

1 Prior to the Start Date

Welcoming an employee to IHS can be easy, if you set up an action plan that appropriately addresses their ability to succeed with the organization. Your plan to integrate them into your facility should begin before their first day of work, and incorporate the essential steps below.

ACTION	TO BE COMPLETED BY
Send a welcome letter and information packet one month prior to the new hire coming on board.	CEO
Identify staff with similar responsibilities to function as the new employee's coach/mentor for work-related processes and procedures.	CEO/Dept.
Work closely with your HR representative and plan for the new employee's arrival.	CEO
Notify your departmental information technology (IT) and telecommunications contact of the new hire. Request email, phone and voicemail setup.	First Line Supervisor
Prepare the new employee's work area with any necessary office supplies prior to arrival date.	First Line Supervisor
Add the new employee to the department and/or unit's organizational contact and routing lists within a week of reporting date.	CEO
Schedule the new employee's first week activities and prepare their agenda, including names, titles and departments/areas of key contacts that they will meet.	First Line Supervisor
Make plans to have lunch with the new employee on their first day.	CEO/ First Line Supervisor &/or Dept. Team

2 The First Day

While a new job can be exciting for someone new to your team, it can also come with the nervousness and stress of trying to fit in, meet new people and learn processes. You can help to alleviate these concerns by ensuring that your employees feel valued and respected, and understand that they will receive your support throughout their careers. The following steps can help you to do just that.

ACTION	TO BE COMPLETED BY
Send an introductory email to staff announcing the new employee's arrival, function and location.	CEO
Schedule an appointment for the new employee to meet with an HR representative.	Dept.
Schedule a one-on-one session to discuss the new employee's first week on the job and address any concerns they may have.	CEO
Schedule the new employee's attendance at orientation programs.	CEO/Dept.
Introduce the new employee to co-workers and a mentor.	CEO/Dept.
Introduce the new employee to their work area, including: <ul style="list-style-type: none"> • Using the phone system • Using the computers — common programs and useful websites Also, review and set up standard staff meetings.	Dept.
Tour the facility with the new employee to orient them to the worksite, including: <ul style="list-style-type: none"> • Bathrooms and lunch/break room • Conference rooms • Office equipment — copier, fax • Office supplies • Parking 	Dept.

Steps 3 and 4 continued on back



The most important thing you can do for staff members that are new to Indian Health Service is help them blend into your facility, and encourage them to look forward to what they can achieve as a member of your team. It's significant not only to the continuity of care that patients throughout your communities will receive, but also to the sense of respect and importance they will feel which will encourage them to remain on staff at IHS throughout their careers.

We've created the following checklists to help you meet the needs of your new employees, as well as IHS, every step of the way.

3 The First Week

Orientation sessions aren't just important to new employees. They're also essential to IHS because they address the organization's policies and procedures, new-hire concerns and help staff members form accurate expectations about the job they've just taken on. Performing the tasks below will ensure that your new employees are fully onboard with IHS, right from the beginning.

ACTION	TO BE COMPLETED BY
Meet to review and discuss IHS orientation, including: <ul style="list-style-type: none"> • IHS Mission • IHS 101 • Building cultural understanding • Employee ethics • Communication • Customer service 	CEO
Identify training and development activities needed in the next six months, and sign up the new employee for appropriate classes.	Dept.
Set performance expectations and discuss how and when the employee will be evaluated.	First Line Supervisor
Review and discuss the employee's first week, answer their questions and gather feedback.	CEO/ First Line Supervisor

4 Within the First Six Months

Inspiring a new employee to stay with IHS is not a one-time event that happens on their first day of work and sustains itself throughout their careers. Retention is an ongoing process that must actively continue as long as an employee is on staff. By giving your employees the attention they require and deserve, you will be giving them a reason to stay with the organization.

ACTION	TO BE COMPLETED BY
Check in regularly with the new employee to see if there are any questions or concerns. Provide feedback often — including positive reinforcement.	CEO/Dept.
Schedule a six-month new-hire evaluation.	Dept.
Provide monthly feedback to new employees, regarding their job performance, including a formal performance evaluation in their third month.	Dept.
Celebrate each new hire's six-month anniversary with a planned lunch.	CEO/Dept.

“The culture of successful facilities creates a sense of belonging for employees and makes them want to stay.”

DR. CHARLES W. GRIM
DIRECTOR, INDIAN HEALTH SERVICE



Raising the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level.