



RISK RESOURCES

FEBRUARY 2026

INSURANCE SOLUTIONS FOR HEALTHCARE PROVIDERS

ORIENTATION IS A PROCESS

As we work on our orientation programs, we want to always remember that orientation is a process. While task lists are possible to check off, learning a culture and way of working that you desire for your facility takes time, sometimes lots of time. And everyone does not convert to your desired culture.

WHY IS FOCUSING ON HOW WE WORK SO IMPORTANT?

We have to ask where culture lands in our priorities:

- Is how we work on equal footing with completion of tasks?
- Are tasks ruling the day?
- Are we acknowledging tasks being completed well, not just completed?
- Are our efforts always focused on the safety of residents?
- As a team, are you discussing culture and tasks being in balance?

CONTACT



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“WE NEED TO JUST GO HOME IF WE’RE NOT GOING TO FOCUS HERE”

*SPEAKING TO THE IMPERATIVE OF COMMUNICATION AND RESIDENTS FIRST
LISA WILLIAMSON, COO, COGNOS*

SO WHAT ARE OUR PRIORITIES IF WE WANT TO SEE GROWTH IN OUR FACILITY’S CULTURE:

Resident’s First ...

commonly said, but do we really live it?

- Are our daily work and assignments built around our residents’ needs or for our own preferences?
- Are we focused on setting a high bar in our communications?
- Is showing respect to our residents and one another our norm or is it too often the exception?

THE EDEN ALTERNATIVE AND AUTHOR NANCY FOX OF “LEADERSHIP PATHWAYS” HELP US HERE.

Circle the Wagons –

using our best communication practices all day, every day

Open Hearts and Open Minds –

to give the benefit of the doubt, to always work to resolve conflict, kindness always

Expect the Best –

from one another as we care for our residents

OUR PARTNERS AT EASTERN ALLIANCE HAVE HELPFUL TOOLS FOR ASSESSMENTS, ORIENTATION, AND ALL RELATED TRAININGS.