Frequently Asked Questions
Central Nursing Orientation (CNO)

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

I. REGISTRATION

Q: Where is the registration site located?
A: On the CNO website @ 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.

Q: Can I change an orientees’ 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.

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.

Q: Does CNO send out “welcome” letters to new staff?
A: Human Resources (HR) sends out letters with information on NEO and CNO to all new hires—perm and temp status.

Q: If my temporary employee is moving into a permanent/regular position on my unit, do they need to attend NEO and CNO?
A: Your employee will need to attend NEO (benefits in the afternoon-contact HR). If a nurse, please contact nurse-CNO for your staff member’s attendance to UMPNC.

Q: If an AP already working on our unit is hired into our unit as a RN, does he/she need to attend 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.

Q: If a traveler is hired as a permanent staff member, does he/she need to attend NEO/CNO?
A: If being hired as a permanent staff member, the new employee must attend NEO and all of CNO.
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. However, please contact Human Resources to see if the AP needs to attend NEO.

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 attend NEO and CNO.

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)

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

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.

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

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).

II. CONTENT

Q: Where is the content located for CNO?
A: RN/AP schedules are located @ http://www.med.umich.edu/nursing-PDE/cno/docs/cno-schedule.pdf
Classroom content is located @ http://med.umich.edu/i/nursing-PDE/cno/content.html

Q: Where can I find the content for the Critical Care Orientation?
A: Go to the Clinical Home Page, to Nursing Professional Development and Education. Click on “Critical Care Orientation (CCO). http://med.umich.edu/i/nursing-PDE/cco/index.html
Q: Where can I find the content for the Ambulatory Care Medical Assistant and LPN Orientation?
A: Go to the http://www.med.umich.edu/i/acs/nursing/  
   http://www.med.umich.edu/i/ACES/

Q: How do I know if my orientee’s BLS is acceptable?
A: The Basic Life Support class must have written documentation with the following:
   • An expiration date of more than 6 months from date of hire,
   • Must be completed through the American Heart Association (AHA), and
   • State “Healthcare Provider” or “BLS Provider” on the certificate of completion.
   • ACLS does not replace BLS

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.

III. ONBOARDING

Q: Who contacts my orientee(s) prior to attending CNO?
A: The Department of Human Resources (HR) will send a Welcome Letter upon completion of pre-employment requirements to all employees. The welcome letter contains information related to NEO/CNO.

Q: Any suggestions on best practices for welcoming a new RN or AP to Michigan Medicine?
A:
   • 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

IV. 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.
a. Educator post-enrolls glucometer demo into MLearning **PATH-62064**
b. Email the group email @ **PATH-POC-INPATIENT**; please provide them with the orientee name, UMID, and unit.

(2) Email **Nurse-CNO mailbox** to inform us that your AP is being hired and being registered in the next CNO.

V. **DOCUMENTATION**

- See the ENC webpage [http://www.med.umich.edu/i/nursing-PDE/enc/index.html](http://www.med.umich.edu/i/nursing-PDE/enc/index.html) for recommended unit orientation forms. If you need access to the shared drive, please contact Mary deBardeleben (PD&E) @ marydp@med.umich.edu
- In addition, use your Unit Orientation skills checklist/document(s) related to your specific patient population

VI. **HOSPITAL/CAMPUS MAPS**
Parking & Transportation @ [http://www.med.umich.edu/u/parking/transport.htm](http://www.med.umich.edu/u/parking/transport.htm)

VII. **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 [dir] Plymouth Rd West [dir] Huron Parkway South [turn left] [dir] Glazier Way West [turn right] [dir] NC-51 (all permits allowed at this lot), then use the commuter bus or medexpress.

B. **Commuter South** bus—[to travel to hospital]
   - For Towsley Center, get off @ 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.

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

Commuter South

Commuter North
Questions? Email Nurse-CNO Mailbox