Sidra Regulation, Policies and Standards Matrix

Mandatory Orientation Definition:

Mandatory orientation addresses learning that all staff are required to complete as defined by regulation, legislation, policy or accreditation standards

JCI Standard

HR01.06.01 Staff are competent to perform their responsibilities

Orientation Framework

Part 1. Induction: Currently this is a 2 day induction to Sidra and Qatar

Part 2. (a) Mandatory Orientation: **Al Nasser Tower:** This is proposed to be 8 eLearning modules that are defined by regulation, legislation policy and standards to be mandated education for all staff. See below. All modules will be assessed with on-line assessment

Part 2. (b) Mandatory Orientation: Sidra Hospital: This is proposed to be 11 eLearning modules that are defined by regulation, legislation policy and standards to be mandated education for all staff and 3 workshop sessions aimed at application of principles and standards. See below. All modules will be assessed with on-line assessment and classroom assessment for workshop assessment

Part 3. Role/department specific Orientation: The element of orientation is to be reviewed and agreed. Currently it is a proposal from OD&L.

- Proposal is that the role/department orientation is led by the department Line Manager as they are responsible for staff members performance and KPI's of the area
- Documentation is managed through the Learning Management System (LMS) using a checklist format *(proposal)*
- Check list (see draft attached) follows same Module Matrix as the mandatory program highlighted below, however, the topics of learning are identified by the department and aimed at meeting the mandatory needs of the department and role. Not a wish list of topics
- Management of the learning is guided / managed by the manager/educator/preceptor/mentor with the aim of completion at the end of probation.
- Registration of ALL Parts of Orientation (part 1,2,3) is recorded in the LMS and links to the individual staff members Performance Plan in Lawson's ERP system
- OD&L report against JCI standard on completion of Mandatory orientation

Content Area	Content to cover	Legislation/Regulations **QL = Qatar Legislation**	JCI Standards
MEd 000 Induction – "The Sidra Way" 1. Describe the importance of being respectful to local culture and tradition. 2. Describe your role as a Sidra brand ambassador.			• **ACC 1.3** - Access to care & continuity of care- The organization seeks to reduce physical, language, cultural, and other barriers to access & delivery of services
MEd 002 Ergonomic and Body Mechanics Principles • eLearning addressing core principles policies and standards and accountabilities	Policy • Manual Handling Policy (Draft) • No Lifting Policy (Draft)	QL - Degree Law No 30 of 2002-Environment Protection (Articles 7, 21.3, 25, 37, 70) • Degree Law 31 of 2002-Protection Against Radiation (Articles 6.4, 12.3, 26.c, 29.3-6, 34.3, 39.5, 67.5, 75.3, 82.2, 82.3, 93.6) • Law No 14 of 2004-Labour Law (Chapter 1-article 1.12 & Chapter II articles 11, 14 & 15)	• **SQE 8.4** – Staff qualifications & education the organization provide staff with a health & safety program • International patient safety goal. 6 Reduce the risk of patient harm resulting from falls
MEd 003Health, Safety and Security • eLearning addressing core principles policies and standards and accountabilities *Module to Include* Staff Health Radiation Safety level 1 (only to be included in Sidra Campus Module) Personal Protection Equipment PPE 1st Responder 1st Aid	Policy • Organizational Security Program • Security Management Policy • Access Control Policy	QL - Degree Law No 30 of 2002-Environment Protection (Articles 25, 37, 70) Degree Law 31 of 2002-Protection Against Radiation (Articles 93.6) Law No 14 of 2004-Labour Law (Chapter 1-article 1.12 & Chapter II articles 11, 14 & 15)	• **FMS 11.1** Facility management & safety –Staff members are trained and knowledgeable about their role in the organization's plans for fire safety, security, hazardous materials & emergencies • **SQE 8.4** – Staff qualifications & education – the organization provide a staff health & safety program • **AOP 6.2** Assessment of Patients a radiation safety program is in place
MEd 004 Fire safety management • eLearning addressing core principles policies and standards and accountabilities Look to include video on what extinguishers used for what fires etc	Policy • Fire safety management • Smoke Free Campus Policy • General Environmental Safety Policy	QL - Degree Law 31 of 2002-Protection Against Radiation (Articles 93.6) Law No 14 of 2004-Labour Law (Chapter 1-article 1.12 & Chapter II articles 11, 14 & 15)	• **FMS 11.1** Facility management & safety –Staff members are trained and knowledgeable about their role in the organization's plans for fire safety, security, hazardous materials & emergencies • **SQE 8.4** – Staff qualifications & education – the organization provide a staff health & safety program • **(JCI) AOP 6.2** Assessment of Patients a radiation safety program is in place
MEd 006 Equality Diversity & Cultural awareness • eLearning addressing core principles	Policy • Patient rights • Confidentiality		• **ACC 1.3** - Access to care & continuity of care- The organization seeks to reduce physical, language, cultural, and other barriers to access & delivery of services

policies and standards and accountabilities			• **PFR .4** – <u>Patient & family rights</u> - Staff members are educated about their roles in identifying patient's values & beliefs and protecting patient's rights • Staff members identify patient expectations and needs for privacy during care and treatment.
MEd 008 Quality improvement & Culture of Safety • eLearning addressing core principles policies and standards and accountabilities Safe Guarding Adults and Children Family centered care Baby Friendly Initiative	Policy • Quality and Performance Improvement • Sentinel Event (draft) • Baby friendly policy	UN Charter on the rights of the child (Signed by Qatar)	• **QPS 1.3** <u>Quality improvement & Patient safety</u> – Leaders provide technological and other support to the quality improvement & patient safety program • **QPS 1.5** <u>Quality improvement & Patient safety</u> Staff are trained to participate in the program • **GLD 3.4** – <u>Governance, leadership & direction</u> • The medical, nursing, and other leaders are educated in the concepts of Q.I
MEd 009 Effective Communication and Customer Service • eLearning addressing core principles policies and standards and accountabilities	Policy • Communication Policy • Social Media Policy • Spokesperson & Media Training Policy		• **MCI.6:** Information about the patient's care and response to care is communicated • **MCI.8** – Information related to the patient's care is transferred with the patient
MEd 011 Information Management Overview of systems to be educated to and learning need to do Introduction to Security system and single sign on Pearl explained Library services - orientation - introduction (all staff)	Policy • Information Systems Security Management Policy • Confidentiality • Use of electronic Mail (draft)		• **MCI 1 to 1.21** includes: Communication with patients & families, Communication between practitioners, leadership & planning, patient clinical records, aggregate data & information • **MCI.10** – Information privacy and confidentiality are maintained
MET 011 Information Management Application of systems LMS Lawson's/ERP • Get pay slip/past slips • Leave Management • Employee self-service – Personal Data Introduction to Security system and single sign on	Policy • Information Systems Security Management Policy		• **MCI 1 to 1.21** includes: Communication with patients & families, Communication between practitioners, leadership & planning, patient clinical records, aggregate data & information • **MCI.10** – Information privacy and confidentiality are maintained

MEd012 Code of Conduct **Known as** **Code of Organisational Ethics** • eLearning addressing core principles policies and standards and accountabilities	Policy • Appearance Policy • Hours of Work Policy • Grievance Policy • Management of Dignity in the Workplace Policy		• **MCI .4** – <u>Management of communication & information</u> – Communication is effective throughout the organization. • **MCI.5** - <u>Management of communication & information</u> - the leaders ensure that there is effective communication & coordination among those individuals and departments responsible for providing clinical services.
MET013 Role/Department checklist • Role/department specific orientation	Policy • All unit specific policies, procedures and guidelines		• **MCI .4** – <u>Management of communication & information</u> – Communication is effective throughout the organization. • **MCI.5** - <u>Management of communication & information</u> - the leaders ensure that there is effective communication & coordination among those individuals and departments responsible for providing clinical services.
The following to be included in Hospital orientation, not Al Nasser Tower Orientation			
MEd010 Emergency Management • eLearning addressing core principles policies and standards and accountabilities	Policy • Emergency response codes • Violence Management Policy (Draft) • Disaster and Emergency Management (Draft)	*QL*- Degree Law 31 of 2002-Protection Against Radiation (Articles 6.4, 12.3, 26.c, 29.3-6, 34.3, 39.5, 67.5, 75.3, 82.2, 82.3, 93.6) • Law No 14 of 2004-Labour Law (Chapter 1-article 1.12 & Chapter II articles 11, 14 & 15)	• **SQE 8.4** – <u>Staff qualifications & education</u> – the organization provide a staff health & safety program • **FMS 11.1** <u>Facility management & safety</u> –Staff members are trained and knowledgeable about their role in the organization's plans for fire safety, security, hazardous materials & emergencies

MEd005 Hazardous Material and Waste • eLearning addressing core principles policies and standards and accountabilities	Policy • Waste Management (Draft) • Hazardous Materials Control • Spillage of Bodily Fluids (Draft)	QL - Degree Law No 31 of 2002-Protection from Radiation (Articles 2.8, 5.6 and 8.1) • Degree Law No 30 of 2002-Environment Protection (Articles 7, 21.3, 25, 37, 70) • Resolution of the Minister of Civil Service and Housing No 16 of 2005-Medical Care of the Workers of the Institutions • Degree Law 31 of 2002-Protection Against Radiation (Articles 6.4, 12.3, 26.c, 29.3-6, 34.3, 39.5, 67.5, 75.3, 82.2, 82.3, 93.6) • Law No 8 of 1974-Public Hygiene • Law No 14 of 2004-Labour Law (Chapter 1-article 1.12 & Chapter II articles 11, 14 & 15)	• **FMS 11.1** Facility management & safety Staff members are trained and knowledgeable about their role in the organization's plans for fire safety, security, hazardous materials & emergencies • **AOP 5.1** Assessment of Patients - Laboratory Services A laboratory safety program is in place, followed and documented • **AOP 5.6** Assessment of Patients - Laboratory Services Procedures for collecting, identifying, handling, safely transporting and disposing of specimens are followed
MEd 001 Infection prevention and control practices • eLearning addressing core principles policies and standards and accountabilities	Policy • Management of Infectious and Dangerous Clinical Waste • Hand Hygiene Procedures • Standard Precautions • Disposal of Needles and Sharps Final	QL - Decree Law No 17 of 1990-On Protection from Infectious Diseases (Article #15-vacations) Law No 14 of 2004-Labour Law (Chapter 1-article 1.12 & Chapter II articles 11, 14 & 15) Law No 8 of 1974-Public Hygiene Degree Law No 30 of 2002-Environment Protection (Articles 7, 21.3, 25, 37, 70) Law No 8 of 1974-Public Hygiene	• International patient safety goal 5. – reduce the risk of healthcare associated infections • **PCI .11**- Prevention & control of infection Education of staff about the program