Baptist Health South Florida

POLICY NO.: BHSF-4300
TYPE: Administrative

POLICY TITLE: Mandatory and Professional Development Employee Education

Responsible Department: Human Resources

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SUMMARY & PURPOSE:
In compliance with The Joint Commission (TJC), Occupational Safety and Health Administration (OSHA), hospital identified educational needs, and other governing agencies, Baptist Health South Florida (BHSF) provides its employees with the tools to complete initial and ongoing mandatory and professional development education, including online learning via the organization's learning management system (LMS), live education programs (i.e. classes, courses, tests, skills fairs), and completion of self learning modules and reading material.

POLICY:
The purpose of this policy is to state guidelines for ensuring compliance with initial and ongoing mandatory education requirements. It also defines the responsibility of BHSF employees and leaders for completing education and documentation.

SCOPE/APPLICABILITY:
This policy applies to all regular full-time, part-time, and per-diem, employees of Baptist Health South Florida.

PROCEDURES TO ENSURE COMPLIANCE:

1. Human Resources and the BHSF learning teams are responsible for coordinating the content and presentation of New Employee Orientation and ongoing mandatory education. This responsibility includes the design of e-learning modules. These programs shall meet the educational requirements of TJC, OSHA and other regulatory agencies.

2. All new employees of Baptist Health must attend new employee orientation on their first day of employment or the first available new employee orientation following their first day of employment. Satisfactory performance during the introductory period includes completion of all mandatory education within 30 days of the first day of employment, including new employee orientation.

3. Supervisors/Managers are responsible for making the necessary scheduling adjustments to enable all employees to complete the mandatory education requirements for the department during regularly scheduled work hours. *Please refer to supporting/reference documentation section on page 3 of this policy for list of mandatory and non-mandatory education examples.*

4. Responsibilities of Department Leaders and Employees:
   a. Directors:
      i. Provide information about BHSF-sponsored education to front-line manager(s) and/or supervisor(s).
      ii. Monitor the compliance of staff within their service line.
      iii. Take appropriate action for staff non-compliance in completing mandatory education requirements within expected timeframes.
      iv. Assure that all new employees attend new employee orientation and receive/document departmental orientation and job specific competency assessment.
      v. Provide authorization, in advance and in writing, for employee(s) to do some or all mandatory e-learning off-site.
      vi. Document any educational activity hours to be paid (regular or overtime) in the BHSF time tracking/payroll system. Overtime as a result of mandatory live or e-learning education must be pre-approved by the department director, manager, or supervisor.
   b. Managers and/or Supervisors:
      i. Communicate information, in a timely manner, regarding education requirements and deadlines for completion to all employees, including per-diem.
      ii. Communicate expectations to employees to ensure understanding of requirements and consequences of non-compliance with mandatory education.
      iii. Be certain that all new employees attend new employee orientation and receive/document departmental orientation and job specific competency assessment.
      iv. Ensure that all employees whom they supervise complete all required education within expected timeframes.
      v. Support employee participation in education, including releasing staff from their regular duties during their shift in order that the employee may complete education.
      vi. Maintain all education documentation in the employee's department file. The tracking of BHSF-sponsored education is available on-line to all leaders and employees.
      vii. Model the behaviors that support the value of the program.
      viii. Take appropriate action for failure of employees to comply with mandatory education requirements.
      ix. Document any educational activity hours to be paid (regular or overtime) in the BHSF time tracking/payroll system. Overtime as a result of mandatory live or online education must be pre-approved by the department director, manager, or supervisor.
   c. Employees:
      i. All employees are expected to comply with their department requirements for education.
      ii. Employees who are required to participate in mandatory education will be compensated for the number of hours they spend in the mandatory education course. Employees must maintain accurate records of the time spent in mandatory online or live employee education.
      iii. Employees must provide documentation of completed mandatory education to his/her leader (i.e., course completion certificate).
      iv. Employees requiring special assistance with mandatory education should request special assistance from their director, manager or supervisor as soon as the employee receives notice of the mandatory education requirement.
      v. Employees must complete all mandatory education on BHSF premises, unless specifically authorized by their manager or supervisor, in advance and in writing, to do some or all of the education off-site.
      vi. Employees may not work overtime to complete education without the prior written authorization of their department director, manager, or supervisor.

SUPPORTING/REFERENCE DOCUMENTATION:

BHSF-sponsored mandatory (required) education:

- Annual required education.
- Corporate compliance.
- New employee orientation regulatory modules.
- Basic Life Support (BLS) / Pediatric Advanced Life Support (PALS) / Advanced Cardiac Life Support (ACLS) / Neonatal Advanced Life Support (NALS), or Neonatal Resuscitation Program as required by employee's job description.
- Department-specific education/orientation.
- Professional development education that is part of an employee's performance improvement plan.
- Any other education related to new processes, laws, or any changes in regulatory compliance.

Non-mandatory education:

- Continuing education credit hours based on the employee's educational / licensure / certification requirements, including self-study online modules.
- Professional development education that is not part of an employee's performance improvement plan, and is therefore voluntary.

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

BHSF Administrative Policies – Human Resources:

- 1400 New Employee Orientation
- 1450 Department/Job Orientation
- 2050 Wage and Hours Definitions and Administration
- 2300 Overtime
- 5150 Introductory Period of Employment
- 6610 Omnibus Accountability Policy for Leaders

ENFORCEMENT & SANCTIONS:

Violations of this policy may be referred to the appropriate HR management level. See HR policies 5250 and 5300 for applicable sanctions. Those violations determined by the Chief Information Security Officer (CISO) to infringe on privacy policies will be referred to the Chief Privacy Officer (CPO) for further investigation as appropriate.