Redesigning Orientation: Embracing the Challenge of Multidisciplinary Oncology Care

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Background
The multidisciplinary nature of cancer care in today’s health network setting typically involves multiple campuses. A variety of services can be offered in multiple locations. This can be challenging for new hires to navigate.

Objective
Determine the efficacy of an oncology-specific, one-day orientation program for all newly hired cancer program employees.

Plan
Orientation redesign team was formulated:
- Included initial group of Leadership and Management staff
- Also included front line staff to gain their feedback, insights, and vision for orientation re-design

Methods & Interventions
- Brainstorming sessions with the redesign team
- Vision for orientation day included:
  - One day event
  - Face to face presentations from each cancer program department
  - PPT format with necessary information (i.e. where is your department located? How can I refer a patient?)
- Pre and Post test created to measure baseline knowledge vs. knowledge gained after attending orientation day
- Evaluation form created with multiple choice and open ended questions

Results & Findings
- Program was implemented in September 2014
- Results from pre/post assessments and evaluations revealed increased knowledge of cancer program services, locations, and how to access them

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<tr>
<th>Class</th>
<th>Pre-Assessment Scores</th>
<th>Post-Assessment Scores</th>
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<tbody>
<tr>
<td>Class 1</td>
<td>81%</td>
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<td>Class 2</td>
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Participant Feedback
- “Comprehensive program”
- “Great introduction to all departments”
- “Learned about multidisciplinary teams under the cancer program umbrella”

Implications
- An oncology-specific orientation program has the potential to positively impact current practice by increasing knowledge of clinical resources and patient care services available to patients
- The program encourages multidisciplinary collaboration and promotes high quality care
- Further studies are needed to measure effectiveness of this format in other institutions and to offer insight for future programs

Pre-Assessment Scores
Post-Assessment Scores
Class 1 | 81% | 95%
Class 2 | 91% | 94%
Class 3 | 64% | 96%

Image 1. Sample Schedule of Day’s Events
Image 2. Orientation Day Evaluation