

Directions: Read this packet prior to completing the Job Shadowing Application Packet

Job Shadowing Guidelines

1. Shadow visitors include students, community, and professional observers.
 - a. **Shadow visitors must be at least fifteen years old; shadow visitors must be eighteen years old in surgical areas (operating room and post-anesthesia) and Woman's Health (Nursery, OB, and L&D).**
 - b. The shadow visitor must receive prior approval from the Organizational Learning Department and the units to be visited. **This can take up to two weeks to receive.**
 - c. Shadow visitors are limited to a maximum of 20 job shadowing hours per calendar year conducted from 8:30AM to 4:30PM **Tuesday through Friday**, barring hospital holidays.
2. Shadow applications must be complete. Shadow visitors must show proof of immunization and complete the "Immunization Review Form for Shadow Visitors."
 - a. Shadow visitors are responsible for obtaining these vaccines at their own cost.
 - b. No immunization exemptions of any type are allowed for shadow visitors.
3. Prior to the shadowing experience, the shadow visitor must submit evidence of the following:
 - a. training in privacy requirements ("HIPAA Training") and basic safety
 - b. signed confidentiality form
 - c. proof of current immunizations/completion of Immunization Review Form for Shadow Visitors
 - d. photo identification
5. Shadow visitors may not perform functions that are otherwise performed by employees or volunteers, or engage in patient care in any way. Shadow visitors may only observe.
6. Each shadow visitor must have a sponsoring Wayne UNC Health Care department and individual escort.
 - a. Hospital teammates or physician should accompany or arrange for appropriate escorts **continuously** during the experience; the job-shadowing visitor is to **never be left alone.**
7. Students must wear business casual dress, i.e. dress, slacks or skirt, and men should wear a collared shirt.
 - a. Dresses, skirts or skorts will be no more than 2 inches above the top of the knee.
 - b. Splits in the garment with the exception of "back kick pleats" will be no more than 4" above the knee.
 - c. Thin fabric garments require appropriate undergarments i.e. pant liners or slips.
 - d. Hosiery and/or socks will be worn, as well as **closed-toe** shoes and heels less than 2 1/2" in height.
 - e. **Blue jeans, sandals, flip-flops, tank tops, leggings, tee shirts and clothing with graphics, mini-skirts, and shorts are NOT appropriate attire.**
 - f. Do NOT wear perfume/cologne.
8. Eat well prior to shadowing.
9. The shadow visitor must report to Organizational Learning Department each day to sign shadow log and to receive an identification tag for each of shadowing.
10. The patient and/or family members will be asked for permission by the teammate or physician to allow shadow visitors to observe patient care.
11. **You are responsible for patient and staff confidentiality during and after shadowing. Do not discuss patients' identity or details that violate patients' privacy and confidentiality.**
12. The job shadowing students **must**:
 - a. Follow the instructions of the staff.
 - b. **Observe only, and not participate** in the patient's care.
 - c. Not touch equipment without the direction of staff.
 - d. Not eat or chew gum in patient care areas.
 - e. Be responsible for his/her personal items.
 - f. Not enter isolation rooms.
 - g. Obtain ID badge from Staff Development when arriving each day which must be worn at all times.
 - h. Follow hospital policies and procedures, as directed by staff.

Failure to follow these guidelines for shadowing or the instruction of staff will result in discontinuation of the shadowing experience and future shadowing experiences.

PROCEDURE

1. All shadow visitors must complete and submit the Application Packet to Organizational Learning Department. The director or designee for the department requested will be contacted for approval.
2. **Please turn in application a minimum of 2 weeks before requested dates.**
3. Provide the exact days and times requested, i.e. Tuesday November 13th, 8:30am- 4:30pm, etc.
4. Please provide more days than are needed to ensure we will be able to accommodate your schedule.
5. Organizational Learning department will notify the shadow visitor when approval has been obtained.
6. Prior to the shadowing experience, the shadow visitor must submit evidence of the following:
 - a. Training in privacy requirements (“HIPAA Training”) and basic safety and subsequent post-test
 - b. Signed confidentiality form
 - c. proof of current immunizations via the **Immunization Form for Shadow Visitors** and supporting documents
 - d. photo identification
7. Organizational Learning Department will provide shadow visitor with an identification tag noting the individual is a job-shadowing student. The identification tag is to be worn by the student at all times during the experience.
8. The shadow visitor must report to Organizational Learning Department each day to sign shadow log and to receive an identification tag for each of shadowing.
9. **Notify the hospital librarian if you cannot keep appointment; rescheduling may not be possible.**
10. You may return completed applications and requested documents via email, fax, mail, or hand delivery. The contact information is:

Jerry Judd, Hospital Librarian, Wayne UNC Health Care, 2700 Wayne Memorial Drive, Goldsboro, NC 27534, 919-731-6098 (phone), 919-587-2973(fax), gerald.judd@waynehealth.org

AREAS AVAILABLE FOR JOB SHADOWING

The following areas are available for Job Shadowing. Due to the number of students at Wayne UNC Health Care, some areas may not be available for the days and times you are requesting. Please list alternate areas.

Ages 18 and Older:

Women and Infant Center	Labor and Delivery	Nursery	Operating Room
Post Anesthesia Care Unit (Post Op)			

Ages 15 and Older:

Cardiac Rehabilitation	Cardiopulmonary	Cardiovascular Unit (CVU)
Central Sterile	Clinical Engineering	Employee Health
Fifth Floor Pediatrics	Fourth Floor-Dialysis	Fourth Floor- Oncology
Laboratory	Radiology	Rehabilitation Services
Second Floor: Surg/Orth	Seventh Floor: Telemetry	Sixth Floor: Medical
Third Floor: Med-Surg	UNC Orthopedics at Goldsboro	Wound Care Center

Policies: All answers on the Self-Study Exam are located in this packet.

HIPAA: Health Insurance Portability and Accountability Act of 1996

HIPAA is a law protecting patient rights, privacy, and confidentiality. The HIPAA law and regulations are **SERIOUS** about health information security. Privacy standards apply to written, electronic and **oral** information to everyone at the hospital: employees, volunteers and student job shadowers.

Things to remember:

- Patient’s full name is required before sharing their location.
- Patient information is shared only with those who need to know.

- **DO NOT:**
 - Discuss private information in public areas, i.e. elevators, hallways, and cafeteria. Be aware of our surroundings, and who can hear conversations when discussing patient information.
 - Tell your neighbor that a mutual friend is in the hospital.
 - Use hospital resources for finding a friend's information.
 - **Audio tape, photograph or video record at the hospital.**
- If you see someone who is not an employee looking at patient information, you **MUST** tell the staff member you are shadowing.
- We also protect hospital and employee confidential information as well.

SAFETY TIPS

- Hallways and corridors should never be obstructed with equipment or supplies, even temporarily.
- Equipment on wheels should be placed on one side of the hallway only.
- Doors should never be propped open.
- All storage must be kept off the floor and 18 inches below the ceiling or sprinkler heads.
- Medical gas cylinders should be stored and secured properly. Appropriate carts should be used for transport.
- Report any electrical equipment that is not working properly.
 - Items emitting smoke, odors, or shocks should be reported to the staff member you are shadowing immediately.
 - Report any defective cords, plugs, or switches.
- Promptly report any safety hazard to the staff member you are shadowing.

During periods of construction, all employees and visitors should:

- Be aware that construction/renovation hazards exist and use additional safety measures.
- Pay attention to warning signs and follow directions.
- Use alternative routes away from construction areas.
- Do not trespass or violate physical barriers such as fencing or barricades.
- Report all violations of posted rules.
- Report hazards created by construction personnel.
- Be aware of alternative exit routes.

INFECTION CONTROL

1. ***Do not come to the hospital to job shadow if you feel bad, have a fever 100 or more, have a contagious disease, or have had contact with someone who has been sick two weeks prior to the job shadowing date. Call the Hospital Librarian at 919-731-6098 to let them know you will not be coming to the hospital.***
2. Wash your hands frequently – sing *Happy Birthday* to yourself twice while washing hands and you know you have washed long enough.
3. Do not enter a room marked isolation. They will have colored cards beside the door and will say: Contract, Airborne, Droplet, or Protective.
4. Do not transport specimens. Do not touch blood or body fluids or any questionable substance. If you accidentally do, wash the area and report it IMMEDIATELY.
5. Do not remove trash or dirty linen from patient rooms.
6. Do not take any potentially contaminated items outside of the hospital.
7. **Be sure to wash hands at the beginning of the experience, frequently during the shadowing and before leaving the hospital.**

Remember: Do not participate in patient care; this is an observational experience only.

Codes to Remember...

EVENT	ANNOUNCEMENT	APPROPRIATE ACTION
Fire	Alert + Fire Alarm + Device/Descriptor + Location	Close all doors; follow RACE protocol (see next page). Elevators should not be used at this time.
Cardiac Arrest	Alert + Code Blue + Location	Clear halls and passageways if necessary. Do not use elevators for 5 minutes after Code Blue is called.
Police Intervention Needed	Alert + Police Intervention + Location	Do not go or allow anyone to go into the area where Code Gray is called.
Evacuate	Alert + Evacuation + Location	Evacuate to one end of hall with fire doors closed unless whole floor needs evacuate. Use stairs for evacuation and always go down to a lower level.
Infant/Child Abduction	Alert + Missing Person + Descriptor + Location	Be alert for any person who may have a child hidden under clothes, in box, on cart, etc. No one enters or leaves the building during the Code Pink.
Mass Casualties	Alert + Mass Casualties + Descriptor	Be Alert for direction to assist or to leave hospital
Patient Out of Control	Alert + Behavioral Event + Descriptor	Code One Team will respond.
Utility/Technology Failure	Alert + Type of Service Interruption + Location	Report to the Library for further instructions
Bomb Threat	Alert + Bomb Threat + Location	Report to your supervisor for further instructions.
Active Shooter	Alert + Active Shooter + Descriptor + Location	RUN: Evacuate using any route available. HIDE: If unable to evacuate, hide in place per departmental policy FIGHT as Last Resort: Should active shooter enter hiding place
Severe Weather	Alert + Type of Weather Warning + Descriptor (NWS Statement) + Further Instructions	Close patient blinds then stay away from windows. Move Patients and others to hallway and close doors if possible.

To Report any EMERGENCY within the hospital, call6000

ALERT FIRE

Smoking is the single most common cause of health care facility fires. Wayne UNC Health Care is tobacco free. Violations of the smoking policy should be reported immediately.

In case of ALERT FIRE, you should remain calm and follow the RACE protocol:

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| Remove | Remove persons in danger. |
| Alarm | Call 6000 and pull nearest fire alarm. |
| Contain | Close all doors and windows to prevent smoke and fire from spreading. |
| Extinguish | Use a fire extinguisher to put out small fire. |

Proper procedure for use of a Fire Extinguisher is the PASS Protocol:

- P** - Pull the pin
- A** - Aim nozzle at base of fire
- S** - Squeeze handle/lever
- S** - Sweep side to side