

**CO**RONA**VI**RUS **D**ISEASE 2019 (COVID-19)

Surge Staffing: Rapid Redeployment Onboarding   
Toolkit and Training Guide for RNs and Staff

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| **Rapid Deployment Onboarding Toolkit and Training Guide for RNs and Staff** |
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| We are anticipating a surge of patients as a result of the COVID-19 pandemic and with this will come many staffing challenges. In order to strengthen and reinforce staffing during our response to this surge, health care staff can be sourced from many areas to assist. These sources could include Trinity Health FirstChoice travel nurse/float pool, redeployment of Trinity Health colleagues locally or regionally, repurposed clinical and non-clinical staff, and/or the reintroduction of former colleagues or retirees. |
| This toolkit will assist local ministries to rapidly onboard staff during this surge response and will provide guidance in matching each staff person’s skill level with appropriate tasks.  *The toolkit includes:*   1. **Introduction page with a definition of terms:** This is intended to familiarize the ministry with terms and phrases used throughout this toolkit. 2. **Rapid Deployment Tier Grids:** These grids will help match clinical and non-clinical staff with suggested tasks. 3. **Clinical Roles and Task Pathway:** This pathway lists clinical roles along the left side against suggested tasks along the top. It also divides the RN role into tiers of skill level, from Tier 1 (basic) to Tier 3 (advanced). *(These terms are defined on the introduction page.)* 4. **Non-clinical Roles and Task Pathway:** A pathway that matches non-clinical roles with suggestions for possible tasks such as door screening, stocking, etc. 5. **Skills Compatibility:** This provides an example of how “like units” and skill sets could be grouped together in order to help place staff appropriately. 6. **Rapid Deployment Onboarding Manual:** A customizable manual is given to the redeployed colleague by the receiving ministry. This manual addresses common themes across the health system such as Mission, Conduct, and Safety. There are several areas for the receiving facility to insert references to local policies of importance, facility maps, safety codes, etc. 7. **Rapid Onboarding Checklist for an External RN (an RN sourced from outside of your ministry):** A checklist provided to the redeployed nurse who has been sourced from another ministry, FirstChoice, or is a local nurse hired for the surge response. The checklist is reviewed with and signed off by a preceptor/resource person and returned to the unit educator or manager when complete. 8. **Rapid Onboarding Checklist for an Internal RN (an RN sourced/redeployed within your ministry):** A checklist provided to the redeployed nurse who has been sourced from a local ministry or redeployed to a different department within the same ministry. The checklist is reviewed with and signed off by a preceptor/resource person and returned to the unit educator or manager when complete. 9. **Rapid Onboarding Checklist for Unlicensed Assistive Personnel (UAP):** A checklist provided to the redeployed Unlicensed Assistive Personnel (UAP) or someone fulfilling that role. This may be a Patient Care Tech (PCT) or staff from other roles with previous care experience. This is reviewed with and signed off by a preceptor/resource person and returned to the unit educator or manager when complete.   These checklists are designed to cover items common to many RHMs and are not all-inclusive. The checklists may also include topics not relevant to your ministry. The checklists are customizable to meet your unique ministry needs. |
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| **Introduction**  The toolkit was created to provide ministries with a welcome packet, checklists, and other helpful documents to bring redeployed RNs and staff onboard quickly. The documents provide a customizable framework to maintain consistency across the organization, but still allow individual ministries to insert specific items that will maximize usefulness at the local level, and minimize time spent creating unnecessary documents. |
| **Definition of Terms**  **Redeployed Internal RN/RN redeployed within the same ministry:** This refers to nursing staff who have been redeployed to different facilities within a local area Regional Health Ministry (RHM). E.g., Trinity Health of New England St. Francis staff deployed to Trinity Health of New England Johnson Memorial; or, different units within the same facility. (Select RN Tier 1, 2, 3 as appropriate – *see definition on next page*)  **Redeployed External RN/RN redeployed outside of his/her ministry:** This refers to nursing staff who are deployed from one RHM to another. E.g., SJMH Ann Arbor staff deployed to Holy Cross, Ft. Lauderdale, or local RN hired for surge staffing. This would typically include FirstChoice staff. (Select Tier 2, 3 as appropriate – *see definition on next page*)  **Repurposed Clinical/Non-clinical Staff:** Colleagues redeployed from areas where work has slowed, or may not be immediately needed, to other areas within a facility that may need quick just-in-time (JIT) training  [insert link to Effective Use of All Available Colleagues].  **Re-introduced RN/Retirees/Instructors:** This category includes nurses re-entering the system, retired nursing staff, and recent nursing instructors who would work within their most recent facility. Re-entering and retired staff may be asked to help in a capacity similar to Unlicensed Assistive Staff (PCT/PCA), depending on how recently they left the organization. And, they would likely be considered “Tier 1.” Nursing instructors may be used in a similar capacity given they have experience and familiarity within the facility.  **Unlicensed Assistive Personnel (UAP):** Also referred to as nurse extenders, Patient Care Technicians (PCTs), Patient Care Associates (PCAs), and Aides. These are colleagues, with past experience, redeployed from other roles to assist at the bedside. These are staff who can be delegated certain aspects of patient care that don’t necessarily require a licensed nurse. [insert link to Essential vs Non-essential Staffing Responsibilities for ICU Patient Care Teams].  **RN Tiers:** Surge staff will have varying levels of skill and experience. Three skill tiers have been identified to help match each nurse with skills and responsibilities for maximum success:   * **Tier 1:** An RN with basic skills. * **Tier 2:** An RN with a moderate skill level based on recent experience, or usual work environment. This person may typically work under the guidance of a lead nurse possibly in a team nursing scenario. * **Tier 3:** A fully skilled RN that may take full assignments with limited training, when appropriate. |
| **Purpose of this Toolkit**  This toolkit contains recommendations for staff responsibilities, a customizable welcome packet, and checklists for internally redeployed RNs, externally redeployed RNs, and Unlicensed Assistive Personnel (UAP). Repurposed/non-clinical staff should receive JIT training from unit educators. |
| **As the Rest of the World Steps Back, we are asking you to Step Forward.**  Your hard work and dedication to fulfill our Mission during this difficult time is very much appreciated.  For questions or comments: [Jason.A.Cooper@Trinity-Health.org](mailto:Jason.A.Cooper@Trinity-Health.org) |
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