

Clinical Process Instruction Manual

Employee Training Files – Clinical Staff Process Instruction

Policy:

Trillium Gift of Life Network (TGLN) ensures that clinical employees are familiarized with the donation process and have the knowledge, resources and skills to perform competently in their clinical role. In compliance with the Health Canada's *Safety of Human Cells, Tissues and Organs for Transplantation Regulations*, TGLN maintains records of the qualifications, training and competency of its employees for 16 years, after the time an individual ceases to be an employee of the Network.

Process:

1. Following notification of a new clinical staff member, the Education and Professional Practice (EPP) Department initiates an Education record specific to each employee by current role. The sum of Education records consists of a Learning Management System (LMS) record and an electronic file on the Education drive. These files may contain, but are not limited to, the following:
 - Resume (To be supplied by Human Resources [HR])
 - Orientation Competency quiz
 - Orientation agenda
 - Clinical Theory Record
 - Orientation Activities Summary Letter
 - Clinical Orientation Practicum Record
 - Annual CPI review list
 - On-going clinical education documents
 - Annual quiz results
2. Tissue recovery staff have their competency records stored in an online repository. Once trainees become competent in specific recovery skills they are signed off to be able to independently practice. The trainee's preceptor completes initial sign off followed by the clinical specialist and the final sign off is then completed by the respective manager. Trainees will only be independently assigned to recovery cases that they are competent with.
3. EPP is responsible for ensuring any education initiated by EPP is documented and filed in the appropriate employee specific file by role.

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4. Department Manager or designate is responsible for ensuring any education initiated by specific program, is documented and electronically scanned to a predetermined electronic Education file within a reasonable timeframe.
 - EPP will move these files into the specific employee electronic file by role.
 - as part of satisfying an audit process, EPP will review and ensure each file is complete with the required documentation, indicated by the specific Department Manager.
5. EPP may perform a random sample audit of the specific employee files to assess accuracy of previously identified process.
6. EPP will collaborate with employees and managers to update missing documentation.
7. At any point in the audit process, a follow up letter will be forwarded to the specific Department Manager(s) regarding missing documentation.
 - After two letters, regarding the same missing documentation, notification will be escalated to the EPP Manager.
8. If an employee transfers into a new clinical role, HR and/or the Department Manager or designate notifies EPP so that appropriate action can be taken, to ensure employee files are in the appropriate location and that appropriate education is planned, delivered and documented.
9. When an employee is on a leave of absence for more than one (1) year, the Department Manager or designate will notify EPP of the employee return date and determine a plan for re-orientation.
10. Outgoing employee notification (termination or resignation), will be received from Ontario Health corporate communications (ie. newsletter) and/or Human Resources and/or the Department Manager and is filed in the employee Education file.
Employee Education records become inactive, and will be retained for 16 years.
11. As of the termination or resigned date, no further documents will be added to the training file (e.g., annual sign-off documents). If the employee is terminated or resigns during the timeframe when annual sign off documents are due, completion status will reflect progress accomplished by the employee at time of departure. Absence or partial completion of these documents is an indication that the employee did not complete their sign off, and no additional documents will be forthcoming to the training file.

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Records:

- No Records

References:

Health Canada: Safety of Human Cells, Tissues & Organs for Transplantation Regulations, June 2007