



TAHSNe Learner Orientation Task Force Recommendations

The TAHSNe Learner Engagement Orientation Task Force was created as a result of data collected from the Learner Engagement survey, and the recent TAHSNe study, *Perceptions of Preparedness: How orientation supports clinical learners*. The below recommendations, are based on data collected from TAHSN partners, students and stakeholders and are designed to support an excellent student experience by providing timely and relevant information to learners to prepare them before they start their clinical placement. With this document, our goal is to create consistent communication for learners.

General recommendations:

- Maximum 1 page in length
- Including only information learners need to get started on their first day
- Use of headings to organize information (e.g. general registration info, electronic medical record access etc.)
- Use chronological order of instructions
- Minimize duplication of information (e.g. if the site has a website/portal, consider pushing learners there or use attachments as needed)
- Send 2 weeks prior to start date if possible
- Standard and clear subject line, e.g. '[Site name] student registration information'

Content Recommendations:

- General placement info:
 - placement dates
 - student type
 - instructions where/when to arrive first day (map/parking)
 - who they are meeting (contact info as required) and/or supervisors' name and contact info
- Online registration:
 - how to create an account or if returning student how to add data
 - how far in advance this needs to be completed
- Online modules:
 - electronic link to access
 - type of browser required
 - total length of time (or for each module as appropriate) and pause re-start options for modules
 - required proof if any (if none, indicate this)
- Access to EMR and training:
 - online vs. in-person
 - how to set up training times
- ID badges:
 - where to go
 - what ID to bring
- What to bring
 - lock
 - dress code
 - occupational health requirements and verification (e.g. immunization and MaskFit)
- Lockers/scrubs/payment options
- Directions to central website or portal and specifics as to what is on there (high level)
- Learner Engagement survey
- Accommodations
- Contact information

TAHSNe Learner Orientation Welcome Letter Sample

Dear <learner name>,

Welcome to <site>, we look forward to having you do your placement with us! On your first day please report to <location + attach map>, where <name> will meet you.

Prior to arriving please read the following on-boarding instructions below and complete the steps at least <# days> business days prior to your first day of placement.

➤ Online registration

Please create an account via <registration link> and register your placement information. Your placement details are as follows;

- Learner Type: <profession/discipline>
- Placement Dates: <insert start and end dates>
- Location/Site information: <insert location>
- Preceptor/Supervisor name and email: <contact information>

Note for returning students: log into your existing online account and just add your new placement details

➤ Online modules and in-person training

- Please complete the mandatory orientation learning modules via the following link: <link>
- Approximate length of time to do modules: <time>
- Browser recommendation: <browser>. Modules <can or cannot> be paused and restarted mid-way through.
- Module proof required: <screenshot/print/not required>
- Please contact <contact person> to sign up for the <training>, <number of days> prior to your arrival

➤ Electronic patient health records training

- Completed pre-requisite online training at: <link>
- Once completed, you will need to sign up for your in-person class session at <link>

➤ ID badges

- You can obtain a hospital photo ID at <location>
- Photo ID badge hours: <hours>
- Bring a government issued photo ID in order to obtain a <hospital> photo ID

➤ What to bring on day 1

- Photo ID: Bring a government issued photo ID in order to obtain a <hospital> photo ID
- Lockers: Bring your own lock for lockers located at <location>
- Scrubs: Can be picked up at <location>. Scrubs will require <payment options> to put down a deposit.

➤ Learner Engagement survey

- Your experience is important to us, at the end of your placement, you will be sent a link to complete an online learner engagement survey. Your voice matters, as it helps us improve the learner experience.

➤ Additional information

- <Site> is a respectful, caring, and inclusive workplace. If you require accommodation, please be aware this is a collaborative process between your academic site, yourself and < site>. Please contact your academic institution's placement coordinator to facilitate the process.
- For more information visit <education website, or handbook link, or general hospital page>

If you have any questions or require information, please contact <contact info>. Enjoy your learning experience here at <site>!