



## ***UNVEILING THE VITAL ROLE OF DOCUMENTATION: A COMPREHENSIVE LOOK BEYOND ASSESSMENT***

Documentation is a vital component of anyone in a training, mentoring and leadership capacity. Great documentation is the foundation for communication, development opportunities and administrative actions. It helps to establish patterns or behaviors that require additional resources to ensure an employee's success. As an FTO, your trainee will be expected to function in accordance to Medic's standards therefore your guidance and feedback from the first encounter will set the tone on performance expectations. Through that ongoing documented guidance, you are putting forth the evidence

required to move the trainee to a fully functioning provider for the Agency.

Consistent and thorough documentation also demonstrates an employer's good faith effort to resolve issues and grievances raised over the course of an employee's employment. If administrative action is required, we rely on the data recorded to support those actions as they have the potential to fall under protective federal and state law. When we fail to ensure information is factual and verifiable, we create a liability for the Agency but also demonstrate poor management and poor employee advocacy.

Effective documentation contains specific details (dates/times) and objective (factual) information. Refrain from inserting your own conclusions or biases. When your recommendations are required, allow the facts to guide you. This will ensure that your trainee is receiving a fair assessment of their performance and creates opportunities for open and honest two-way communication. - Sarah Latimer, MEDIC HR Supervisor

*"True mentoring is about an ongoing, honest relationship of encouragement, challenge, and the belief in the potential of the mentee. It's not about making them another you; it's about helping them become the best version of themselves." - Ken Blanchard*



## ***A CHANGE DURING NEW HIRE ACADEMY...***

During the Clinical Education intro for the current group of New Hires, there was additional time spent with them discussing Power FTO and the scoring process, to ensure they understood how the assessment process works.

For the New Hire class starting on 11/28, they will also receive the same in-depth description of scoring as well as a handout of the assessment scoring and of the required objectives in each portion of the assessment form. This will allow them to review and keep in the forefront the performance expectations they'll need to consistently achieve.



## ***HERE'S THE MOST EXCITING CHANGE...***

Starting with the New Hire class that begins FTO time on 12/12, for **the first 3 shifts, assessment scoring will not count.**

**What you say?** Yes, that's right. The first 3 shifts, the new hire will perform a self-assessment on paper at the end of each shift. You the FTO, will perform your assessment. Compare your assessment scores to the new hire's each shift. After the first 3 shifts, assessment scores will count towards their completion of FTO time. **But why, you ask?** This will give you, your partner and the new hire time to acclimate, to each other, the truck, daily pace and call types. By comparing assessment scores you'll both better understand your new hire's perception of themselves, vs your perception and be able to clarify expectations before the assessment scoring counts.

## ***WHAT'S YOUR LOGO?***

*Clinical Education has ravens, Clinical Improvement has an octopus, Quality Improvement has a dinosaur, HR has a honey badger and the Airport ops has a hornet....so, what's the FTO logo?*

**Send in ideas for a logo and motto to [ClinicalEducation@medic911.com](mailto:ClinicalEducation@medic911.com)  
We'll discuss this more at our next FTO meeting!**



## ***UPCOMING EVENTS & TRAINING:***

**Quarterly FTO Meeting** \_\_\_ **1/9**, 1500-1700 **or 1/10**, 1000-1200, food will be served. *(required for FTO's. In person preferred. Makeup available in LMS.)*

**November MTAC: TXA & Calcium in Trauma** \_\_\_ **11/21**, 1245-1345, TEAMS contact [scott.wilson@atriumhealth.org](mailto:scott.wilson@atriumhealth.org) for an invite

**Next New Hire Academy begins** \_\_\_\_\_ **11/28**

**CIT Training** \_\_\_\_\_ **11/30**, *an interactive, in-person event for all providers. Sign up in LMS. You will receive coned credit and be paid. Training will be recorded and placed in the LMS for future in-service content. You will not have to retake this training if you attend the live event.*