

# **GENERAL ORIENTATION**

## **MICHIGAN TRADITION VISIONS AND VALUES**

1. Welcome and Introductions
2. About the UM Health System
3. Mission, Vision, Values and Goals
4. UMHS View of Diversity
5. Demonstrating Organizational Values
6. Staff and Leadership Competencies
7. Customer Service: *It's a Dog's World*, Moments of Truth and Service Recovery
8. Resources
9. Orientation Checklist
10. Preparation for Day Two Orientation
11. Lunch
12. Corporate Compliance and the Health Insurance Portability and Accountability Act (HIPAA)
13. Security/Critical Incidents
14. Safety/Emergency Responses
15. Cultural Competency
16. Infection Prevention and Control
17. Patient Safety
18. Let's Pick It Up! Environmental Services
19. Reminders, Evaluations, Computer Access Envelopes and Adjourn