

Human Resources DNV Requirements for Employees and Non-Employees

**A Quick Guide to Staffing Management
(SM.1- SM.7)**

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Education Files

- **It is the manager's responsibility to maintain a current employee file folder for each employee and non-employee**
- **Education file folders are maintained at the department level and are subject to be audited for DNV (hospital regulatory) purposes (This includes SMG and Materials Management)**
- **Managers are responsible for:**
 - ✓ **Education Files are accessible and present for all employees (including non-employees)**
 - ✓ **Initial assessment of competency, department orientation checklist and specialty certifications, per the job profile for current and new hired employees are up to date and available. This includes employees who have transferred into a new position, or have been promoted**
 - ✓ **Files should remain on-site in the department**



What Is A Regulatory Surveyor Looking For in a Staff Education File Folder?

- **All primary source verification of current license, certification and/or registration** (required per job profile)
- **Specialty certification specific to the job title or department**
- **Verification of required certifications (BLS, ACLS, NRP, etc.)**
 - **Manager- Be sure that renewed certification is entered into Onelink prior to the expiration date**
- **Copy of Job Profile** (located in Onelink)
- **Completion of:** System Orientation Validated in Onelink Learning
Hospital/Division Orientation Validated in Onelink Learning
Department Orientation (specific to the department)
- **Completion of initial competencies** (based on specific job title @ hire, transfer and/or promotion)
- **Annual/Continuing Education** (Annual mandatory education and specific education for position; kept in Onelink Learning)
- **Performance Evaluation** (previous PMP's, EPR's and LPR's; kept in OneLink)



Non-Employee Reminders

- **Included in the DNV definition of “staff”**
- **Be aware of the non-employees in your department, which include:**
 - **Students**
 - **Vendors**
 - **Contract employees**
 - **Allied Health Professionals**
 - **Purchased Labor**
 - **Volunteers**



What Needs to be in a Non-Employee File Folder

Non-employee Requirements:

- **The link below outlines what is required for a non-employee to complete prior to providing services at your facility**

<http://www.sentara.com/hampton-roads-virginia/aboutus/careers/non-employed-staff-education.aspx>

- **Annual orientation to Sentara (using the non-employee orientation module)**
- **Annual completion of required computer based training modules (when applicable)**
- **License/Certification/Registration (if applicable by job description)**
- **Orientation to the department prior to providing services**
- **Performance Evaluation (provided by the company/attestation of completion)**
- **Annual Health Risk Assessment based on role**
 - **To include annual PPD, immunizations, drug screen and pre-employment criminal background check (if required)**

Non-Employee Reminders

- **Orientation to the department and the specific job duties are required for non-employees before they begin to work in the department (Note: there maybe exceptions)**
- **A list of who needs to receive orientation (and other requirements), are included on the Non-Employed Staff Requirements matrix, located on Sentara.com**
- **Managers are responsible for completing department orientation with non-employees, including those vendors in Vendormate, as that is not a piece of the file that is maintained in Vendormate. This is the same for purchased labor in Fieldglass**

Education File Audits for DNV Regulated Sites

- **Employee education file folders are audited by HR Solutions**
- **There are 2 types of audits**
 - **Variability audit-** an audit of completion of standardized orientation for new hire employed staff & non-employed staff.
 - Employed:**
 - Completion of:** System Orientation
 - Hospital/Division Orientation
 - Department Orientation (specific to the department)
 - Onelink Learning Modules
 - Non-employed:**
 - Completion of:** Annual Orientation to Sentara (System Orientation Module)
 - Required computer based training modules
 - Department Orientation
 - **Full department file audit-** an audit that reviews current employee's and non-employee's full file. (Refer to those pieces listed on slides 3 and 5)
- **Our #1 issue with compliance of these audits – employees and non employees missing department orientation**
- **When HR Solutions requests a file or pieces of a file for an audit or live survey, it is the manager's responsibility to provide that document(s) by the deadline given with that request**
- **Repeated non-responses will result in a non-compliant score against your department, which is reported to DNV**

Non DNV Regulated Sites

- Divisions that are not regulated by DNV should still maintain employee education folders in order to track required certifications, department orientation, continuing education etc..
- Keep in mind, many of the non-hospital divisions have their own regulatory bodies with their own set of requirements
- For specific divisional requirements, please contact HR Solutions

Key Takeaways – In Summary

- Requests for a specific month, need to have documents dated for that timeframe, not created at time of request
 - March file (requested in May) - when you send HR Solutions the orientation, it should be from onboarding, **not** be dated the day that it has been requested.
- The supervisor listed in the system is ultimately responsible – but you can delegate oversight
- If a non-employee is audited, we will be expecting the department to provide proof of on-site work environment/department orientation in addition to central system documentation
- HR Solutions gives 3 business days to submit – non-response = non-compliant

HR Regulatory and Compliance

Contacts

- For additional questions on requirements, please contact:

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