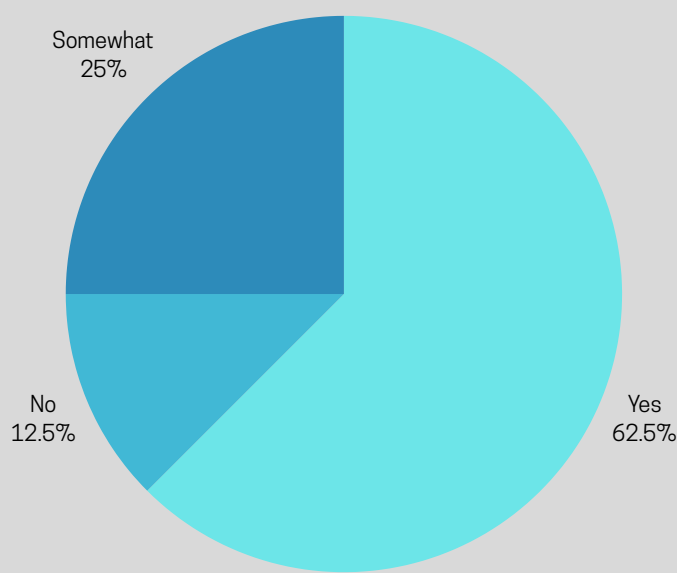


New Employee Onboarding Needs Assessment Analysis

Conducted 6/13/24 - 6/20/24

New Employee Preparedness

Managers were asked how prepared new hires were for their first day of work after only completing onboarding and going through orientation with HR.



Feedback

These topics popped up as feedback in the written responses from managers on employee preparedness.

- More Athena Training
- Login Delays (Paylocity)
- Sooner exposure to on-the-job training/responsibilities

In-Clinic Training Strengths and Weaknesses

**As identified by clinic managers*

Strengths

- Smaller offices = less patient load and stress & less office dynamics to work around
- Logins are all working for training & work platforms

Weaknesses

- Lack of time built in for training
- Existing staff dynamics
- Distance from main offices in Jacksonville
- Under-staffed - new hire training is rushed
- Time from hire to training is too long

Soft Skills for Success

**As identified by clinic managers - The larger the word, the more often it appeared in the survey.*



Clinic Procedure Challenges

**All respondents (8) identified this as the same challenge*

Change in procedures & equipment from doctor to doctor/clinic to clinic

Recommendations

**As identified by clinic managers, HR Manager, and Instructional Designer*

1. More time allocated in orientation for Athena (job-specific) training.
2. Doctor Protocols for each clinic created and available to techs before shifts at new/unfamiliar clinics.
3. Online/Remote onboarding/orientation for clinics that are further from Jacksonville.
4. More job specific training (FD - Billing & Insurance; Techs - MRx Training; Scribes - Ophthalmology Terminology; Surgery Coordinator - SPSC Protocols)
5. Designate specific employees as trainers within each clinic.