



AMAZING PEOPLE DOING AMAZING THING

Departments Team Up To Offer A Virtual Welcome To New Employees

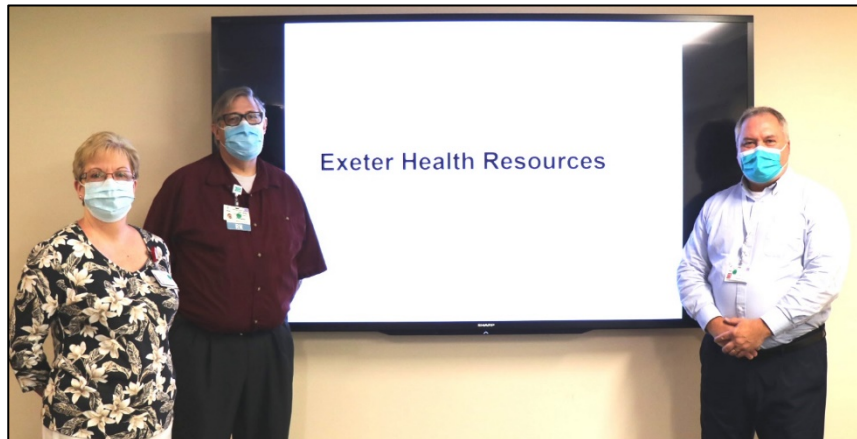
Prior to the start of the Coronavirus pandemic, our organization's Corporate Orientation program for new employees ran like a well-oiled machine. Organized and facilitated by **Karen Mahoney**, Human Resources Coordinator, the program was held every other Monday in the Exeter Hospital conference rooms. The full day, interactive session was designed to provide new staff with the tools, information, and resources needed to start in their new roles. This included presentations by senior leaders and representatives from several departments across our health system. But that all came to a halt when the pandemic hit, and it became apparent corporate orientation would need to adapt to adhere to the new policies about social distancing and the ban on large gatherings.

"We received the directive from **Chris Callahan**, Vice President of Human Resources, in March that we needed to change our format to an on-line presentation," Karen says. "The tricky part was, he asked us to accomplish this within a three week timeframe." Although there wasn't much time to pull it all together, Karen got to work scheduling the presenters to record their individual sessions so they could be uploaded to our on-line HealthStream learning center. "We are so thankful to **Dave Lessard** from Core's Organizational Excellence team who cleared his calendar to make these videos," she says. She also is appreciative of everyone who made themselves available without much notice to record those videos: **Chris Callahan**, **Jennifer Costain**, Senior Director, Quality & Safety; **Jackie Dockham**, Director, Infection Prevention; **Linda Currier**, Senior Human Resources Partner; **Rose MacKenzie**, Human Resources Partner; **Erika Spiegel-Sanborn**, Advancement Officer; **Erin Moore**, Compliance and Privacy Officer; **Kelsy Townsend**, Security Officer; **Derek Bumford**, Safety Emergency Management Specialist; and **Jason Steenbergen**, Information Security Analyst.

Next came collaborating with the Hospital's Professional Development and Clinical Support Department (PDCS) to get the info uploaded to HealthStream. **Sue Kimball**, Sr. Systems Administrator, and **Mike Nickerson**, Professional Development Specialist, had to work quickly to build, test, and tweak each course; create a "student group" to whom the courses could be assigned; and then make the actual assignments. "We weren't sure we were going to be able to get this all done within the allotted timeframe, but we worked feverishly to meet the goal date," Sue says. She adds that while she and Mike were working on the getting the Corporate Orientation information built and uploaded to HealthStream, they were also working furiously to build a personal protective equipment (PPE) donning/doffing on-line training course for front line staff and providers. "That also took a great deal of time and, because things were changing so much, we were making revisions right up until the release date," Sue says.

While Sue and Mike were working on their part of the process, **Lise Waitt**, Lead Recruiter, Human Resources/Employment, was communicating with new hires about the new on-line orientation process. Although they would now be attending a virtual orientation session, they still were required to come on site to get their pictures taken for their ID badges and to receive their network login information. "**Kelsy Townsend**, Security Officer, and **Kathy Sargent**, Technical Support, PDCS, really stepped up to rearrange her schedule to get new hires in and out quickly," Karen says.

Although there were a few minor bumps, the new virtual orientation program was implemented in early April and is currently the process for all new hires. "Every person involved played a key role in ensuring the success of this initiative," says Sue. "It was a lofty goal to complete within such a short span of time – but everyone worked *together as one* to do their part during an extremely stressful and uncertain time." Thanks to everyone who participated in this effort!!



Some key staff members who helped turn our corporate orientation program into a virtual training session in lightning speed (from left): **Sue Kimball**, Senior Systems Administrator and **Mike Nickerson**, Clinical Educator, Department of Professional Development and Clinical Support, Exeter Hospital; and **Dave Lessard**, Project Manager, Organizational Excellence, Core Physicians.