easier and successful. The path improves the effectiveness of the staff involved in the process of integration and promotes the empowerment.

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