MICHIGAN TRADITIONS AND VALUES
DAY ONE AGENDA

- Welcome and Introductions
- About the U-M Health System
- Mission, Vision, Values and Goals
- Diversity at the U-M Health System
- Demonstrating Organizational Values
- Staff and Leadership Competencies
- Customer Service: It’s a Dog’s World, Moments of Truth, Service Recovery
- Resources
- Orientation Checklist
- Preparation for Day Two Orientation
- Lunch
- Corporate Compliance and the Health Insurance Portability and Accountability Act (HIPAA)
- Security/Critical Incidents
- Safety/Emergency Responses
- Cultural Competency
- Infection Prevention and Control
- Patient Safety
- Let’s Pick It Up! Environmental Services
MICHIGAN TRADITIONS AND VALUES
DAY TWO AGENDA

- Check in – complete paperwork and have picture taken for ID
- HR Welcome
- Employee Health Resources and Well-being services
- Introduction and review of benefit programs
- Parking options