

UPLAND HILLS HEALTH
Dodgeville, WI 53533
Policy/Procedure Manual

SUBJECT: Orientation and/or Job Shadowing - Students		No. CP 07.06
ORIGINATING DEPARTMENT/COMMITTEE: Emergency Department, Medical Staff Coordinator; Community Relations Department	Page: 1 of 4 Appendix A-G	Effective:
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PURPOSE:

To describe the components of student job shadowing and student orientation.

POLICY STATEMENT:

It is the policy of Upland Hills Health to serve as an educational facility for both students in a job shadowing experience and to various healthcare students in formal educational programs. Job shadowing students are provided orientation during their job shadowing experience. Other health care students are provided an orientation to the facility and to specific departments prior to beginning their educational experience. In addition, students seeking educational experiences or placement in clinical areas must gain prior approval before their experience begins.

PROCEDURE:

Background Information:

- A. Patient confidentiality is of primary concern to the organization. Students of any category are provided policies and procedures for maintaining confidentiality. Confidential information includes any matter relating to patients/residents, including but not limited to their medical records, illness, personal problems, or financial matters. It also relates to the organization's administrative/financial records, personnel records, incidents related to personnel, and incidents relating to the medical staff. Divulging confidential information is prohibited.
- B. Job shadow students must be age 16 or older to participate in the job shadow experience. (Students under age 16 are afforded an opportunity to take part in a structured facility tour rather than a job shadow experience.)
 - 1. Job shadow student experiences are coordinated through the Community Relations Department. Job shadow students are not assigned to job shadow in surgery or PACU.
 - 2. Suggested time for job shadow experience is 3-8 hours (maximum 8 hours).
 - 3. Participants under age 18 years require parent or legal guardian consent, indicated by signature on the *Consent Form and Release of Responsibility* (Appendix A).
 - 4. A completed *Job Shadow Health Screening Questionnaire* (Appendix B) is required prior to the job shadow experience. The form is returned to the Community Relations Department and reviewed by the facility Infection Control Coordinator for approval. Participants under age 18 require parent or legal guardian consent and signature on the form.
 - 5. An employee mentor is assigned to each job shadow student.
- C. Healthcare Students: Students from the following programs periodically gain healthcare experiences at Upland Hills Health: medicine, nursing, nursing assistant, physical therapy, occupational therapy, speech therapy, registered dietician, dietetic technology, emergency medical technician programs, medical library technology, medical transcription, medical coding, and medical records technology.
 - 4. Each student must gain approval in advance of their experience. Approval may be in the form of a formal agreement between Upland Hills Health and the educational facility or an individually-approved experience which meets the requirements of the formal programs.
 - 4. For students providing direct patient care, the college or training program must provide proof that a criminal background check has been completed and that the check is satisfactory according to state regulation. Additional information on TB skin test results, Rubella blood test results, Hepatitis B immune status, and a physical examination may be required.

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Specific Required Consents:

- A. Consent of the patient is required for students to participate in operating room, endoscopy, or birthing room procedures. Verbal consent should be obtained by the individual student, with the assistance of the nursing staff, and included in the written consent form.
- B. Verbal approval of the physician is obtained by the individual student before a student observes or participates in a surgical, birthing, or other procedure. Advance approval is required. Do not assume physician approval without asking.

Orientation: Students are oriented at the time they begin their educational experience at Upland Hills Health. Orientations may vary depending on the type of student and the areas in which their program takes them within the organization. Students are only allowed to observe in the operating room, endoscopy, birthing suites when prior training has been provided and documented. Students approved to “scrub” for surgical or obstetrical procedures are required to check-out and view a video on scrub procedures (available from the Director of Surgery) prior to receiving 1:1 instruction on scrub procedures.

A. Mentor/Preceptor/Instructor Responsibility:

1. Job Shadow Students: Students/instructors coordinate job shadow experiences with the Community Relations Department. A Community Relations employee then obtains consents and health screens and coordinates placement and an employee mentor.
 - a. The employee mentor provides employee site orientation, instructions in hand washing and personnel protective equipment (if needed), introduction to patients and co-workers, and an opportunity to observe tasks in progress (Appendix C).
 - b. Because of the highly sensitive nature and *added statutable protection* of the following cases, Job Shadow Students may **not** be involved with:
 - persons admitted for mental illness
 - persons admitted for drug or alcohol abuse
 - suspected or known suicide attempts
 - victims of rape or other sexual assault
 - suspected abuse of children
 - domestic abuse cases
 - abortion cases
 - cases of sexually transmitted disease
 - AIDS cases
 - persons who have specifically requested that students not observe or participate.
2. Medical Students, Interns, or Residents: The physician preceptor provides to the Medical Staff Coordinator and the Asst. Administrator, Patient Care Services, the name or number of students and anticipated date and time of arrival
3. Emergency Medical Technician (EMT) students: The EMT coordinator at Southwestern Technical College provides the names of students and anticipated dates of experience to a designated Upland Hills Health EMT preceptor coordinator.
4. Other Students: The point-of-contact at the college or training program provides the name and number of students and anticipated dates of practical experience to the Department Director involved.

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B. Department Director Responsibilities:

1. The Department Director either provides orientation at the time the student begins, or assigns the responsibility to a member of his/her staff.
 - a. Medical students are oriented by the Emergency Department Director.
 - b. The Medical Staff Coordinator provides assistance in the orientation process for medical students and acts as a resource when medical student questions or problems are identified and communicated.
 - c. Other students are oriented by the specific department manager/designee in which the educational experience will be performed.
2. An orientation check list is completed and signed by the student and the person completing the orientation (See Appendixes C, D, and E). This checklist is maintained in departmental files for one year.
3. For students having lengthy training experiences, assemble a packet of information about Upland Hills Health and provide it to the student at the time of arrival/orientation. Include information about the Iowa County area for students who do not reside in this geographic area.

C. Student Responsibilities:

1. Clinical healthcare students (e.g., not job shadow students) provide proof of current negative TB skin test accomplished within the previous 12 months, proof of Rubella status, proof of immunization with Hepatitis B vaccine (or documented evidence that Hepatitis B immunization was offered and the individual refused) before being involved with patient care.
2. The student completes and signs the orientation checklist, health screening questionnaire (a MMR immunization date **must** be listed) and consent form.
3. The student wears a name tag or other form of identification during student experiences.
4. The student wears attire appropriate to the work setting or as directed by the Department Director. **Jeans are not appropriate attire in work areas where patient contact is probable.**
5. The student is responsible to follow policies and procedures.
6. When applicable, the student is responsible to return pager and room keys prior to completing his/her educational experience at Upland Hills Health.
7. The student is responsible for completing all clinically-related documentation before the end of the student experience.
8. The student is requested to contact the department director prior to completing his/her educational experience and to complete a survey regarding Upland Hills Health (Appendices F, G) unless one is provided by the educational institution. This is in an effort to improve the Upland Hills Health educational experience for other students.
9. The student is responsible for obtaining verbal consent of each patient and physician prior to observing any endoscopy or birthing procedure.

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Resources: UW Faculty Preceptorship Program
Upland Hills Health Web Site: www.uplandhillshealth.org

Standards: JCAHO HR.4; IC.1; IC.6; IC.6.1

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Date written: 1/22/98 (original)

Revised by: Nancy Caldwell, RN, MSN

Administrator

Date

Reviewed by:							
Date:							

Appendix C-1
Policy #: CP 07.06

JOB SHADOW STUDENT ORIENTATION AND RESPONSIBILITIES

Student Responsibilities:

1. To contact the Community Relations Department for approval to join program, to schedule orientation, and to schedule job experience.
2. To complete and return signed consent form and health questionnaire.
3. To complete the job shadow experience.
4. To comply with directions provided by assigned mentor.
5. To return a completed program evaluation form at end of day (blue form).
6. To obtain verbal consent of patient/physician for observation of procedures in the surgical, endoscopy, or birthing suites.

Expectations:

As a student, you are expected to complete the following as part of your educational experience at Upland Hills Health.

- Tour appropriate units/facility.
- Consent and release of responsibility signed by parent (for students under age 18).
- Completed and signed Health Questionnaire (green form).
- Review of Upland Hills Health confidentiality policy.
- Introduction to patients and staff in area(s) of study.
- Orientation to basic infection control policies (hand washing, universal precautions).
- Location of personal protective equipment (PPE) on patient care units if applicable.
- Where to place scrub suits after wear, if applicable.
- Review of the mentor's job description.
- Explanation/discussion with mentor on the important role the mentor plays in the organization.
- Explanation by mentor on tasks in progress.

Student Signature: _____

Date: _____

Job Shadow Mentor: _____

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Confidentiality For Job Shadow Students:

The following items on confidentiality are reviewed by a member of the Community Relations department and the job shadow participant before involvement in job shadow experiences.

- Divulging confidential information is prohibited. Confidential information includes any matter relating to patients/residents, including but limited to their medical records, illness, personal problems, financial matters, or even being a patient/resident in the institution. It also relates to the organization's administrative or financial records, personnel records and personnel related incidents, and incidents relating to the medical staff (physicians).
- Examples of information considered confidential include
 - Acknowledging that an individual is receiving care here;
 - Patient demographic information, i.e., age, gender, income, etc. (even if a name is not revealed);
 - Patient diagnosis, condition, and test results.
- Release of patient information may only be given with signed, written approval by the patient or his/her designee.
- Patients must be able to communicate in confidence with caregivers. Job-shadowing students who betray this policy not only do an injustice to the patients and the organization, but may impair public relations and invite legal action.

Important confidentiality points for students to remember:

- All** patient information is confidential and must not be discussed outside the facility. This includes discussion regarding names of persons who are patients or residents. This applies to any follow-up classroom discussions or reports between classmates, teachers, or counselors. These discussions or reports must focus on the mentor, not the patient or resident.
- Breaching confidentiality is a **serious** offense that would result in termination of the Job Shadow relationship. Legal action by aggrieved parties might also result.
- By breaching **confidentiality** you may **injure** others without **intending** to hurt them. Examples of unintentional breaches of confidentiality include: discussing patient information in an area where information may be overheard by others, or asking an employee about a friend's test results; or throwing copies of reports in an open recycle or trash container.
- If you are in a setting where others are inappropriately discussing confidential information, it is **your** responsibility to protect a patient's right to privacy by reminding others to be alert.
- Family members of the patient, and the patient him/herself, are the best sources of information about a patient's condition.
Refer inquiries to the patient or family.

If at any time a student feels a patient's rights may have been violated, the student should bring this to the attention of the mentor or Community Relations staff.

Infection Control Procedures for Students:

All students are provided with a condensed version of the organization's Exposure Control Plan and isolation policies. Students are required to review these materials prior to the job shadowing orientation, in order to gain an awareness of the personal risks involved in the healthcare workplace and to better understand our commitment to providing a safe work environment.

Understanding includes:

- the epidemiology and symptoms of blood borne diseases,
- an explanation of the modes of transmission of these pathogens,
- the recognition of tasks that might involve exposure,
- an explanation of "infection control" and a review of special "personal protective equipment",
- an explanation of signs, labels and color coding which designate biohazardous areas and materials,
- information on appropriate action to take if a body fluid spill occurs, and
- information on the appropriate action to take and persons to contact if an exposure involving blood or other potentially infectious materials occurs.

Students are encouraged to bring infection control questions to the orientation. Unresolved questions are directed to the infection control coordinator, the director of laboratory services, or the student's mentor.

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Student Hand Washing:

- Hand washing is the single most important procedure for controlling infection. This simple action is the best way to protect yourself, you family, friends, and patients from infection and communicable diseases that you may be exposed to while job shadowing.
- Wash your hands frequently: when you start the day, before and after handling or contacting any specimens, immediately after contact with blood or body fluids, after removing gloves, before and after eating, after using the toilet, after sneezing, coughing or blowing your nose, after touching hair, face, shoes, and before leaving for home. **Wash your hands whenever you have touched something you think may be contaminated.**
- Hand washing cleans the hands through the **mechanical** removal of organisms. In addition, some soaps actually kill bacteria on the hands. Antiseptic soap used in some areas leaves a residue on the skin and continues to inhibit bacterial growth for several hours.

Student instructions for Hand washing procedures:

- Turn on warm (not hot) water and wet your hands.
- Scrub with soap and for at least 15 seconds. Pay special attention to areas under nails, around crease, around jewelry, and between fingers. Remember: longer fingernails, polish and jewelry can harbor organisms.
- Rinse your hands thoroughly.
- Dry hands thoroughly.
- Turn the faucets off with a paper towel. Do not use your clean hands to turn off the faucets.

Student Dress Codes:

- Following dress codes helps students present an appearance which makes a favorable impression on our customers.
- Students must present a neat and professional appearance, and personal cleanliness is expected of all students.
- Specific requirements:
 - Clothing must be clean, pressed, fit appropriately and be suitable for daytime wear. Denim blue jeans, tee shirts, or cut-offs are not appropriate.
 - Tennis or athletic shoes are acceptable, but must be clean and professional looking.
 - Jewelry is kept to a minimum. Rings, bracelets or other pieces of jewelry with sharp edges or protrusions are not allowed.
 - Shorts or skirts of an inappropriate length are not allowed in any area of the organization.
 - Hats or baseball caps are not allowed, unless specifically approved (surgical cap; hard hat) for the work setting.
 - Perfume/cologne is not worn.
 - Excessive makeup is inappropriate.
 - Attire that is unacceptable will require the student to be sent home to correct the situation.

Student Hygiene:

All students are expected to dress appropriately, and are expected to report to the assignment in a neat, clean, and well-groomed manner. Personal hygiene is an absolute must. Offensive odors, inappropriate or unkept hair, open wounds, or unacceptable hygiene situations will terminate the job shadow experience.

Appendix D
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GENERAL STUDENT ORIENTATION CHECKLIST AND RESPONSIBILITIES

Student Responsibilities:

- To communicate concerns to the appropriate department director.
 - To complete the orientation process and checklist.
 - To abide by Upland Hills Health policies and procedures.
 - To check in with the appropriate department director at the completion of your educational experience at Upland Hills Health.
 - To complete an evaluation of the program (form provided).
 - To obtain verbal consent of patient/physician for observation of procedures in the surgical, endoscopy, or birthing suites.

Expectations:

As a student, you are expected to complete the entire checklist.

- Tour appropriate units/facility.
- Immunization status - TB, Rubella and Hepatitis B: Students must provide documentation before involvement with patient care. TB and Rubella are required of all students. Student must provide documentation of Hepatitis B immunization *or* that the vaccine was offered and the student refused.
- Review of Upland Hills Health confidentiality policy.
- Review of how to report a problem with quality care, risk management, or confidentiality.
- Introduction to staff in area(s) of study.
- Orientation to infection control policies (universal precautions, department-specific policies).
- Location of personal protective equipment (PPE) on patient care units if applicable.
- Scrub suits storage and return policy if applicable.
- Call room location if applicable.
- Patient chart documentation and co-signature requirements by the faculty preceptor, if applicable.
- Patient instruction forms, if applicable.
- Safety/security policy review.
- Phone/paging systems.
- Incident reports.
- Policy/procedure manuals.
- Cardiac Arrest (Code Blue).
- Fire Plan (Code Red).
- Disaster (Code Diamond).
- Police needed (Code 99).
- OSHA: TB and Blood Borne Pathogens.
- MSDS/Chemical Safety.

Student Signature: _____

Date: _____

Orientation Completed by: _____

Appendix E

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**NURSE PRACTITIONER, PHYSICIAN ASSISTANT AND MEDICAL STUDENT
ORIENTATION CHECKLIST AND RESPONSIBILITIES**

Orientee Responsibilities:

1. To communicate concerns to the appropriate department director.
2. To complete the orientation program and checklist.
3. To abide by Upland Hills Health policies and procedures.
4. To check in with the appropriate department director at the completion of your educational experience at Upland Hills Health.
5. If applicable, to return pager and keys to Emergency Department Director prior to leaving at the end of your educational experience at Upland Hills Health.
6. Check out with Medical Staff Coordinator regarding medical records.
7. To complete an evaluation of the program (form provided).
8. To obtain verbal consent of patient/physician for observation of procedures in the surgical, endoscopy, or birthing suites.

Orientee Expectations:

As an orientee, you are expected to go over this entire checklist as a part of your orientation process.

- Tour appropriate units/facility.
- Immunization status - TB, Rubella and Hepatitis B: Student must provide documentation before involvement with patient care. TB and Rubella are required of all students. Student must provide documentation of Hepatitis B immunization or that the vaccine was offered and the student refused.
- Review of Upland Hills Health confidentiality policy.
- Review of how to report a problem with quality care, risk management, or confidentiality.
- Orientation to infection control policies (universal precautions; department-specific policies).
- Location of personal protective equipment (PPE) on patient care units, if applicable.
- Scrub suits storage and return policy, if applicable.
- Call room location if applicable.
- Room key assignment and return, if applicable.
- Introduction to staff in area(s) of study.
- Pager assignment and return, if applicable.
- Review of dictation system and ID number along with dictation card, if applicable.
- Routine patient flow, if applicable.
- Patient chart documentation and co-signature requirements by the faculty preceptor, if applicable.
- Patient instruction forms, if applicable.
- Mailbox location.
- Prescription pads/work excuses/disability slips.
- Medical record availability.
- Safety/security policy review.
- Phone/paging systems.
- Incident reports.
- Policy/procedure manuals.
- Fire Plan (Code Red).
- Cardiac Arrest (Code Blue).
- Disaster (Code Diamond).
- Police needed (Code 99).
- OSHA: TB and Blood Borne Pathogens.
- MSDS/Chemical Safety.

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Medical Student Signature: _____

Date: _____

Orientation Completed by: _____

Form #: 844-0108

STUDENT SURVEY/FEEDBACK FORM

Please assist us in improving the educational experiences at Upland Hills Health by completing the following survey form. For each item, circle the number that best corresponds to your experience, with one (1) being highly satisfied and five (5) being very unsatisfied.

A. The orientation I received helped me to get off to a good start.

Very satisfied	Satisfied	Neither satisfied or Unsatisfied	Unsatisfied	Very unsatisfied
1	2	3	4	5

A. Staff were helpful in providing a good learning environment.

Very satisfied	Satisfied	Neither satisfied or Unsatisfied	Unsatisfied	Very unsatisfied
1	2	3	4	5

A. I was successful in meeting my learning objectives for this experience.

Very satisfied	Satisfied	Neither satisfied or Unsatisfied	Unsatisfied	Very unsatisfied
1	2	3	4	5

A. I would recommend this experience to other students.

Definitely Yes	Probably Yes	Uncertain	Probably No	Definitely No
1	2	3	4	5

A. Two things I liked about the experience: _____

A. Two things I would like improved: _____

Signature: (optional) _____

**Return form to Medical Staff Coordinator or Staff Development Coordinator.
Thanks for your feedback!**