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# Orientation Presentation Example for New Employees at Ministry of Health (MOH) Centers

June 30, 2016



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# Information that the employee needs

## Information about the Ministry

Vision, mission, values, and strategic objectives of the Ministry  
Organizational structure  
Location of centers  
Policies and procedures related to health, safety, and quality



## Staff-related information

Staff's rights  
Staff's responsibilities  
The required behavioral competencies  
Staff's professional lives  
Performance measurement policies  
Learning and development  
Working hours and annual vacations



## Patient-related information

Their rights  
Patient admission policy  
Patient discharge policy  
Patient referral policy





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# (I) Ministry of Health Overview



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# Vision

A healthy community within a leading comprehensive health system ensuring equity, efficiency, and high quality at the regional level



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# Mission

To provide preventative and curative health services and carry out a regulatory and monitoring role on services related to the health and safety of the citizen with equity and high quality, and with the optimal use of resources and efficient partnership with the concerned parties within a comprehensive health policy



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# Core Values

Every employee should live the Ministry's values



Respect the beneficiaries' and service providers' rights

Partnership

Excellence

Justice

Transparency

Integrity

Commitment to Professional Ethics

Quality

Team Spirit

# History of the MOH

During the past 40 years, Jordan has witnessed a comprehensive health revival during which it has reached many achievements in the field of health care.

The MoH provides health care to all clients through:

- **Health centers:** 724 village, primary, and comprehensive facilities throughout the Kingdom
- **Hospitals:** 30 facilities with a capacity of approximately **7,000 beds**

Milestones for MOH's journey	Year
The first MOH established	1950
The health boom develops in Jordan	1951
First nursing college established	1953
Central lab for medical tests established	1953
Establishing doctors' syndicate	1954
First health insurance system established in the Kingdom for the armed forces	1963
First civil health insurance system applied by the MOH	1965
First faculty of medicine established at the University of Jordan	1970
Inauguration of Al Hussein Medical City	1973
Faculty of Pharmacy inaugurated at the University of Jordan	1980





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# MOH Duties

The MOH undertakes all health affairs in the Kingdom. Its duties include:

Maintaining public health by offering preventive, treatment, and health control services

Organizing and supervising health services offered by the public and private sectors

Providing health insurance for the public within available means

Establishing and controlling the management of health education and training institutes and centers according to relevant provisions of the applicable legislation



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# MOH Strategic Objectives

**1**

To improve the quality and safety of health care services and ensure their continuity

**2**

To develop the infrastructure of primary and secondary health care institutions

**3**

To provide efficient and effective management of the financial resources, control, and guidance of expenditure

**4**

To contribute to curbing the spread of non-communicable diseases

**5**

To provide efficient and effective management of human resources

**6**

To enhance the organizational and monitoring role of the Ministry

**7**

To enhance reproductive health services as well as family planning and child health

**8**

To contribute to ensuring a comprehensive health system for all Jordanian citizens

**9**

To provide effective and efficient knowledge management

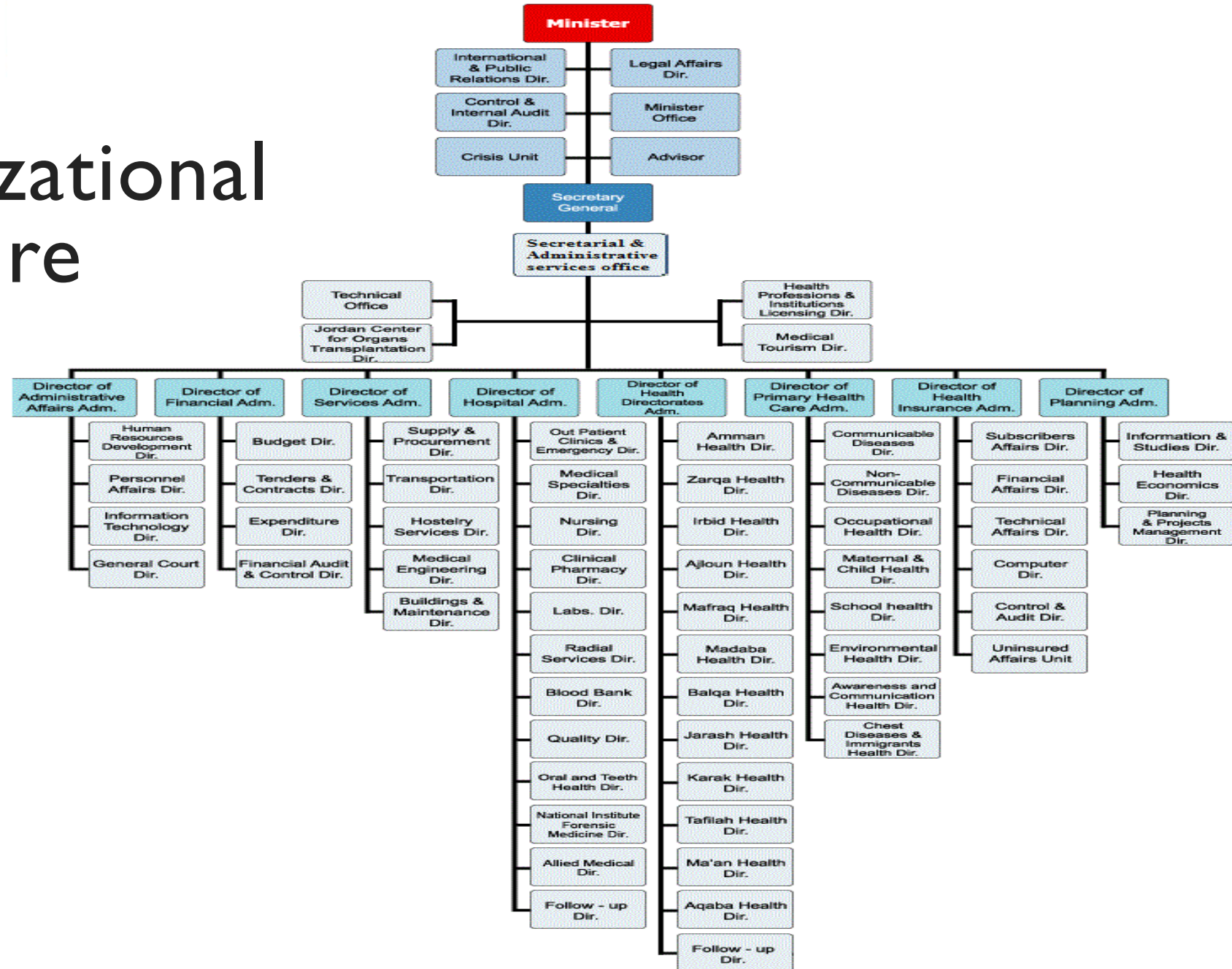
**10**

To provide efficient management of crises, disasters, and risks



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# Organizational Structure





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# MOH Departments

Administrative Affairs  
Administration

Financial  
Administration

Services  
Administration

Primary Health Care  
Administration

Health Insurance  
Administration

Health Directorate  
Administration

Planning  
Administration

Hospital  
Administration



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# Orientation Presentation Example for Ministry of Health, Primary Health Care

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# Primary Health Care

Health care in the primary centers is the first point of contact with the national health system for individuals, families, and society; those centers provide quick health care services to people near their homes and workplaces. Primary care centers also constitute the first element of the continuous health care process.

## **Basic Responsibilities of Primary Health Care**

- Raising awareness about the prevalent health problems and methods of prevention and control
- Enhancing the food supplies and sound nutrition
- Sufficient supplies of potable water and basic sanitation utilities
- Mother and child health including family planning
- Inoculation against the main communicable diseases
- Prevention and control of the locally endemic diseases
- Suitable treatment of common diseases and injuries
- Provision of basic medicines



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# Primary Care Centers' Strategic Objectives

1

To enhance the health practices and behaviors among members of the society

2

To improve the prevention of communicable diseases

3

To develop environmental health programs in line with the development and provision of a health environment for the citizens

4

To enhance school health services

5

To enhance vocational health programs



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# Types of Health Care Centers

## **Primary Health Centers:**

Includes all necessary services, excluding X-rays or specialty clinics

## **Comprehensive Health Centers:**

Includes all primary health care services, including x-rays and specialty clinics



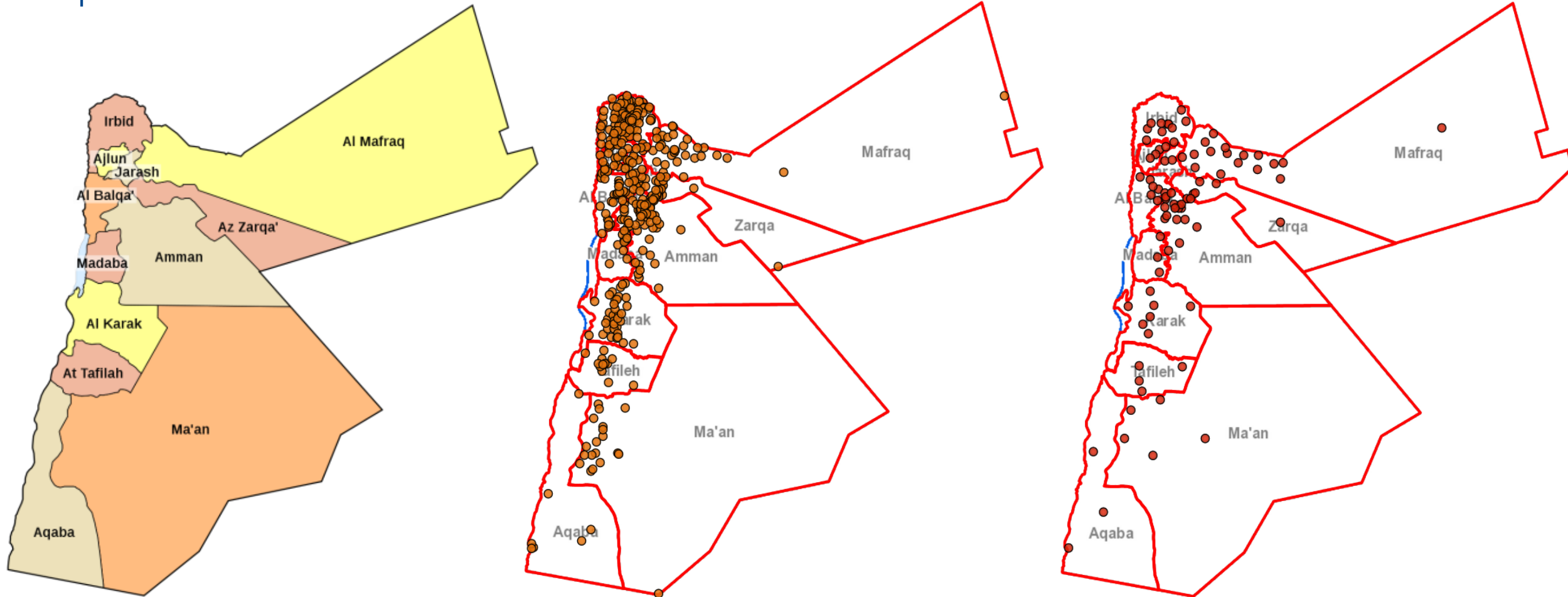


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- Primary
- Comprehensive

# Location of health centers





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# Primary Health Care Principles

Reflect and evolve from the economic conditions and sociocultural and political characteristics of the country and communities. To be based on the application of the relevant results of social, biomedical and health services research and public health experience.

Address the main health problems in the community, providing preventive, curative and rehabilitative services accordingly.

Involve, in addition to the health sector, all related sectors and aspects of national and community development, in particular agriculture, animal husbandry, food, industry, education, housing, public works communications and other sectors; and demand the coordinated efforts of all these sectors.

Promote maximum community and individual self-reliance and participation in the planning, organization, operation and control of primary health care, utilising full capacity of local, national and other available resources; and develop through appropriate education the ability of communities to participate.

Be sustained by integrated, functional and mutually-supportive referral systems, leading to the progressive improvement of comprehensive health care for all, and giving priority to those most in need.

Rely, at local and referral levels, on health workers, including physicians, nurses, midwives, auxiliaries and community workers as applicable, as well as traditional practitioners as needed, suitably trained socially and technically to work as a health team and to respond to the expressed health needs of the community.



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# All centers include the following:

## The Division

- Office of the Head of Division
- Patient Rooms
- Treatment Preparation Room
- Examination Room
- Polluted materials and laundry room
- A meeting room in every ward
- A visitors' room in every ward

## Some of the jobs in the centers:

Physicians:  
Specialists  
Residents

Nurses  
Lab Technicians



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## (2) Information for the Employee



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# Positive Behaviors

## **Job Ethics**

Relate to performing the functional duties and to perfecting work with all honesty and dedication

## **Behavioral Ethics**

Relate to the employee's behavior and actions inside and outside the work place. Civil service regulations stipulate that public employees should have a good conduct record and demonstrate high ethics

## **Ethics Related to Policy**

Every employee should follow the guiding principles, policies, and measures of his/her place of work and Ministry



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# Identifying Positive Behaviors

Strength  
& honesty

Preserving  
public  
money

Mastering the  
job  
competencies

Maintaining  
official  
working  
hours

Applying  
valid laws  
and  
regulations

Loyalty to  
the  
homeland  
and policy-  
based  
guidance

Fully  
dedicated  
to your  
work

Acting  
with  
courtesy  
and ethics

Respect

Dedication  
at work



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# Patient's Rights

One of the most important qualifications for an employee is knowing and ensuring the patient's rights:

Every employee should treat the patients in an optimal way to enhance the clients' satisfaction

Access to needed and optimal medical care

Access to care that respects his or her personal values and beliefs

To be notified and allowed to participate in the decisions related to service delivery

To obtain security, privacy, and total confidentiality

To treat his or her pain in a suitable and appropriate way

To submit his or her complaint or suggestion without fearing punishment and penalty

Knowing the cost of services and procedures submitted to him or her



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# Occupational Competencies

In order to know your work related responsibilities and competencies, ask for:

- **Your job description**
- **Your job-related competencies**

You can find specific information pertaining to your work in the documents list and through the Human Resources Department



Every employee  
should know  
his/her job  
description and  
responsibilities





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Determining and incorporating key competencies in the job description supports good performance and directs the employees' performance evaluation and their professional advancement.

# Functional Competencies

The key competencies in health care are a combination of accumulated knowledge, technical abilities, morale, and applicable guidelines to ensure that the service given is safe, high quality, cost efficient, and able to lead to better health results at the individual, family, and society level.

1

Practices in accordance with the legislation that applies to his/her profession

2

Provides health care that focuses on the patient and the support of self treatment

3

Works in multidisciplinary teams

4

Employs evidence-based practices

5

Applies quality improvement and practice-based learning

6

System-based practice and use of IT



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# Employee Rights

To be aware of the Civil Service Bureau regulations

To read the salary scale directory for newcomers

Health insurance

Vacations according to the Civil Service Bureau regulations detailed in the manual

Maintain the rights as a Jordanian citizen and a professional according to the instructions and regulations of the Civil Service Bureau that are applicable at the MOH

Working in a low-risk, healthy environment on both psychological and physical levels

You have rights as an employee but you also have responsibilities to perform tasks related to your work



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# Dress Code and General Appearance

The dress code and the general appearance **in the primary and comprehensive health center** should express high professionalism, through committing to a distinguished identity that goes in line with the Ministry's mission and vision.

Every employee should:

**Wear personal  
identification badge  
during office hours**

**Wear official  
clothing and  
shoes for work**

**Eat and drink  
in designated  
areas only**

**Refrain from  
chewing gum**

**Maintain  
personal  
hygiene**



Purpose: to evaluate the competencies and capacities of the new employee in line with the job description

# New Employee Evaluation

All employees will undergo a formal performance evaluation three months after hiring using the official evaluation form, comprising a number of evaluation elements. The three-month evaluation will be completed by the direct supervisor, to assist in making a decision about whether the employee should be retained, and if so, how performance can be improved.

## Responsibilities

**Human Resources Department:** Follow-up on the evaluation process undertaken by the Division Managers. Maintain the form in the general file at the human resources department.

**Responsibility of the Heads of Divisions:**

To be knowledgeable of the evaluation elements in the form. To complete the form objectively and submit it to HR after three months.

## Measures

The new employee evaluation form is distributed by the Human Resources Department.

Every division manager reads the form and completes the first part of the form the moment the employee starts working in his division. Also, every division manager creates an employee performance notebook in which he/she writes notes about the employee's performance, provided he/she does the evaluation more than once within the three months, and at the end of the form, the direct supervisor writes down his notes, regarding whether he/she has recommended:

- **That he/she continues to work**
- **That he/she takes a specific training**
- **That he/she no longer continues work at the Ministry**

The direct manager sends the original evaluation form to the personnel department. The Head of Personnel presents the form to the director of human resources to write an official letter to the employee according to the evaluation results and sends them to the director general to present them to the Board of Directors for a decision.



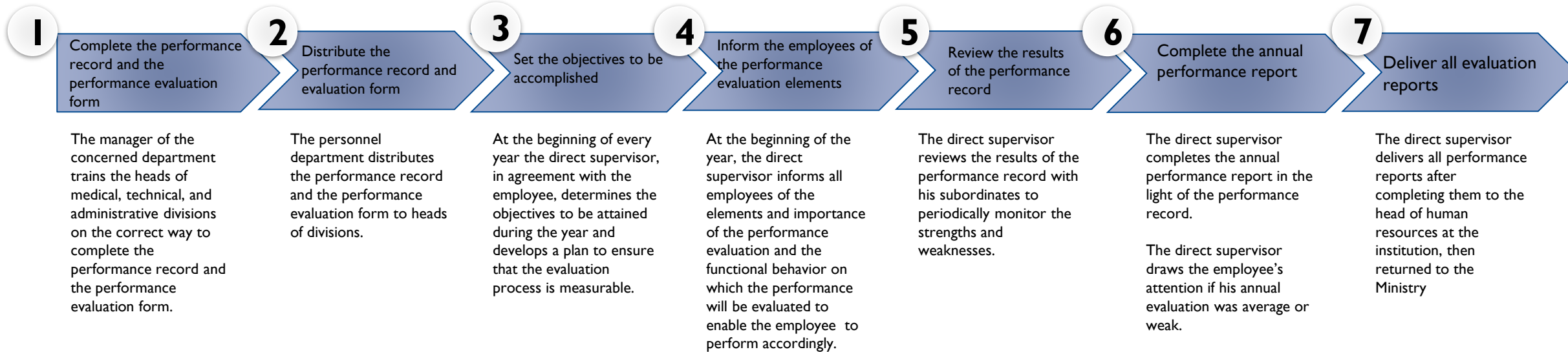
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# Ongoing Performance Evaluation

## **Objectives:**

- To measure the capacities, skills, and behavior of employees over a specific period of time, to help the employee develop and enhance their skills and competencies to achieve desired outcomes and goals
- To ensure optimum performance that contributes to the institution's objectives and positive health outcomes
- To encourage communication between the supervisor and supervisees, and present the opportunity to receive feedback on their performance
- To determine the training and educational needs





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Purpose: to improve the performance and productivity of the workers and boost their morale, to encourage workers to find new ways to accomplish the daily work, and to build effective leaders.

# Staff Training and Development

## **Procedures:**

- Identify training needs: whereby every department/section annually determines their training needs, according to the bases of the executive office, through a review of:
  - Quality indicators
  - Report of random accidents
  - Employee annual evaluations
  - Functional competencies
  - Personal interviews
- Prepare the training needs form at the human resources department/training and development section, and combine the needs of hospital departments and divisions.
- Prepare the training plan for the hospital to present it to the higher training committee, and to then discuss and present it to the executive bureau for approval.
- The training and development division follows up on the training courses and programs received at the hospital from the training entities specialized in training and development.
- The concerned department/division sends the copy of the training course/program and list of candidates to human resources department to complete the nomination procedures for the training course/program.

## **Types of Training:**

### **Training Program:**

Programs assigned by the top management and are divided into basic training, specialized or advanced. Trainings are normally conducted in the hospitals.

**Training Course:** Trainings programs that have an extended has a duration between 11 days to 4 months

The training and development division at the human resources department is responsible for the training process



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# Continuous Education

## **Objective**

To provide health workers with the practical and technical skills and knowledge that afford them to provide the best health services.

## **Importance and justifications for continuous education**

To ensure life-long learning, from pre-service graduation all the way to retirement

To keep pace with the rapid developments in medical science and the rapid change in health care provision methods

To maximize investment in the health field and keep abreast with recent developments

To provide the incentive of professional development for employees

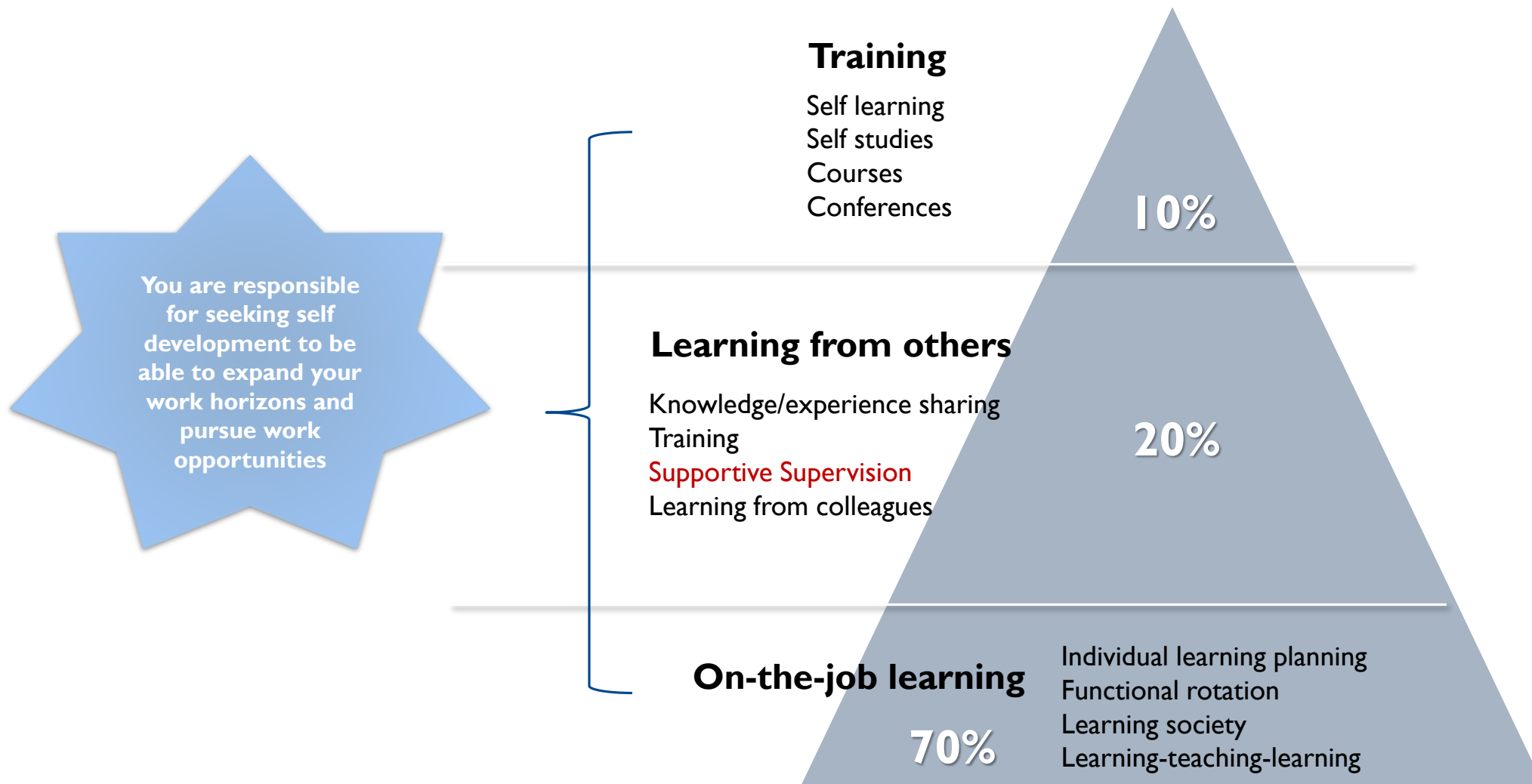
To efficiently reach goals of improved, innovative service through relatively short period of training and time away from clients

## **There are two paths for continuous education:**

- 1) Obtaining Scientific qualifications which might take more than 2 years to obtain.
- 2) Improving one's knowledge through attending conferences and seminars.



# Types of Continuous Education







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# Supportive Supervision

## What is supportive supervision?

- Facilitation and strengthening of relations that assists in improving the individuals' skills and performance.
- The process that enhances quality at all levels of the health system through building trust with a focus on problem-solving and assisting in the allocation of resources
- Continuous improvements in the quality of care through the provision of leadership and support, and the enhancement of high standards, collective work, and communication in both directions.
- One of the employee's rights and part of continuous learning

## Who are the supervisors?

- Mediators who work to accomplish objectives, solve problems, and work as a liaison to higher levels in the institution
- Those who bring together people and resources to accomplish clear objectives, assess results, and develop relations built on trust
- Supervisors come from any of: official and unofficial supervisors, peers, and the health service providers themselves.

# Supportive Supervision (cont.)

## Key features of supporting supervision:

- Pillar for problem-solving to ensure quality and respond to clients' needs
- Supervisor is one member of the team who is responsible for quality
- The service providers are empowered to monitor and improve their own performance
- The external supervisor is the facilitator and trainer
- The health workers take an active role in supervising themselves and one another
- Decision-making is participatory

## Expected Results:

- Availability of service provision to receive good services
- Service providers and institutions continuously seek ways to improve the quality of services they provide
- Service providers and institutions respond to clients' needs
- Service providers and supervisors continuously work to improve their performance.
- Increased employee satisfaction
- Offer encouragement and support to service providers as part of continuous quality improvement
- Supervisors are able to translate the institutional objectives to providing services the client wants and needs
- Supervisors are able to use data about services provided and assist in identifying the obstacles to improve quality



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# Key Employment Documents

Job Description

Key competencies required for primary health care providers

Working Hours System

Vacation Policy

Employee's Health Policies

Dealing with Work Injuries

Patients' Rights

Patient Admission Policy  
Patient Discharge Policy  
Patient Referral Policy