

## **New Employee Orientation – Joining the 21st Century**

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### **1. Background**

At the Indiana University Melvin and Bren Simon Comprehensive Cancer Center, the Quality and Education Team is responsible for the training of newly hired and promoted employees; as well as mentoring, writing and updating SOPs, managing continuing education, quality improvement projects, and routine data checks and audit preparedness. The typical orientation schedule for a newly hired employee prior to implementing electronic modules was 48 hours of in-person presentations over the course of 4 weeks, approximately 5 hours per new employee of grading assignments, and approximately 3 hours per new employee of schedule creation. Periods of high turnover have significantly inhibited the availability of the Quality and Education Team to manage the full breadth of their workload, requiring the team to prioritize training and mentoring over other important quality projects.

### **2. Goals**

- Design a web-based orientation program to provide a full training agenda to newly hired and promoted employees
- Identify key aspects of training that benefit from remaining in-person, versus those that can be electronic
- Resolve the conflict created by prioritizing orientation and mentoring over quality improvement and audit readiness

### **3. Solutions and Methods**

- Prepare standardized scripts and slide presentations for all orientation topics
- Create multimedia recordings of training topics and corresponding course assessments
- Utilize the electronic Canvas application to house electronic training modules and course assessments

### **4. Outcomes**

The Quality and Education Team began implementing the first Canvas-based electronic training modules in December 2019. Since its introduction, 18 of 46 modules (39%) have been converted into an electronic format, along with 15 automatically graded course assessments to evaluate topic understanding. An additional 14 modules are in-progress. Targeted assessments have shown student comprehension is equal to that of modules presented in-person, while reducing training time by 22.72 hours (39% + 4 hours grading) per orientation cohort, with a target reduction of 37.6 hours per orientation cohort. The platform has also allowed current employees access to training topics at any time for re-training or topic refresher, further reducing the mentoring burden of the Quality and Education Team.

### **5. Lessons Learned**

*Category: Training and Quality Assurance – Work In Progress*

The Quality and Education Team attended the IU Online conference on e-learning techniques and available programs, held Zoom meetings with IT instructors on campus, and spent hours learning how to record, edit, and host videos online. Each module required hours of preparation, from determining which topics qualified for electronic training, modifying and editing existing training documents, and writing and recording scripts to go with each. While the upfront cost to this project has been large, the team has already noticed a difference in the workload involved in training staff. The flexibility of this system has also allowed the team to identify new modules for creation that were previously avoided due to time burden. A plan still needs addressed on when and how to update modules as office processes and international policies change.