



Student Job Shadowing Guidelines



Shadowing Guidelines

We are pleased to have you spend a day with a Penn Highlands Healthcare professional to explore your interest in a health-related career. We hope this shadowing experience will help you make an informed decision about career options for your future.

The purpose of these guidelines are to help you prepare for the experience and to serve as a guide for interacting with our staff. Please read the information and standards carefully that we describe. By understanding the guidelines, your expectations for a successful visit will be met.

Persons are permitted to job shadow if they meet the following criteria:

1. Person must be at least 15 years of age;
2. Person must present verification of acceptable course of study to gain admittance to school for role being shadowed;
3. Person must identify willingness to complete an approved program of study at the program's location for the period of time required to complete the program of study; and
4. If person is under the age of 18, must have parental consent

Persons are not permitted to job shadow nursing staff on the following departments:

Behavioral Health Services
Oncology Services
Home Health Services (if under the age of 18)

Nursing staff or staff job shadowing in the Emergency Department, Surgical Services and Obstetrics Department is open **only** to students actively enrolled in a nursing education program or job candidates seeking potential employment opportunities in these departments.

The job shadowing participant is **not** permitted to participate in the work activity of the department. The job shadowing participant must restrict activity to observation and interview of staff.

All job shadowing in any specific area requires the approval of the manager and / or medical director of the service.

To Job Shadow at Penn Highlands DuBois,

High School Job Shadows at Penn Highlands DuBois are coordinated through the Human Resources.

Confirmation and Arrival

When the date and time of your job shadow has been scheduled, please mark it on your personal calendar. If something unexpected occurs which prevents you from keeping your job shadow appointment, please call HR and the Penn Highlands Department Manager/Director directly (if no answer, leave a message). It is very important to cancel a scheduled job shadow when you are not able to attend. If you fail to call and notify the Department that you are not able to attend, it may affect your ability to reschedule or to Job Shadow at a Penn Highlands Healthcare facility in the future.

BEFORE ARRIVING: Please be sure to confirm and know * what time and who you should be meeting.

DAY OF ARRIVAL

You will need to confirm the location and start time with specific preceptor/department.

If you are sick on the day of your job shadow appointment.

We do not want to expose our staff or patients to any unnecessary illness.



– BEFORE your start time. Please call the HR/Unit Manager/Director to cancel & reschedule
(if no answer, leave a message)

Appearance

Interacting with patients, physicians, and other employees and guests is central to everything we do in a healthcare setting. It is important that our employees maintain a professional appearance at all times. Professional patient care staff, as well as all support and facility staff wear standard uniforms or scrubs, while business and other professional staff wear appropriate business attire.

Dress-Casual dress is appropriate.

Do not overdress & wear comfortable shoes.

Do NOT wear:

- Jeans
- Hats
- Heels over 3 inches
- Tight/cling clothing
- T-shirts
- Open toe shoes
- Very loose clothing
- Shorts
- Dark-shaded glasses
- Torn clothing
- Mini Skirts
- Large jewelry.
- Any clothes with large bold lettering or wording that may be considered inappropriate
 - Please do not wear perfume or colognes due to the fact that some patients can have respiratory difficulty with some smells.
 - Facial piercing is inappropriate for our workplace and considered un-professional. Please remove facial jewelry including tongue rings before arriving. Earrings are acceptable.
 - As a safety factor, please wear shoes that are clean and have non-slip soles.
 - Tattoos with vulgarities, violence, sexual content and/or any material that may be perceived as offensive must be covered at all times.

Those not adhering to the dress code will be asked to leave.

Lunch

Our staff generally observes a half-hour lunch period, and each department's schedule for lunch may vary. If you are scheduled for the whole day, please follow whatever lunch schedule your sponsor observes. You may carry a lunch or buy food in the Cafeteria.

Before You Arrive

Take some time to write down any questions that you want to be sure to ask. By thinking about your most important questions before you visit, you can be sure that they will not be missed as you become involved in the work of the day. Remember that the person you will spend your time with is ready to answer your questions. In fact, he/she will expect that you will have questions. They will appreciate your interest.

During your Job Shadow

You are only permitted to OBSERVE. You are NOT permitted to assist or provide any care during your time at Penn Highlands Healthcare.



If you are in a Direct Care area. You will be introduced to patients and the patient has the right to refuse to have you observe their care.

Infection Prevention & Control

INFECTION CONTROL

Infection Control measures are intended to stop the spread of disease. Healthcare facilities have a responsibility to educate staff, students and patients about infection control.

While you are job shadowing – You are to Observe Only.

Germs that cause sickness are all over in society, on desks, pens, chairs, tables, etc. and it is the same in a medical facility. We want you to be aware of how you can protect yourself from getting sick and understand what you and hospital staff can do to prevent the spread of germs.

SPREAD OF PATHOGENS / GERMS

Germs (pathogens) are spread in many ways, but the most common ways are by direct contact, indirect contact, droplet or airborne, common vehicle, or vector.

- **Direct contact** occurs when healthcare workers having germs on their hands touch patients with their hands.
- **Indirect contact** occurs when pathogens on objects, such as bed linens, are transferred from the object to the hands.

Germs can also travel from one person to another on a droplet of moisture or on a speck of dust. When people, who are standing within three feet of each other, cough or sneeze without covering their mouths, pathogens travel on the spray and can infect the other person by entering their mouth or nose.

Hand washing is the single most effective method to control the spread of infection. Handwashing is effective because the soap dissolves the oils holding the pathogens on the skin. Forceful rubbing loosens the pathogens and the water running off the hands and wrists rinses them away. Hand washing with plain soap loosens pathogens and allows them to be rinsed off.

Hand washing for 15-20 seconds with antibacterial soap kills some of the pathogens or slows their growth.

Unbroken skin prevents germs/pathogens from entering the body. However, we do not always know when we have a small break in the skin where germs can enter.

Gloves are used when working around blood or body fluids.

Hands must be washed before and after using gloves-you can never be certain that a glove does not have a small hole.



Never go from one patient to another with the same pair of gloves. Change gloves after contact with each patient and after each task.

It is not necessary to use very hot water to wash. What is important is that the soap is spread completely over the hands.

WASHING YOUR HANDS:

1. Wet Hands
2. Apply soap
3. Rub hands together, covering all surfaces for 15-20 seconds
4. Rinse with warm weather (not hot)
5. Use paper towel to turn off water faucet

WHEN TO WASH YOUR HANDS

- On arrival and before departing the healthcare facility or home
- Before and after eating
- After bathroom use
- Before and after each patient contact
- Before and after using gloves

ARTIFICIAL NAILS

- Natural nail tips should be kept to $\frac{1}{4}$ inch in length
- Nail length is important due to the fact that substantial number of pathogens/germs harbor under the nail
- ARTIFICIAL NAILS SHOULD NOT BE WORN BY DIRECT CARE STAFF
 - It has been documented that artificial nails harbor gram negative pathogens

HAND SANITIZER

- Alcohol-based waterless antiseptic agents may be used if hands are not visibly soiled and are suitable in most situations.
- Alcohol-based products are not recommended for hand hygiene when patients are suspected to have C. difficile-associated diarrhea.
- Conventional handwashing with antimicrobial soap is preferred when time constraints are not an issue and there is easy access to sinks. It is also appropriate in rare instances when a caregiver is intolerant of the waterless antiseptic agent available.

(Please refer to Handwashing/Hand Hygiene/Nail Care Policy in the Infection Prevention & Control Policy & Procedure Manual)

BLOOD GERMS / PATHOGENS

There are several potentially infectious materials (PIM) that can infect a person's blood. 3 main germs that cause disease are the hepatitis B virus (HBV), the hepatitis C virus (HCV) and the human immunodeficiency virus (HIV).



Hepatitis B and C both cause problems with the liver. HIV infects the immune system, decreasing the ability of the body to respond to other disease causing germs. A person is more likely to be exposed to HBV than HIV or HCV. There is a vaccine available for hepatitis B (HBV) The vaccine is only one way to protect healthcare students from this germ. If a healthcare worker or student comes into contact with a germ that can infect their blood it must be reported immediately.

THE MEDICAL CENTER has responsibilities to protect staff & students from germs. Providing Protective equipment, the hepatitis B vaccine, etc.. **But ultimately it is your responsibility to follow through and use the protection and tools that are available.**

If you have any questions or concerns please talk to your Supervisor/Instructor. Everyone is responsible for keeping the work environment safe. Sharing your concerns may help our facility have a better understanding of how to improve processes

STANDARD PRECAUTIONS - Staff & Students at risk of coming into contact with blood, body fluid, secretions and excretions except sweat, should follow standard precautions and wear personal protective equipment (PPE). PPE includes: gloves, masks, eye protection, face shields and gowns.

The following measures are part of the cough etiquette:

- covering the mouth and nose with a tissue
- using a sleeve when coughing
- disposal of used tissues; use of surgical masks on a coughing person
- hand hygiene after contact with respiratory secretions
- keeping a distance of more than 3 feet from a person with a respiratory infection

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Gloves must be worn any time you are at risk of coming in contact with blood or other body fluids. Gowns should be worn if you are at risk of soiling your clothing with blood or other body fluids. **Masks and goggles or a face shield** must be worn if you are at risk of coming into contact with splashes or sprays of blood or other body fluids. Use caution when removing Personal Protective Equipment (PPE) to avoid contaminating yourself or others.



COMPLETE PAGE 8, 9, AND 10
TO BE RECEIVED AT LEAST 2 WEEKS BEFORE YOUR JOB SHADOW

Please send your completed information to the contact below:

1. SCAN FORMS & EMAIL TO:

Katlyn Cappetta, Student Outreach Coordinator
KMCappetta@phhealthcare.org

OR

2. IN PERSON TO: Human Resources Department
Central Resource Center Building, PH DuBois West

3. MAIL TO: Penn Highlands DuBois
Human Resources: Katlyn Cappetta
204 Hospital Avenue
DuBois, PA 15801

Your approval with date/time of shadow will be sent via email; please watch for this email. If you have any questions on your approval, please contact Katlyn Cappetta at KMCappetta@phhealthcare.org or (814) 375-7539.



JOB SHADOW DATA SHEET PENN HIGHLANDS HEALTHCARE

NAME (Print Clearly) _____

SCHOOL _____ GRADE _____ AGE _____

Job Role you are Interested In _____ Department _____

CONTACT INFORMATION

PHONE (Cell) _____ Email _____

ADDRESS _____

PARENT OR GUARDIAN NAME (Print) _____

(if under the age of 18)

PARENT PHONE (Cell) _____ (Home) _____

(If under the age of 18)

PARENT ADDRESS _____

(if under the age of 18)

EMAIL: _____

If you are currently attending a Nursing or Medical Education Program:

SCHOOL NAME _____ MAJOR/AREA OF STUDY _____

School Contact Person _____ Phone Number _____

To Observe in Emergency Room, Surgical Services or Maternity

You must provide Written Documentation or Verification of current enrollment in a Nursing or Medical Education Program

EMERGENCY CONTACT NAME/PHONE # to use in case of Emergency on day of Job Shadow

Name (PRINT) _____ Contact Phone # _____



This portion to be completed by Department Director ONLY

Director, please schedule job shadow 2 weeks from date of request to assure there is time to obtain all necessary forms.

Job Shadow Request Approved

Job Shadow Request Not Approved

Date of Job Shadow _____ **Time of Job Shadow** _____

Department Director Name (Print)

Signature

Date

Director/Manager please email completed form to Katlyn Cappetta at KMCappetta@phhealthcare.org.



Confidentiality

Patient privacy is of the utmost importance at Penn Highlands Healthcare. Confidentiality is related to many legal as well as ethical requirements. At the same time, medical work can also involve access to private records and other information that must be held confidential in the strictest sense. No other issue in healthcare is more sensitive than the patient's right to privacy.

In authorizing you to shadow a Penn Highlands Healthcare employee, you must understand and agree that you will maintain the same strict confidence concerning patient and hospital information that is required of our employees. Our watchword at Penn Highlands Healthcare is that such private information is available and/or discussed only on a need-to-know basis and never outside the hospital facility under any circumstances. This includes NOT verbalizing and or posting/texting on any social media any specific details or information about any patient or their care.

I _____ understand that all patient information I obtain at Penn Highland's Healthcare
(Student's Name)

is confidential and I will not repeat it to anyone in any manner.

Student's Signature

Date

Parental Consent – if under the age of 18

I, _____, as the parent or legally authorized guardian of
(Parent/Guardian)

_____, do hereby give my consent to the above named student
(Student)

Participating in the Penn Highlands Healthcare's Job Shadowing program. I understand that in this experience, the student will follow and observe various Health Center personnel while they are performing their normal job functions. I further understand that this is a voluntary program offered by Penn Highlands Healthcare to assist high school students in exploring health care as a career interest.

While the risk of physical or emotional discomfort, illness, and/or infection to the student is deemed to be extremely minimal, I agree that Penn Highlands Healthcare, in offering this program, will not be responsible if the student should inadvertently incur any illness and/or infection while participating in the program. On behalf of above name student, I therefore agree to release and hold Penn Highlands Healthcare harmless against any and all claims to which said student or the undersigned may be entitled arising out of any illness or injury said student might incur while participating in the Penn Highlands Healthcare's Job Shadowing program.

Signature of Parent/Guardian, if under the age of 18

Date

PRINT NAME of Parent or Guardian, if under the age of 18



HEALTH CARE CAREER OBSERVATION PROGRAM STUDENT AGREEMENT

I will check in at the Welcome/Information Desk.

As a condition of participation in this program, I agree to the following:

1. I shall conduct myself at all times in a manner that does not disrupt the orderly operation of Penn Highlands Healthcare or interfere with the provision of the quality care to patients.
2. I shall not touch patients, participate in the care or treatment of patients, perform clinical activities of any kind or nature, or make any entries in any medical record.
3. I shall keep strictly confidential, and shall not divulge to anyone, the identity of any Penn Highlands Healthcare patient or the medical condition or treatment of any patient.
4. I shall not represent myself as an agent or employee of Penn Highlands Healthcare.
5. I shall wear a name tag at all times while in Penn Highlands Healthcare identifying myself as a Student in Penn Highlands Health Care Career Assessment and Training Program.
6. I shall abide by Penn Highlands Healthcare Job Shadowing Guidelines and Student Agreement.
7. I will follow the directions of the staff while I am observing.
8. I have read and understand the Handwashing and Infection Control Information and understand how to help keep myself and others safe and prevent the spread of germs.
9. I have read and understand the Job Shadowing Packet I received and will follow the set guidelines.
10. On my Job Shadow Day - I will arrive on time and report the Welcome/Information Desk at the Hospital Entrance.
11. Penn Highlands Healthcare may immediately terminate my status if my behavior is, in their opinion, detrimental to the orderly operation of the hospital or the proper rendering of quality care to patients.

Participant Name (Print)

Signature

Date

**Parent /Guardian Name (Print)
(If under the age of 18)**

Signature

Date



**POLICY/PROCEDURE
ADMINISTRATIVE
HUMAN RESOURCES**

TITLE: JOB SHADOWING

Page 1 of 2

PURPOSE:

Penn Highlands Healthcare promotes health care careers to persons in the Penn Highlands area. This effort is made by its mission to provide quality healthcare services for the people of our region and the successful achievement of recruitment and retention goals.

POLICY:

Penn Highlands Healthcare promotes health care careers to persons who have the ability and willingness to work in health care career roles. We provide this opportunity in our facility under guidelines identified by this policy. If opportunities are requested that are not present at Penn Highlands Healthcare, we facilitate as reasonably possible opportunities with other healthcare providers.

Persons are permitted to job shadow if they meet the following criteria:

1. Person must be at least 15 years of age;
2. If applying for student job shadowing opportunity, person must present verification of acceptable course of study to gain admittance to school for role being shadowed;
3. If apply for a student job shadowing opportunity, person must identify willingness to complete an approved program of study at the program's location for the period of time required to complete the program of study; and
4. If person is under the age of 18, must have parental consent

Persons are not permitted to job shadow nursing staff on the following departments:

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Oncology Services
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Nursing staff or staff job shadowing in the Emergency Department, Surgical Services and Obstetrics Department is open **only** to students actively enrolled in a nursing education program or job candidates seeking potential employment opportunities in these departments.

The job shadowing participant is **not** permitted to participate in the work activity of the department. The job shadowing participant must restrict activity to observation and interview of staff.

All job shadowing in any specific area requires the approval of the manager and / or medical director of the service.

PROCEDURE:

1. A request for a Job Shadowing Day is referred to the Human Resources Department.
2. The Human Resources Department completes an assessment to confirm that the person requesting the job shadowing opportunity meets the criteria identified above.
3. The Human Resources Department contacts the appropriate Manager to schedule the date and time the participant is scheduled to job shadow.
4. All job shadow applicants will be processed through HR.

EFFECTIVE DATE: 5/1/07

AUTHORIZED BY: PRESIDENT

SOURCE:

DATE OF REVIEW: 6/08; 0609; 07/10; 5/11; 05/12, 5/13; 5/14; 12/15; 12/17; 1/19; 8/20

REVISION NUMBER:

UNITS PRIMARILY AFFECTED: ALL DEPARTMENTS

POLICY INTEGRATION TEAM: 6/7/07



**Penn
Highlands
Healthcare**

TITLE: JOB SHADOWING

**POLICY/PROCEDURE
ADMINISTRATIVE
HUMAN RESOURCES**

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5. Job shadowing is scheduled for any day authorized by the department manager, including weekends, on the 7-3 and 3-11 shifts for a specified number of hours. However, the following requirement (Item 6) must be met before the job shadow is permitted.
6. The job shadow participant reports to Human Resources before or at the beginning of the day of the approved job shadow to receive information requiring confidentiality, infection prevention requirements and an observer's identification badge. The job shadow participant is required to sign statements committing to compliance with Penn Highlands Healthcare confidentiality and infection prevention and control requirements. No job shadow activity is permitted prior to the job shadowing participant's completion of this requirement.
7. The assignment of the staff member to serve as the job shadow supervisor or "buddy" is handled by the appropriate department manager.
8. All participants wear appropriate business attire. In some areas, a lab coat or smock over their clothing is preferred. Penn Highlands Healthcare dress code is followed.
9. As required, patients are asked for permission to permit the job shadowing participant to be present in their room or area in which services are being rendered. The participant is introduced and identified to patients and physicians when the staff makes rounds.
10. The person who is performing the job shadow is only permitted to observe the staff member performing activities. Care or procedures that invade the patient's privacy are excluded from job shadow activities. Individuals completing a job shadow experience are not permitted to document in the patient's medical record.