### Frequently Asked Questions
Central Nursing Orientation (CNO)

New Employee Orientation (NEO) web link @ [https://hr.medicine.umich.edu/new-employee-orientation-neo](https://hr.medicine.umich.edu/new-employee-orientation-neo)
New Employee “Welcome Letter” are sent as follows:
- **Nurses:** Nurse Recruitment & Retention (NRR) @ 734-936-5183 office; 1-877-NURSE-UMHS 24/7 toll free
- **Unlicensed Assitive Personnel:** Human Resources (HR) business partner/representative assigned to each area of practice

**MiChart support:** Melissa Manley, Preston Kelly, Judy Konye, and HITS

*All new transactional requests should be submitted to the Human Resources Solutions Center either by phone 734-647-5538, or the Web Form via the following link: [https://sd-jira.med.umich.edu/servicedesk/customer/portal/19](https://sd-jira.med.umich.edu/servicedesk/customer/portal/19)*

<table>
<thead>
<tr>
<th>Q</th>
<th>A</th>
</tr>
</thead>
</table>
| 1 Q: Where is the **CNO registration site** located?  
A: On the **CNO website** @ [http://www.med.umich.edu/nursing-PDE/cno/index.html](http://www.med.umich.edu/nursing-PDE/cno/index.html), you will find the “Google site registration” under the CNO welcome. Use Google Chrome and be prepared to use your DUO. | |
| 2 Q: Can I **change an orientee’s session** or a part of it?  
A: If you want to **change the entire session** to another date, please go the original session date, and cross off your new hire’s name. Then, go to the new session and register your new hire. If you want to reschedule only a part of orientation or a day, email Nurse-CNO@med.umich.edu and provide information. | |
| 3 Q: If I am registering an **external temporary** employee, are there any additional tasks I must complete to ensure a smooth transition into CNO?  
A: New hires with temp status are registered at the same site as those with perm status. Also, the same documentation is required for either status at the unit/department level | |
| 4 Q: Does CNO send out **“welcome” letters** to new staff?  
A: CNO staff do not send out welcome letters. Nursing Recruitment and Retention sends out welcome letters to nurses, and the Department of Human Resources sends out letters to the Unlicensed Assitive Personnel. See information at the top of this page. | |
| 5 Q: If my **temporary employee** is moving into a permanent/regular position on my unit, do they need to complete NEO and CNO?  
A: Your employee (nurse or UAP) will need to complete the benefits portion of NEO (see the link located at the top of this page). If your temporary employee is a nurse, then please contact nurse-CNO for enrollment into the UMPNC presentation. | |
| 6 Q: If an **AP already working on our unit** is hired into our unit as a RN, does he/she need | |
to complete NEO/CNO?
A: Employees changing classifications do not need to repeat NEO, unless he/she needs benefits. However, they will need to attend all of CNO moving into a new role.

7 Q: If a traveler is hired as a permanent staff member, does he/she need to attend CNO?
A: Please follow the grid below. If you have questions, then email nurse-CNO.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Need to Attend CNO?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worked at MM for 6 months or less as a traveler then hiring into a permanent RN position</td>
<td>Yes</td>
</tr>
<tr>
<td>Worked at MM for 6 months or more as a traveler then hiring into a permanent RN position</td>
<td>No; encouraged to attend UMPNC presentation &amp; may need a different CAC</td>
</tr>
<tr>
<td>Worked at MM for 6 months or less as a traveler, and returned after 6 months to a permanent RN position</td>
<td>Yes</td>
</tr>
<tr>
<td>Worked at MM for 6 months or more as a traveler, and returned within 6 months to a permanent RN position</td>
<td>No; encouraged to attend UMPNC presentation &amp; may need a different CAC</td>
</tr>
</tbody>
</table>

8 Q: If I hire a temp AP hire, does he/she need to attend NEO/CNO when he/she just finished a shortened version of CNO in the University of Michigan summer nurse externship program?
A: The temp AP hire does need to attend the AP orientation in CNO since the AP is now considered an employee. However, please contact Human Resources to see if the AP needs to complete NEO.

9 Q: If I hire a former extern from last year’s externship as a newly licensed RN, does he/she need to repeat NEO/CNO?
A: The RN needs to complete NEO and CNO.

10 Q: If a former employee is returning to UM within one year in the same classification and clinical area, is NEO/CNO required?
A: If there is any break in employment, NEO is required. CNO is not required except for UMPNC (and BLS/CAC if needed)

11 Q: For a transfer: If the employee remains in the same classification but transfers to a different or new clinical area, are parts of CNO applicable?
A: Consult Department of Professional Development and Education: nurse-CNO@med.umich.edu

12 Q: If my hire is a University of Michigan nursing student and is hired as a nursing assistant for the summer, do they need to attend CNO?
A: Yes, your new orientee is being hired as a staff member and is expected to attend all of AP orientation.

13 Q: Do Advanced Practice Nurses attend CNO?
A: Clinical Nurse Specialists (CNSs), NPs, and CNMs do attend CNO if they are not already working within the UMHS system. The CNSs, NPs, and CNMs (& CRNAs) attend an Advanced Practice Nursing (APN) orientation as noted @ http://www.med.umich.edu/i/nursing-ap_nurse/orientation.html

14 Q: If I have questions related to NEO, who do I contact?
A: Contact your unit/department’s Human Resources contact person; otherwise, contact HR directly @ 734-647-5538, Monday-Friday 8am-5pm. (Voicemail is available for contact outside of normal business hours).
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q: Where is the content located for CNO?</td>
<td>A: RN/AP schedules are located @ <a href="http://www.med.umich.edu/nursing-PDE/cno/docs/cno-schedule.pdf">http://www.med.umich.edu/nursing-PDE/cno/docs/cno-schedule.pdf</a>; Classroom content is located @ <a href="http://med.umich.edu/i/nursing-PDE/cno/content.html">http://med.umich.edu/i/nursing-PDE/cno/content.html</a></td>
</tr>
<tr>
<td>Q: Where can I find the content for the Critical Care Orientation?</td>
<td>A: Go to the Clinical Home Page, to Nursing Professional Development and Education. Click on “Critical Care Orientation (CCO).” <a href="http://med.umich.edu/i/nursing-PDE/cco/index.html">http://med.umich.edu/i/nursing-PDE/cco/index.html</a></td>
</tr>
<tr>
<td>Q: Where can I find the content for the Ambulatory Care Medical Assistant and LPN Orientation?</td>
<td>A: Go to the <a href="http://www.med.umich.edu/i/acs/nursing/">http://www.med.umich.edu/i/acs/nursing/</a> ; <a href="http://www.med.umich.edu/i/ACES/">http://www.med.umich.edu/i/ACES/</a></td>
</tr>
</tbody>
</table>
| Q: How do I know if my orientee’s BLS is acceptable?♥ | A: The Basic Life Support certification must meet the following qualifications:  
  - An expiration date of more than 6 months from date of hire,  
  - BLS for Healthcare Provider certification MUST be current American Heart Association with current Heart & Torch logo  
  - State “Healthcare Provider” or “BLS Provider” on the certificate of completion.  
  A copy of those orientees whose BLS meets these requirements is placed in the ESN Share Drive, under “units.” Click on “open” and look under BLS exemptions, under the appropriate year. These BLS exemptions are then emailed to the UMHS Management Learning System (LMS) for input.  

♥Please note:  
  - ACLS does not replace BLS  
  - AHA does have reciprocity with the Canadian Heart & Stroke Foundation—acceptable. Currently, AHA also has reciprocity with the U.S. Military certification, but that will be changing, as the Military will be switching to the Red Cross, which MM does not accept. |
**ONBOARDING**

| 1 | Q: Any suggestions on best practices for welcoming a new RN or AP to Michigan Medicine?  
A: Here are suggestions:  
- Call your orientee at least a week prior to NEO/CNO to review their schedule after attending central orientation and/or send them a copy via email.  
- Visit your orientee during their central nursing orientation to touch base with them—during a scheduled break. Many orientees have questions/concerns/  
- Provide a “welcome gift” for your new orientee such as one with items special to your unit population.  
- Ensure that the orientee has your unit’s key phone numbers |

| 2 | Another resource can be found on the Human Resources website @ https://hr.medicine.umich.edu/hr-services/manager-resources/onboarding-orientation |

**CONTACT INFORMATION**

Q: If I have any questions about CNO, how do I contact the staff in Central Nurse Orientation?  
A: Emailing the Nurse-CNO@med.umich.edu Mailbox is the most effective method of receiving answers to your questions. Emailing individual staff members is not recommended due to varying schedules.

**DOCUMENTATION**

- See the ENC Shared Open drive for unit/department orientation documents. For other information, please check the ENC webpage http://www.med.umich.edu/i/nursing-PDE/enc/index.html  
- IF you need access to the shared drive, please contact Mary deBardeleben (PD&E) @ marydp@med.umich.edu  
- Use your Unit/Department Orientation skills checklist/document(s) related to your specific patient population

**HOSPITAL/CAMPUS MAPS**

Parking & Transportation @ https://ltp.umich.edu/; Check with your unit/department to determine type of parking permit to purchase based on your shift.
RECOMMENDED Parking/Transportation for CNO

Please discuss the following with your orientee(s) via email and/or in person to prepare them ahead of time for discussion in CNO:

A. **Glazier Way Lot NC-51**: US-23—with Plymouth Rd West—to Huron Parkway South [turn left] to Glazier Way West [turn right] to NC-51 (all permits allowed at this lot), then use the commuter bus or Med Express.

B. **Commuter South** bus—[to travel to hospital]
   - For Towsley Center, stop at University Hospital/Taubman Center;
   - For 300 North Ingalls Building, get off @ Zina Pitcher and walk from Zina Pitcher left to Catherine, over Glen then to the front of NIB. Then, to return, take the Wall Street/NIB bus to Taubman and Commuter North to Glacier Way Lot.

C. **Commuter North** bus—[to travel back to Glazier Way Lot NC-51]—walk across the street from Taubman and take this bus back to the Glacier Way Lot.

To find parking lot NC 51, the orientee can use Google Maps and then follow these directions: Enter “NC 51 Ann Arbor MI” then Click Search

---

The Towsley Center

- When entering, passing through two sets of double doors, the **LOBBY** is seen;
- If turning immediately to your **right**, the **DOW AUDITORIUM** (green seats) is in view;
- If you **take the stairs** down to floor 1, open the doors, turn left, and turn right at the first door, you will be in the **DINING ROOM**;
- If you go **further down the hall** on floor 1, you will see the **SHELDON AUDITORIUM** (orange seats).
Commuter Bus South & Commuter Bus North

Commuter South

Commuter North

See COMMUTER NORTH for travel in the opposite direction.

See COMMUTER SOUTH for travel in the opposite direction.
Locations of Additional Educational Programming

Questions? Email Nurse-CNO Mailbox