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| **NEW CAREGIVER HIRE** | **CAREGIVER RENEWAL** | **CSO CAREGIVER HIRE** | **CSO CAREGIVER RENEWAL** |
| (1) **HR**: Caregivers assigned Healthstream module | (1) **HR**: Expiring caregivers assigned Healthstream module | (1) **Dept. Director**: Retrieve CSO Training Packet from POCC (Digital Copy Available) | (1) **CSO Caregiver**: Retrieve CSO Individual Training Packet from POCC. \*POCC contact information available in each unit’s designated POC area (business card, POC Device Issue card, or Phone Directory) |
| (2) **POCC**: POC Glucometer Orientation Overview | (2) **Caregiver**: Caregiver completes Healthstream module | (2) **CSO Caregiver**: Read Policy & Procedure | (2) **CSO Caregiver**: Complete Learning Assessment Exam & return to POCC |
| (3) **POCC**: Direct Observation performed during orientation | (3) **Caregiver**: Did you perform QC or patient testing within the past 30 days of POC certification expiration? | (3) **CSO Caregiver**: Review Operator’s Manual | (3) **CSO Caregiver**: Did you perform QC or patient testing within the past 30 days of POC certification expiration? |
| (4) **POCC**: New caregivers receive comment code badge buddies and business card from POCC | **YES** | **NO** | (4) **CSO Caregiver**: Complete Learning Assessment Exam | **YES** | **NO** |
| (4) **Caregiver**: Notify POCC via email of Healthstream completion\*Caregiver test performance reviewed by POCC which may require further action if standard operating procedure deviations. | (4) **Caregiver**: Email POCC to schedule direct observation Direct Observation required | (4) **POCC**: POC Certification Renewed | (4) **CSO Caregiver**: Email POCC to schedule direct observation Direct Observation required |
| (5) **Caregiver**: Caregivers to complete Healthstream Module | (5) **POCC**: POC Certification Renewed | (5) **POCC**: Direct Observation Performed | (5) **CSO Caregiver**: Schedule Direct Observation with POCC. \*POCC contact information listed on CSO Individual Training Packet received from Dept. Director and available in each unit’s designated POC area (business card, POC Device issue card, or Phone Directory) |  | (5) **POCC**: Direct Observation Performed |
| (6) **Caregiver**: Caregiver to notify POCC with badge number after completion of Healthstream module |  | (6) **POCC**: POC Certification Renewed | (6) **POCC**: Direct Observation Performed |  | (6) **POCC**: POC Certification Renewed |
| (7) **POCC**: POC Certification Renewed |  |  | (7) **POCC**: POC Certification Renewed |  |  |

POCC – Point of Care Coordinator

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