

Induction and Orientation Plan Framework – a guide for employers

Introduction

When a physician applies for registration within a general scope of practice; the employer will be required to submit a proposed induction and orientation plan to the Medical Licensing Department (MLD). The proposed plan will be considered by the MLD as part of the registration process.

This framework is intended as a resource to guide employers in developing an induction and orientation programme for physicians at the commencement of their employment.

Induction and orientation will differ depending on the employment circumstances of each individual physician. Some aspects of induction and orientation which would be very important for those working in a polyclinic are likely to be irrelevant to a physician working in a hospital.

Specialists especially will benefit from a thorough induction process to enable them to work successfully in Qatar. It is not appropriate to assume that because they are specialists, they know about the Qatari culture and health system.

A planned induction, once completed, can be signed off by the physician and employer for the employment record.

What should be covered in an induction and orientation plan?

These guidelines list suggested topics under the following broad headings:

- *Medical Care*
- *Communication*
- *Collaboration*
- *Management*
- *Scholarship*
- *Professionalism*
- *When things go wrong*

Medical Care

This topic lists aspects of medical care, grouped as follows:

- *Orientation*
- *Prescribing*
- *Patient safety*
- *Legislative requirements*
- *Practical matters*
- *Clinical practice*

Orientation

- Orientation to the work site, local services and Qatari health services:
- Introduction to staff and their roles
- Demonstration of equipment, especially emergency and resuscitation equipment
- Description of local ancillary medical services including functional relationships, nature of services provided and likely costs to the patient
- Computer/records systems
- Description of the Qatari health services including:
 - funding arrangements for patient care
 - systems for hospital referral
 - access to emergency services
 - procedure for admission to hospital
 - medical review system

Prescribing

- Minimal requirements for legally acceptable prescribing
- Monitoring processes for effectiveness, safety and cost.

Patient safety

- Detail patient safety issues:
- Define limits of clinical responsibility and lines of accountability
- Backup arrangements when the physician is unsure how to proceed
- Sterilisation requirements for safe practice.

Legislative requirements

- Ensure there is appropriate information available so that physicians understand the legislative requirements as they relate to medical practice in Qatar

Practical matters

Include practical matters:

- Personal safety
- Telephone consultations
- Attending accidents
- Access to community based, secondary care and base hospital services
- After hours care
- How the hospital, clinic or worksite works
- Consultant's expectations; how things are done
- Lines of communication during normal working hours, night duty and on-call.

Clinical practice

- Explain details of clinical practice:
- Personal organization
- Communication skills
- Clinical skills
- Taking a history
- Record keeping
- Writing referrals
- Patient centred medicine (vs disease centred)
- Resources
- Teaching
- Intimate examinations and chaperones
- Trauma skills

Communication

This topic lists aspects of communication, grouped as follows:

- Patient/doctor relationship
- Cultural awareness.

Patient/doctor relationship

- Detail Qatar's approach to the patient/doctor relationship:
- Patient expectations of the doctor
- Boundaries
- Language differences and comprehension between the doctor, patients and colleagues.

Cultural awareness

Provide information about cultural issues relevant to the circumstances, eg:

- Potential culturally offensive behaviours relevant to the patient population being treated
- Jargon, colloquial or slang words used in the health environment
- The possible impact of different religious beliefs on patients and colleagues
- Discretion, confidentiality and extended families (assume that everybody is related to everybody else and they all talk together)
- Links between socio-economic factors and health needs.

Collaboration

This topic lists aspects of collaboration, grouped as follows:

- Cultural adjustments
- Provision for after-hours care.

Cultural adjustments

Outline aspects of cultural adjustments:

- Working in a multidisciplinary team, especially with female team members
- Acceptable ways of addressing colleagues (eg younger doctors; nurses; other health care professionals).

Provision for after-hours care

Outline the provision for after-hours care:

- Describe arrangements for after hours care and the doctor's role in these arrangements
- Establish a system to ensure a supervisor is available for telephone support at any time.

Other induction topics

This topic lists other induction topics, grouped as follows:

- Management
- Scholarship
- Professionalism
- When things go wrong.

Management

Outline these aspects of management:

- Clinical governance
- Role of Medical Director (or equivalent)

Scholarship

Outline the practice review activities that form part of scholarship:

- Peer review
- Continuing medical education
- Clinical audits
- Critical incident debrief.

Professionalism

Outline these personal aspects of professionalism:

- The requirement to be registered and hold a current license (which must be sighted by employer before starting work)
- Regulatory supervision
- Medical ethics
- Personal professional development
- Mentoring
- Limits of clinical responsibility
- Patient expectations and controlling burden of care
- Realistic expectations about adapting to a similar community of practice in a different country.

When things go wrong

Explain the processes involved when things go wrong:

- Complaints and discipline
- Competence and concerns
- Sickness affecting the physician's ability to practise