

Article 4 – Professional Workforce

1.4.1.1 New Medical Provider Onboarding

(a) Policy

- (1) All newly hired civil service medical providers, including Physician and Surgeons, Physician Assistants (PA), and Nurse Practitioners (NP), who work in the California Department of Corrections and Rehabilitation (CDCR) shall be provided standardized onboarding which includes general and job-specific orientation and training during the probationary period.
- (2) All newly hired registry medical providers, including Physician and Surgeons, PAs, and NPs, shall be provided standardized onboarding within the initial 14 days of their job start date not to exceed 40 hours.
- (3) This policy and procedure shall not be interpreted as altering or modifying existing laws and regulations governing civil service probationary periods or the provisions of any applicable bargaining unit contract.

(b) Purpose

To establish a comprehensive and standardized New Medical Provider Onboarding (NMPO) process that:

- (1) Supports newly hired medical providers with required orientation and training facilitated by experienced subject matter experts during the probationary period.
- (2) Facilitates adherence to applicable clinical guidelines and departmental standards.
- (3) Promotes job satisfaction and retention while increasing provider effectiveness and efficiency.

(c) Applicability

This policy applies to all newly hired medical providers who are newly employed or hired by California Correctional Health Care Services (CCHCS)/CDCR. Onboarding shall be completed within the initial 90 days of the probationary period for newly hired civil service medical providers and within 14 days of the job start date for registry medical providers.

(d) Responsibility

- (1) The Headquarters (HQ) Deputy Medical Executive (DME), Medical Services, is responsible for statewide planning, implementation, and evaluation of this policy.
- (2) Regional Health Care Executives and Regional DME (RDME) are responsible for the implementation of this policy at the subset of institutions within an assigned region.
- (3) The Chief Executive Officer and Chief Medical Executive (CME) are responsible for the implementation of this policy at the assigned institution.

(e) Procedure Overview

- (1) Human Resources shall notify the Education and Training Unit (ETU) of all newly hired civil service medical providers who shall then be enrolled and participate in all aspects of the standardized onboarding process which consists of the following including, but not limited to:
 - (A) Institution orientation and training
 - (B) Peer Mentorship
 - (C) Shadowing and Proctoring
 - (D) Headquarters organizational level orientation and training
 - (E) Electronic Health Records System (EHRS) training
 - (F) Dragon Dictation training (optional)
- (2) All newly hired registry medical providers shall participate in onboarding necessary to perform their assigned duties. Registry medical providers may obtain up to 40 hours of onboarding, typically provided within the initial 14 days of their contract assignment. The 40 hours of initial onboarding shall be paid at the adjusted contract rate. Appropriate onboarding may include some of the following including, but not limited to:
 - (A) Institution and/or Telemedicine orientation and training
 - (B) EHRS training
 - (C) Dragon Dictation training (optional)
- (3) The following tools shall be developed, maintained, and reviewed for updates as appropriate at least annually to ensure the NMPO process is properly supported with current information and resources:
 - (A) New Medical Provider Onboarding Checklist
 - (B) New Medical Provider Onboarding Plan Template

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

- (C) New Medical Provider Onboarding Agenda
- (D) Physician Resource Library (PRL) Index & User Guide

(f) Procedure for Newly Hired Civil Service Medical Providers

- (1) Onboarding during the probationary period shall commence after completion of the credentialing process and provisional clinical privileges have been granted.
 - (A) Institution Orientation and Training
 1. RDME and institution CME utilizing the New Medical Provider Onboarding Checklist, the New Medical Provider Onboarding Plan Template, and the PRL shall ensure each newly hired civil service medical provider is properly oriented to all of the outlined areas over the course of the initial 12 weeks of onboarding.
 2. It is the responsibility of the institution's executive team to ensure the CDCR New Employee Orientation is completed during this same time period. The New Medical Provider Onboarding Checklist, the Onboarding Plan Template, and the Sample Schedule are located within the PRL. The ETU shall also utilize the PRL Maintenance Desk Procedure to ensure PRL updates are performed.
 - (B) Peer Mentorship
 1. Newly hired medical providers shall be assigned a peer mentor who shall serve as a non-managerial point of contact that the newly hired provider can connect with. This will help to enculture new providers into the organization's values, assist with acclimation to their new environment, aid in preventing burnout and increase collegiality by creating a positive atmosphere that encourages growth and support during the onboarding period.
 2. Additional program details are available in the CCHCS New Medical Provider Onboarding Peer Mentorship Program document.
 - (C) Shadowing and Proctoring
 1. Newly hired medical providers shall in the first three weeks of employment be assigned to a variety of providers across clinical settings with the purpose of shadowing and observing how care is delivered in the various unique correctional settings.
 - a. During these shadowing sessions, there will also be opportunities to observe how the care teams interact within the Complete Care Model.
 2. After the third week of employment, newly hired medical providers may begin seeing patients while being proctored by the Chief Physician & Surgeon (CP&S) or CME.
 - (D) Headquarters Onboarding
 1. A rolling training calendar shall be maintained and published listing upcoming HQ NMPO and EHRS training dates for at least a six-month period. A HQ-based training program consisting of the Learning Management System (LMS), remote, and/or in-person didactic sessions shall be developed and maintained to include all topics designated to HQ as outlined in the New Medical Provider Onboarding checklist.
 - (E) Electronic Health Record Training
 1. A training program consisting of approximately 16 hours of basic EHRS training via LMS shall be completed prior to the new provider participating in any direct patient care.
 2. After the completion of basic EHRS training and a minimum of two to three weeks of direct patient care and EHRS utilization, the newly hired medical provider shall attend an in-person or virtual eight hour Optimization training to ensure familiarity and competency with the adopted EHRS and its ancillary electronic documentation requirements.
 - (F) Dragon Dictation Training (optional)
 1. Contact the local Information Technology department to request the Dragon DMO Program. For assistance and further training reach out to the Dragon Help Desk via email at CCHCSDragonTrainingUnit@cdcr.ca.gov or at (916) 379-4522.
- (2) Direct Patient Care Responsibilities during the Onboarding Period
 - (A) Clinical Responsibilities
 1. Once the new medical provider has been successfully oriented to all clinical service areas and spent time shadowing and proctoring, they shall be allowed to practice independently with an abbreviated schedule with support from the institution CP&S and CME as needed. There should be a gradual increase in the

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES
Health Care Department Operations Manual

number of clinical encounters assigned each day over the course of at least a four-week period before the new provider is expected to perform at full capacity consistent with their experienced peers.

- (B) Afterhours/Provider On-Call Responsibilities during the Onboarding period
1. On-call duties shall begin no earlier than six to eight weeks after the hire start date with backup support from the CP&S or CME for a minimum of four on-call shifts.
- (C) Within 90 days of the new civil service medical provider hire date, the institution CP&S or CME shall ensure completion of the New Medical Provider Onboarding Checklist, review, sign, and submit the completed checklist to Medical Services at CDCRProviderResourceLibrary@cdcr.ca.gov as indicated on the form.

References

- California Code of Regulations, Title 15, Division 3, Chapter 1, Subchapter 5, Article 4, Section 3435, In-Service Training
- California Department of Corrections and Rehabilitation, Department Operations Manual, Chapter 3, Article 18

Revision History

Effective: 12/2017

Revised: 03/2022