LOUISIANA STATE UNIVERSITY HEALTH CARE SERVICES DIVISION
BATON ROUGE, LOUISIANA

POLICY NUMBER:	4539-17
CATEGORY:	Human Resources
CONTENT:	Training Policy
EFFECTIVE DATE:	November 13, 2002
REVIEWED & REVISED:	February 15, 2008
REVIEWED & REVISED:	August 3, 2009
REVIEWED:	October 20, 2010
REVIEWED:	January 26, 2011
REVIEWED & REVISED:	June 25, 2012
REVIEWED:	April 1, 2014
REVIEWED:	March 4, 2015
REVIEWED:	April 6, 2017
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Deputy Chief Executive Officer
LSU Health Care Services Division

4/7/17
Date

Director of Human Resources
LSU Health Care Services Division

4/6/17
Date

LSU HEALTH CARE SERVICES DIVISION
TRAINING POLICY AND PROCEDURES

I. POLICY STATEMENT

It is the policy of the LSU Health Care Services Division (HCSD) to provide employees with educational opportunities that comply with the requirements of professional and regulatory agencies; requirements of Civil Service mandatory training requirements; Health Care Services Division policies/procedures; LSU Systems office; and applicable state and federal rules and regulations.

Note: For purposes of this policy, mandatory training is not limited to training required by Civil Service rules for classified employees, but any and all training required by HCSD or other governing bodies.

II. GOAL

To increase work effectiveness and productivity, to proactively manage conflicts, to create a positive working environment for all employees, to strengthen commitment to agency goals, to improve the operations of the agency, and to achieve and maintain safe accountable patient care.

III. APPLICABILITY

Classified and unclassified employees who have been assigned training as required by either HCSD Administration or Hospital leadership to enhance the employees knowledge of laws, rules and regulations or policy; operating guidelines; skill level; or personal and patient safety.

All employees, both classified and unclassified, who hold licenses and certificates that must remain current and active to meet job and professional requirements.

Classified employees occupying job titles that are on or added to the Civil Service lists of Supervisory Groups.

IV. IMPLEMENTATION

This policy and subsequent revisions to this policy shall become effective upon approval and date of signature of the HCSD Deputy CEO.

V. GENERAL PROVISIONS

A. Employees are required to have and maintain a knowledge and skill level sufficient to meet job requirements.

B. Some employees are mandated by their professional regulatory organizations to complete a specified number of continuing education units. Employees are expected to comply with all professional mandates.

C. In accordance with Civil Service Rules and HCSD policy, some employees are required to complete specific supervisory training courses. Employees are given a completion date to comply. Civil Service Rules and HCSD policy mandate minimal training based on job title and supervisory responsibilities. Three Supervisory Groups have been identified: Supervisory Groups 1, 2, and 3. All affected employees shall be expected to comply with this training and training deadlines.

D. HCSD has the authority to require training when it perceives that the training helps to develop its workforce and prepare its employees to meet present and future system wide needs. (i.e. quarterly safety meetings; patient safety; building security; compliance; The Joint Commission; OSHA; Centers for Medicare and Medicaid Services (CMS), etc.)

E. Supervisory personnel are required to communicate job performance expectations regarding training requirements to the employees they supervise (PES Planning Sessions and throughout rating periods), continually evaluate employees they supervise to ensure employees are completing training requirements, and document completion on the appropriate Performance Evaluation System (PES) form. Refer to HCSD Policy #4533, Performance Evaluation System for Classified Employees and HCSD Policy #4561 Performance Evaluation System for Unclassified Employees,

F. Employees' PES planning document for classified employees shall include statement on rating employee's compliance and timely completion of any and all training requirements.

VI. CONSEQUENCES FOR NON-COMPLIANCE WITH ALL TRAINING

A. Classified Employees

1) Eligibility for merit increase shall be withheld until employee complies with mandatory/required training requirements.

2) Merit increase may be granted on the date training requirements are fulfilled, once verification of completion is received. However, the merit increase <u>shall not</u> be retroactive.

3) Employees who have not met the training requirements in compliance with policy may also be reviewed for disciplinary action in accordance with Civil Service Rules up to and including dismissal.

B. Unclassified Employees

1) Eligibility for annual salary adjustment shall be withheld until employee complies with all training requirements.

2) Annual salary adjustment may be granted on the date training requirements are fulfilled, once verification of completion is received. However, the merit increase <u>shall not</u> be retroactive.

3) Employees who have not met the training requirements in compliance with policy may also be reviewed for disciplinary action in accordance with HCSD procedures up to and including dismissal.

VII. RESPONSIBILITIES

A. Hospital Human Resources Director/Designee shall designate an individual within the organization who is granted authority and responsibility for directing employees to the appropriate courses for the employee's job in those instances where choices are allowed within the required training. This person shall be designated the CPTP Coordinator. Human Resources shall make written notification to the Department of State Civil Service stating the name, business address, business phone number and e-mail address of the individual designated for this responsibility.

Human Resources shall continually monitor personnel actions to identify employees who are affected by this policy, and provide the CPTP Coordinator with current lists of names of employees required to complete this training.

Human Resources is responsible for implementing internal procedures to inform supervisors/managers of non-compliance of employees and implementing consequences in accordance with this policy.

B. The CPTP Coordinator is responsible for monitoring all CS mandated Minimum Supervisory Training. The CPTP Coordinator shall make the required CS supervisory training known to all employees in an affected job title, provide employees with periodic progress reports of courses completed, assist employees to choose classes that are likely to meet their current learning needs as well as prepare them for future supervisory positions, teach employees how to access the Civil Service Minimum Supervisory Training web site, and provide assistance, as needed, to employees in scheduling classes.

The CPTP Coordinator shall track employee compliance and provide periodic reports in accordance with established Hospital Human Resources procedures to the agency's Human Resources Director/Designee.

C. Education/training mandated by professional regulatory organizations

1. Employees who hold licenses, certifications, etc., which require evidence of continuing education to remain current and active status are expected to comply with the mandated continuing education requirements.

2. Supervisors must verify that required licenses and certifications are current and active status, and ensure that employees whose licenses and certifications are not current/active are not allowed to work.

3. Hospital Human Resources Director/Designee are expected to provide information and support to supervisors, and ensure that employees whose licenses/certificates are not current/active are not allowed to work.

D. Civil Service Minimum Supervisory Training

1. Classified employees are responsible for scheduling their own classes, and completing all CS Minimum Supervisory Training within the guidelines/deadlines outlined by Civil Service.

2. Unclassified employees are not under the jurisdiction of Civil Service. An unclassified employee's supervisor may require the employee to complete supervisory training provided by Civil Service or other training the supervisor believes will help develop the employee. Unclassified employees are responsible for scheduling any classes that they are required to take by their supervisor.

3. Supervisors are responsible for ensuring that employees in each Supervisory Group are granted reasonable periods of time to obtain the required training. Supervisors shall include compliance/non-compliance with all required training on the PES evaluation.

E. General Training

HCSD has the authority to require classified and unclassified employees to complete any training that it perceives to be beneficial to employee performance and beneficial to the organization.

1. Employees are responsible for completing all training within the timelines set by the organization, and providing documentation of completion of the training if requested by their supervisors.

2. Supervisors are responsible for granting reasonable periods of time for employees to complete the training, monitoring training, and recording completion/non-completion on the employee's PES evaluation.

F. Web based Training

HCSD subscribes to Elsevier: MC Strategies as its Learning Management System (LMS) also known as WILMA. Mosby Skills content is integrated in this LMS. Clinical and non-clinical content is available via this LMS. HCSD believes that web based learning supports the concept of distance learning, encourages continued learning, promotes computer literacy, provides employees with the most current and updated content, promotes point of care learning, enhances interactive and collaborative learning, and contributes significantly to safe patient care.

1. Employees are responsible for completing all assigned lessons via the HCSD LMS, also known as WILMA and the Civil Service web based learning system known as LEO within the time lines prescribed. All assigned lessons are expected to be completed while the employee is "on the clock". In addition to content being assigned to employees, educational content is available to employees for self enrollment.

2. Hospital Educators are responsible for orienting all employees, and all LMS administrators (i.e: department managers, etc) to WILMA and LEO, and continuing to be resources to employees.

   Hospital Educators help to assess learning needs of employees based on agency, department, patient, and individual learner needs.

   Hospital Educators provide usage and other reports to agency leaders upon request. Hospital Educators promote the fullest use of the LMS through assigning available content, recommending additional content, creating content to be hosted on the WILMA, and requiring vendor-prepared educational content to be available in a format suitable for hosting on WILMA.

3. Supervisors are responsible for ensuring that employees are granted reasonable periods of time while they are "on the clock" to work on or complete mandated/assigned lessons. Supervisors shall not require employees to work on or complete mandated/assigned lessons while they are off duty. Supervisors shall include compliance/non-compliance with all web based training on the PES Planning/Evaluation document.

VIII. EXCEPTIONS TO TRAINING REQUIREMENTS

A. Exception to the Civil Service Minimum Supervisory Training

1. Individual Employee Exceptions

   a. A classified employee may apply to the CPTP Policy Board for approval of a substitution of education, experience and other training for CPTP courses. The employee should direct this request through the Hospital CPTP Coordinator for submittal to CPTP Policy Board.

2. CST and CPM Designations Exceptions

   a. Employees who have earned the Certificate in Supervisory Techniques (CST) shall be considered as having met all training requirements for Supervisory Group 1 and Supervisory Group 2.

   b. Employees who have earned the Certified Public Manager (CPM) designation shall be considered as having met all training requirements for all three Supervisory Groups.

B. Any additional exception to this policy must be approved by the Deputy CEO or designee of the HCSD. Requests for exception shall be submitted to HCSD Human Resources Administration for review and forwarding to the Deputy CEO or designee.