


On-boarding the USS Tarheel...30-60-90-180 Days at SEA

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On-boarding New Employees

- Setting
 - Inpatient Pharmacy
 - 90+ FTEs
- Culture
 - Reflecting on where we have come from and where we are going
 - Disseminate our values and expectations

Welcome Process

- Overview of the Welcome Process
 - Adapted from Quint Studer – Hardwiring Excellence
 - Purpose, worthwhile work, making a difference
 - Pharmacy Orientation
 - Meet with each new employee
 - Receive an email at 30, 60, 90, and 180 days with meeting invitation
 - At 30 and 90 days - email is followed by a meeting with the AD
 - At 60 and 180 days - email is followed by a meeting with the their Manager

Welcome Communication

- Email consists of:
 - Welcome and Department details
 - Mission of the Health Care System and our Department
 - New hire process – orientation and expectations
 - 7 questions
 - Establish a sense of approachability, beginnings of a good relationship, and our performance improvement mindset

7 Questions

1. Now that you have been at UNC for a month, how do we compare to what we communicated to you about our values/expectations when you accepted the position?
2. What do you think we do well here?
3. Who are some people who have been very helpful during your first 30 days at the hospital? How were they helpful?
4. Reflecting on your previous experience, what are some things that you think could help us operate better as a Department?
5. Are all areas of your job expectations clear?
6. Is there anything here that you are uncomfortable with?
7. Is there anything else you would like to talk about?

7 Questions

3. Who are some people who have been very helpful during your first 30 days at the hospital? How were they helpful?
 - Valuable – Thank You Cards
4. Reflecting on your previous experience, what are some things that you think could help us operate better as a Department?
 - Sharing their experiences

