



Document Title: Job Shadowing / Observation Experience (ASANTE)	Document Number: 400-CORP-HR-0401	Document Type: <input checked="" type="checkbox"/> Policy <input checked="" type="checkbox"/> Procedure
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Approved: Signature: /s/ Robert Begg Title: <u>Vice President Human Resources</u> Date: <u>05/21/2020</u>		

PURPOSE:

To establish a program for internal and external persons to participate in job shadowing / observation experiences within Asante while ensuring that safeguards are in place to protect the confidentiality of patient information and the safety of those participating.

SCOPE:

This policy applies to all Asante entities, where job shadowing experiences are permitted, as outlined below.

- a. High school students ages 16 and over and college students who are not yet enrolled in a healthcare-related education program, but who have an interest in pursuing a healthcare education and career or internal employees. External individuals participating in this program are not employees and therefore are not eligible for wages or benefits.
- b. Internal employees who wish to job shadow/observe a role or another area of service within Asante

DEFINITIONS:

Observation / Job Shadow Participant: High school students age 16 and over and college students who are not yet enrolled in a healthcare-related education program, but who have an interest in pursuing a healthcare education and career, who participate in job shadowing and are observing up to 40 hours.

Internal Employee: Individuals under the direct control of Asante who provide care, treatment and services -- including those receiving pay (e.g., permanent, temporary, part-time and on-call personnel/employee).

POLICY:

1. Observation Experiences (Job Shadowing)

A department manager may approve an observation experience of up to 40 hours in length per calendar year, without an affiliation agreement with the school (high school or

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college/university). The observation/shadow participant must have an Asante employee who has agreed lead their experience.

In planning for the observation experience, the department manager discusses with the participant the appropriate attire, as well as safety issues, infection control and confidentiality related to the experience. Experiences are planned with the manager or designee. The manager has the right and responsibility to deny or discontinue the observation experience when it is in the best interest of patient care and staff job responsibilities.

After patient consent received, job shadows and observations may be limited in the following areas:

- Family Birth Center
- Operating Room

Job shadows and observations are prohibited in the following areas for external participants. Job shadows and observations are allowed in these areas only for internal employee observations:

- Emergency Department
- Behavioral Health areas

Job Shadowing participants will not wear a lab coat, scrubs or any clothing that might indicate they are a healthcare provider unless the preceptor/sponsor determines that protective clothing is necessary for the safety of the patient or student.

If a participant wishes to volunteer to gain further exposure and experience in the healthcare field and is willing to make at least a six-month commitment, the participant may apply to become a volunteer (exclusions for internal employees may apply). These volunteer experiences are coordinated by the Volunteer Services Department at each entity.

To minimize exposure to and transmission of seasonal influenza, all participants who have not received a flu vaccination that is current at the time of the observation experience will be required to wear a mask during our “Mask On” period, which is based on regional and national influenza surveillance data. This time frame is typically between October 1st and March 31st. Please refer to Influenza Vaccination and Masking Policy (400-ACCR-QM-0021) for more information.

2. Observation Experiences (Job Shadowing)

A department manager may approve an observation experience of up to 40 hours in length per calendar year, without an affiliation agreement with the school (high school or college/university). The observation/shadow participant must have an Asante employee who has agreed lead their experience. All participants must complete the Asante Walk In My Shoes Application Form 400-NPD-0007 (internal employees) or the Job Shadow/Observation Confidentiality of Information Agreement Form 400-HR-0219 and the External Job Shadowing/Observation Request & Commitment and Agreement Form 400-HR-0028 (external participants).

In planning for the observation experience, the department manager discusses with the participant the appropriate attire, as well as safety issues, infection control and confidentiality related to the experience. Experiences are planned with the manager or designee. The manager has the right and responsibility to deny or discontinue the observation experience when it is in the best interest of patient care and staff job responsibilities.

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After patient consent received, job shadows and observations may be limited in the following areas:

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Job shadows and observations are prohibited in the following areas for external participants. Job shadows and observations are allowed in these areas for internal employee observations:

- Emergency Department
- Behavioral Health areas

Any direct interaction with patients and/or observation of patients by external job shadow individual requires documented patient consent prior to any services received. The provider or nursing staff must introduce the individual as a job shadowing participant and ask the patient if they are comfortable with the individual observing. If the patient does not consent, the individual must step out of the room.

Job Shadowing participants will not wear a lab coat, scrubs or any clothing that might indicate they are a healthcare provider unless the preceptor/sponsor determines that protective clothing is necessary or required for the safety of the patient or student. External job shadow participants must obtain a temporary badge through Security per the Identification Badges (400-PE-0124).

If a participant wishes to volunteer to gain further exposure and experience in the healthcare field and is willing to make at least a six-month commitment, the participant may apply to become a volunteer (exclusions for internal employees may apply). These volunteer experiences are coordinated by the Volunteer Services Department at each entity.

To minimize exposure to and transmission of seasonal influenza, all participants who have not received a flu vaccination that is current at the time of the observation experience will be required to wear a mask during our “Mask On” period, which is based on regional and national influenza surveillance data. This time frame is typically between October 1st and March 31st. Please refer to Influenza Vaccination and Masking Policy (400-ACCR-QM-0021) for more information.

3. External Participant Guidelines

Participants must meet the following criteria to be eligible to for an observation experience:

- Cannot perform any direct patient care
- Must be enrolled in High School or a non-healthcare College program
- Must be 16 years or older, and parental permission is required if under 18 years of age
- No hands-on experience; one shadowing participant per department at a time

4. Internal Employee Job Shadow/Observation

Asante employees may shadow in other departments in support of their long-term career development and growth. To be eligible to participate in a job shadow experience, the employee first discusses the opportunity and area of interest with their direct leader. The employee then completes the Asante Walk in My Shoes Application Form and the leader of the department of interest will be contacted to coordinate the details, to include time, date, role to shadow, etc. This job shadow opportunity is typically unpaid and must be scheduled as not to conflict with the home department scheduling needs and demands.

5. Exceptions

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Any exceptions to policy must be agreed upon with the Director of HR Administration and Employee and Labor Relations and the Compliance Officer prior to the experience.

PROCEDURE:

1. External Job Shadow / Observation participants must fill out and provide the following documentation:

- A. *External job shadow/observation participants* must fill out and provide the following documentation:
- i. Job Shadow/Observation Confidentiality of Information Agreement Form 400-HR-0219
 - ii. External Job Shadowing/Observation Request & Commitment and Agreement Form 400-HR-0028
 - iii. Current Immunization Records
 - iv. The completed forms are to be retained by the leader of the department in which the shadow was conducted.

2. Internal Asante employee Job Shadow Participants must complete:

- a. The Walk in My Shoes Internal Application Form 400-NPD-0007 and expected to:
- i. Understand the job shadow/observation is voluntary, unpaid time that does not conflict with scheduled work shifts, unless otherwise arranged with manager or supervisor.
 - ii. Follow the job shadow/observation process found on the Walk in My Shoes Internal Application Form
 - iii. On the date of scheduled shadow, show up in appropriate attire and introduce yourself to the team.
 - iv. At the end of your shadow experience, log into ALEC to complete the post shadow survey. Your comments may be shared with leadership teams.
 - v. Completed form is retained by both the home department leader and the receiving department leader.

RELATED RESOURCES

For student education guidelines, refer to policy 400-PCS-NPD-0011.

REFERENCES:

Asante Walk in My Shoes Application Form 400-NPD-0007

Job Shadow/Observation Confidentiality of Information Agreement Form 400-HR-0219

External Job Shadowing/Observation Request & Commitment and Agreement Form 400-HR-0028

Student Education Guidelines 400-PCS-NPD-0011

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Lori Richardson, Asante Quality Management Analyst (submitted online)	05/22/2020
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REVIEWED BY:

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Andrea TenBrink, Director Compliance	04/29/2020
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REVISIONS/SUMMARY OF CHANGES:

Revision date:	Revision Description:
04/30/2020	Changed name of policy, complete revision of policy and procedure

JOB SHADOW / OBSERVATION EXPERIENCE PROCESS

