Frequently Asked Questions
UMHS New Employee Orientation (NEO) with Human Resources (HR)
Central Nursing Orientation (CNO)

Effective January 25, 2016, 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://prodremedy.med.umich.edu/arsys/forms/prodremedy.med.umich.edu/HR%3ACaseManagement/webSubmit/?mode=Submit&usertimezone=America%2FDetroit&cacheid=97014fe2

I. REGISTRATION

Q: Where is the registration site located?
A: Go to the Clinical Home Page, under Nursing Services click on Professional Development and Education. Click on the link “Nursing Orientation, ”click on Central Nursing Orientation located in the left panel of the page http://www.med.umich.edu/nursing-PDE/cno/index.html. You will see the link for the registration site on the right.

Q: Can I change an orientees’ session or a part of it?
A: If you want to change the entire session to another date, click on the registration list. Click on the session date that your orientee is registered in. At the bottom of the page you will see “Change Series,” click on it, choose your orientee’s name from the appropriate column and change the session date. 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: When registering an external temporary employee, you will notice on the registration site that a pop-up box will appear stating that the following must be completed by the unit prior to the first CNO day: UMHS ID badge, New Employee Health Screen, parking permit, and computer passwords. New Employee Orientation (NEO) begins on a Monday, then CNO follows on Tuesday of the first week of hire at 0800 at the North Campus Administrative Complex (NCAC).

Q: Does CNO send out “welcome” letters to new staff or does Human Resources?
A: CNO does not send out informational letters to the staff.

• IF your staff member is a regular hire, then Human Resources will send out a “welcome” letter.
• IF your new hire is a temporary employee, then the hiring unit is responsible for providing the onboarding information. Go to section VI for additional information.

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 and only the UMPNC presentation in CNO if your new hire is a RN.
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. 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 CNO in the University of Michigan summer nurse externship program?
A: The temp AP hire does not 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.

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: Who needs to attend the SKILLS LAB?
A: All personnel regardless of classification are required to attend Skill Lab A unless the staff member is in the outpatient setting and does not participate in the content as noted in the Skills Lab description. RNs may be required to attend Skill Lab B, C if it applies to their clinical area.

Q: Do Advanced Practice Nurses attend CNO?
A: Clinical Nurse Specialists attend all of CNO. CRNAs, NPs, and CNMs do attend CNO if they are not already working within the UMHS system. The CRNAs, NPs, and CNMs 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: Kristina Reinhardt @ 734-647-0101 with Human Resources is your contact person; otherwise, contact HR directly @ 734-647-5538, Monday-Friday 8am-5pm. (Voicemail is available for contact outside of normal business hours) or view the content @ http://www.med.umich.edu/umhshr/supervisor/hrsc.html

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 is the content located for the Skills Lab?
A: Skill lab guidelines, sessions, and registration are all located at http://www.med.umich.edu/nursing-PDE/cno/sessions.html#skilllab

Q: Where is the content located for the Medical/Surgical and Pediatric Cluster?
A: Go to the Clinical Home Page, click on to Nursing Professional Development and Education. Click on “Cluster Orientation.” http://www.med.umich.edu/i/nursing-PDE/

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://www.med.umich.edu/i/nursing-PDE/

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/ ; https://uhintwebspr1.mcit.med.umich.edu/acs/MAorientation/entryform.cfm

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. MAPS/PARKING

Q: Where do I obtain parking information for my temporary employee?
A: http://www.pts.umich.edu/ and http://pts.umich.edu/forms/parking_request.pdf
IV. 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 permanent employees. The welcome letter contains information related to NEO/CNO. It is the unit’s responsibility to contact their temporary employees and provide them information on orientation.

Q: Any suggestions on best practices for welcoming a new RN or AP to UMHS?
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

V. CONTACT INFORMATION

Q: If I have any questions CNO or the Skills Lab, 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.

Q: If I have any questions about Medical/Surgical/Pediatric Clusters, who do I contact?
A: Email Mark Erber @ and/or email the Nurse-CNO@med.umich.edu mailbox and provide your information

VI. ADDITIONAL INFORMATION:

HIRING TEMPORARY STAFF (more detailed):

A. New Employee Orientation (NEO) is scheduled through e-Recruit offer. Please provide the NEO date for your temp new hire in the job offer via e-Recruit.
   - Kristina Reinhardt kmreinha@umich.edu can assist you with questions related to NEO and/or Charmaine Ward in HR @ mainec@med.umich.edu
B. It is REQUIRED to have all processing completed prior to attendance on CNO day #1 on Tuesday.
   - Coordinate your new orientee’s orientation needs/requirements with your Administrative Assistant and/or Supervisor/Manager.
   - Please follow up with each new employee by phone if emails are not being answered promptly.
     1. View the class schedule @ http://www.med.umich.edu/nursing-orientation/CNO_SCHEDULE.pdf. RNs and APs attend all the classes despite being a regular or temp/per diem.
     2. Ensure that your temporary employee has the following:
a. An employee health screening @ https://hr.umich.edu/benefits-wellness/health/mhealthy/occupational-health/occupational-health-services/ohs-services/new-employee-health-assessments
b. Access for computer accounts can be obtained by the Authorized Signer completing an ArWeb Form. Any questions--contact MCIT @ 936-8000.
c. Parking information (http://pts.umich.edu/forms/parking_request.pdf). Please note that CNO DOES NOT provide free parking except for Tuesday at NCAC.
d. Unit orientation calendar (at least 2 weeks for the new employee)

HIRING AN EMPLOYEE BEFORE ATTENDING A CNO SESSION

IF hiring is requested by your Supervisor/Manager when there is no CNO session available, then please follow the follow guidelines:

A. NURSES:
Register your Nurse into NEO, then:

a. **MiChart training via your unit facilitator.**
   
b. **BLS**--Your orientee’s BLS must not expire within 6 months from the date of hire, must be from the American Heart Association (no Red Cross cards are acceptable), and must state “Health Care Provider” or “BLS Provider” on the card.
   
   • IF the orientee does not meet all of these expectations, then please contact Mary deBardeleben @ mdp@umich.edu for a BLS class. (Note: ACLS is not a substitute for BLS per the AHA.) CAC can also be scheduled with Mary, but can also be done during the 1st week of the CNO session.

c. **Epidural Class** [NURS-42125]-Register your orientee if required by your unit and have orientee complete.

(2) Register orientee for CNO in to next available session @ https://uhintwebspr1.mcit.med.umich.edu/nursing/orientation/allresults2.cfm

(3) Required to complete the following MLearnings (along with required modules for MiChart training): http://www.med.umich.edu/i/nursing-governance/PDSC/ATTACHMENTS/2016/InstitutionalNursingRequireRNLPNAP.pdf

(4) IF the glucometer is used on your unit, then:
   
a. Educator will demonstrate the use of the glucometer, and then AP performs a return demonstration. ICU units are to contact pathology for instructions.

   b. Educator, on acute care units, post-enrolls glucometer demo into MLearning using post enroll code **PATH-62064** or **ICU PATH-52835**

   c. Email Denise Twarkowski @ her staff’s group email @ PATH-POC-INPATIENT; please provide them with the orientee name, UMID, and unit.

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

B. Assistive Personnel (AP)

(1) Register AP into NEO.
(2) Register AP into:
   
a. **MiChart Training via your unit facilitator:**
b. **BLS** - The orientee’s BLS must not expire within 6 months from the date of hire, must be from the American Heart Association (no Red Cross cards are acceptable), and must state “Health Care Provider” or “BLS Provider” on the card.
   - IF the orientee does not meet all of these expectations, then please contact Mary deBardeleben (mdp@umich.edu) for a BLS class.

3. Register AP for CNO in to next available session @
   https://uhintwebspr1.mcit.med.umich.edu/nursing/orientation/allresults2.cfm
4. Required to complete the following MLearnings (along with required modules for MiChart training):
   http://www.med.umich.edu/i/nursing-governance/PDSC/ATTACHMENTS/2016/InstitutionalNursingRequireRNLPNAP.pdf
5. IF the glucometer is used on your unit, then:
   a. Educator will demonstrate the use of the glucometer, and then AP performs a return demonstration (except in the ICUs).
   b. Educator post-enrolls glucometer demo into MLearning **PATH-62064**
   c. Email Denise Twarkowski @ her staff’s group email @ PATH-POC-INPATIENT; please provide them with the orientee name, UMID, and unit.
6. Email Nurse-CNO mailbox to inform us that your AP is being hired and being registered in the next CNO.

**DOCUMENTATION**

- See the ESN shared drive for recommended unit orientation forms. IF you need access to the shared drive, please call the Department of Professional Development & Education @ 734-763-5283
- In addition, use your Unit Orientation skills checklist/document(s) related to your specific patient population

**HOSPITAL/CAMPUS MAPS**

[Located in ESN Shared drive under open then MAPS]

Parking & Transportation @ http://www.med.umich.edu/u/parking/transport.htm

- North Campus Administration Complex (NCAC)
- Towsley Center, dining room, lower level
- 300 North Ingalls Building (NIB)
- Biomedical Science Research Building (BSRB)
- Palmer Commons

**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 → Plymouth Rd West → Huron Parkway South [turn left] → Glazier Way West [turn right] → 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.
Questions? Email Nurse-CNO Mailbox