

Strengthening Onboarding for Healthcare Providers

A strong onboarding program for healthcare providers is a crucial element for job satisfaction and may help reduce provider turnover.¹ Research shows that a superior onboarding experience not only increases early productivity by 70 percent but also improves the retention of new hires by 82 percent.² Other beneficial features of comprehensive onboarding programs include lessening provider burnout, improving well-being, and enhancing patient outcomes.³ Conversely, inadequate onboarding programs may lower proficiency, overuse resources, and potentially compromise patient trust.⁴

The following checklist presents high-level considerations for developing and maintaining a robust onboarding program for healthcare providers to thoroughly orient them to the organization and its standards and procedures, train them on technology, facilitate mentoring and networking opportunities, and more.⁵

| | Yes | No |
|---|--------------------------|--------------------------|
| Has your organization created a comprehensive onboarding program for new healthcare providers? | <input type="checkbox"/> | <input type="checkbox"/> |
| If an onboarding program is in place, is it reviewed on a regular basis and modified for improvement purposes? | <input type="checkbox"/> | <input type="checkbox"/> |
| Has your organization's leadership been asked for adequate time and resources to support comprehensive onboarding? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are leaders and managers involved in the onboarding program? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do new providers undergo a thorough credentialing and privileging process , and are they informed during onboarding that they must report any actions taken or changes to licensure or certifications going forward? | <input type="checkbox"/> | <input type="checkbox"/> |

| | Yes | No |
|---|--------------------------|--------------------------|
| Does the onboarding program specify detailed, role-specific processes and procedures? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are customized onboarding checklists and templates created for different roles and specialties and given to new providers? | <input type="checkbox"/> | <input type="checkbox"/> |
| For each department or role, does the onboarding program include: <ul style="list-style-type: none"> • A timeline to full productivity? • A contact person in human resources and on the new employee's team? • Specific onboarding objectives or goals? • Organizational overview, including values and mission? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does the onboarding program include: <ul style="list-style-type: none"> • Department and role orientation? • Benefits and compensation explanation? • Safety and compliance training (HIPAA, OSHA, etc.)? • Technology training? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is each new provider assigned to a mentor, training buddy, or onboarding group? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers thoroughly educated and trained on the organization's regulations, standards, protocols, policies, and procedures? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are performance expectations and goals outlined for new providers? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers introduced and oriented to the performance review process? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your organization ensure direct communication channels by providing a chain-of-command for new providers? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers informed about required continuing education and opportunities that are available to them? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your organization ask new providers about their professional goals and attempt to motivate and engage them in educational opportunities? | <input type="checkbox"/> | <input type="checkbox"/> |

| | Yes | No |
|--|--------------------------|--------------------------|
| Are networking opportunities offered to new providers? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers given time to ask questions and receive feedback in one-on-one meetings set up for them with various leaders and managers, including human resources? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are your organization's values and how they affect the work environment discussed with new providers, including decision-making and processes/procedures? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers given opportunities to connect with peers and mentors as well as key stakeholders in the organization? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers provided with electronic health record support? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your organization provide appropriate clinical ramp-up time to new providers? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are new providers encouraged to participate in employee resource groups? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is your organization using or considering using any special onboarding software as part of the onboarding program? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are key performance indicators devised to assess the quality of the onboarding program and used to make data-driven enhancements? | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your organization have a process for securing feedback on the onboarding program from new providers and answering any questions they may have? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do leaders check in with new providers about a month after their onboarding as well as periodically thereafter to assess their progress and address any of their concerns? | <input type="checkbox"/> | <input type="checkbox"/> |

Endnotes

¹ Rankin, B. S. (2024, November 4). *How to develop a successful physician onboarding process*. Everyday Health. Retrieved from www.healthcareers.com/employer-resources/physician-recruitment/how-to-develop-a-successful-physician-onboarding-process

² Heindel, M. (2024, March 25). *Onboarding best practices in healthcare*. HR for Health. Retrieved from <https://hrforhealth.com/blog/onboarding-best-practices-in-healthcare>

³ American Medical Association. (2025, April 15). *AMA STEPS Forward®: Onboarding optimization*. Retrieved from <https://edhub.ama-assn.org/steps-forward/module/2832726>; Intrepid by VitalSource. (2025, September 8). *Healthcare onboarding that reduces ramp time*. Retrieved from www.intrepidlearning.com/blog/healthcare-onboarding/

⁴ Intrepid by VitalSource, *Healthcare onboarding that reduces ramp time*.

⁵ This checklist is based on information from the following sources: American Medical Association, *AMA STEPS Forward®: Onboarding optimization*; Reaves, R. (2024, July 10). *Business solutions: Optimizing onboarding strategies for physicians and advanced practice providers*. Medical Group Management Association. Retrieved from www.mgma.com/podcasts/business-solutions-optimizing-onboarding-strategies-for-physicians-and-advanced-practice-providers; ModMed. (n.d.). *7 tips for onboarding new physicians*. Retrieved from www.modmed.com/resources/blog/best-practices-for-onboarding-physicians-in-healthcare; ClearCo. (2024, March 12). *7 best practices for onboarding in the healthcare industry*. Retrieved from <https://blog.clearcompany.com/best-practices-onboarding-in-healthcare-industry>; Arutyunyan, A. (2025, May 9). *Five best practices for a stable provider onboarding strategy*. Symplr. Retrieved from <https://www.symplr.com/blog/five-best-practices-for-stable-provider-onboarding-strategy>; Rankin, B. S., *How to develop a physician onboarding process*; Intrepid by VitalSource, *Healthcare onboarding that reduces ramp time*.

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