

Frequently Asked Questions

National New Colleague Orientation



1. Who is required take the National New Colleague Orientation: Introduction to Trinity Health?

All newly hired colleagues and employed providers from our Health Ministries including THAH, THSC, and PACE will need to complete the National New Colleague Orientation. Newly hired colleagues in our joint ventures, such as the MercyOne Ministries, will not be required to take the course.

2. Is attendance required?

Yes. Because the course covers some regulatory content, the *Introduction to Trinity Health* course is required for all newly hired colleagues. In some cases, the new colleague will be required to complete the course prior to starting work on the floor. Colleagues must log into the WebEx session with their *full legal name* for their attendance record to be accurate. They must also attend the course in its entirety.

3. What if my colleague cannot make one of the sessions prior to starting work?

Your HR Team will work to find a live session that will accommodate the colleague's schedule. If that is not possible, they may be assigned an asynchronous alternative in HealthStream.

4. How long do colleagues have to complete the course?

In most cases, colleagues will be asked to complete their course on their first or second day of work. If they cannot make their scheduled session, they will have up to 30 days to complete their requirement either by rescheduling into another live session or taking the asynchronous equivalent assigned in HealthStream.

5. What topics are covered in the National New Colleague Orientation?

The Introduction to Trinity Health course discusses:

- Trinity Health History
- Mission, Vision, and Values
- Experience of Care and Core Values
- Five Safety Behaviors
- Integrity and Compliance
- Diversity and Inclusion

6. Does this orientation course cover information about my local Health Ministry?

No, new hires will also participate in unified, consistent Health Ministry orientation education via HealthStream. This enhanced local orientation experience supplements the national orientation. The content aligns with the National Colleague Orientation to reduce redundancy and spotlight consistent local topics.

7. How often is National New Colleague Orientation offered?

The two-hour live course is offered twice daily every Monday and Tuesday, with the exception of holiday and holiday weeks. Each Health Ministry has been assigned two preferred sessions each week.

Monday	Tuesday
10 a.m. – 12 p.m. Eastern	9 a.m. – 11 a.m. Eastern
1 p.m. – 3 p.m. Eastern	12 p.m. – 2 p.m. Eastern

8. Will the class be offered during holiday weeks?

The live classes will not be offered on holiday weeks. If your colleague is starting on a holiday week, they should either take the class the following week or the asynchronous equivalent assigned in HealthStream.

9. How will new colleagues be assigned the course?

In some Health Ministries, new hires colleagues will be registered by Ministry staff into a Monday or Tuesday session. In other Health Ministries, the new colleague will register themselves.

Talent Acquisition will provide the day, time and login instructions to the new colleague prior to their start date.

10. What technology is needed to take course?

The course may be taken via WebEx on most any device with audio (computer, tablet, smart phone) and an Internet or cell connection. However, it is best viewed on a device with a larger screen with a keyboard that allows your colleague to be able to interact with the group.

11. How do colleagues access the course?

Colleagues may access the course via the WebEx link given to them in a letter sent by Talent Acquisition. They do not need to be logged into the network or into HealthStream to take the course. They must however enter their full legal name, so the course may be graded. See this job aid for more information

12. What are the expectations for new colleagues attending class?

New colleagues are expected to:

- **Log in with their full legal name.** They must use their full legal name when logging in. For example, if their legal name is Samantha Jones but they go by Sam, use Samantha Jones not Sam Jones for the log-in name.
- **Log in a few minutes early.** Class will begin promptly at the scheduled time. They may be expected to download the WebEx plug in prior to taking the session.
- **Stay for the duration.** They are expected to be present and participate in the entire course. Attendance is required and monitored, so arriving significantly late or leaving significantly early may impact your ability to start your job.
- **Log in individually.** They must log in individually even if viewing the course in a room with other people.
- **Have materials ready.** They will need a notebook or paper and a pen or pencil available to use during the course.

13. Where can new colleagues go for more information about their assigned session?

They may find more information on the [New Colleague Orientation SharePoint site](#). They may need to log in with your User Name and Password to access all the documents.

14. I am a member of Talent Acquisition, Human Resources, or a Manager with a new hire, where can I go for more information?

You may find more information and [FAQs](#) specific to your role on the [New Colleague Orientation SharePoint site](#). You may need to log in with your User Name and Password to access all the documents. .