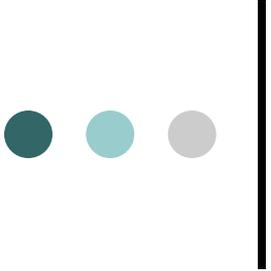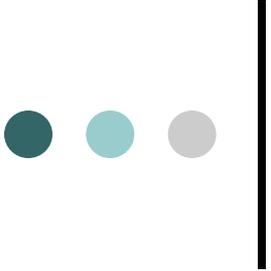# Trinity Health Systems

Job Shadowing Orientation

Job Shadow Overview

- Purpose is to provide participant with a worthwhile learning experience.
- Patients are our number one priority, thus all job shadow participants must comply with rules designed to protect patient privacy.

Job shadow overview

○ This packet will introduce you to our policies on:
- Confidentiality and HIPAA
- Infection Prevention
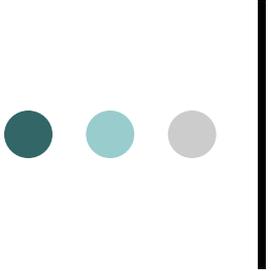- Safety
- Professional Conduct
- Dress Code
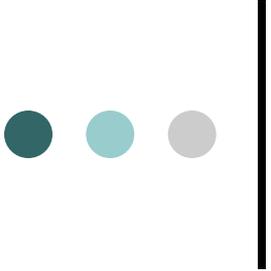
Job shadow overview

○ It is important to comply with all these policies in order to participate in a job shadow experience.

○ Please share any concerns with Human Resources at:
 515-574-6699

Patient Confidentiality

Confidentiality

- Patients have the right to have their medical information kept private and confidential.

- Access to patient information is restricted to a "need to know" basis. If you do not need the information to safely and effectively perform your job, you don't have rights to access patient records.

- Includes paper and electronic medical records.
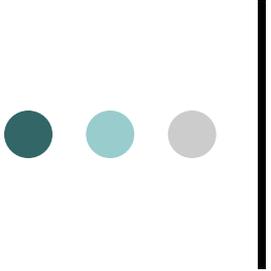
HIPAA

- HIPAA (Health Insurance and Accountability Act) regulations govern how patient information is handled.
- HIPAA applies to our entire workforce, including employees, students, medical staff, and volunteer. It also applies to participants in job shadowing programs.
- All PHI (Protected Health Information) needs to be kept secure and private.
- Patients trust us to keep their information private.
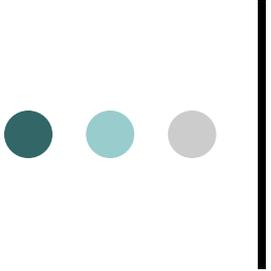
Protected Health Information (PHI)

- PHI is any information about past, present, or future health care or payment for health care that identifies a patient.
- PHI includes the following:
  - Patient name
  - Social Security Number
  - Medical Record Number
  - Names of relatives
  - Patient's address
  - Photos
  - Email address
  - Phone/fax/pager number
  - Any other information that can be used to identify an individual
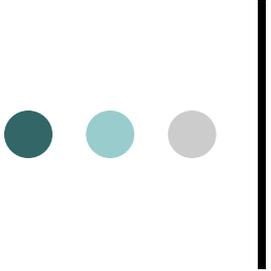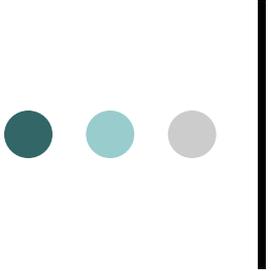
Disclosure of PHI

- HIPAA provides the authority to use and disclose PHI for the following reasons:
    - Treatment
    - Payment
    - Healthcare operations
- Follow the "need to know" rule and access, use or disclose only the *minimum* necessary information to do a job.
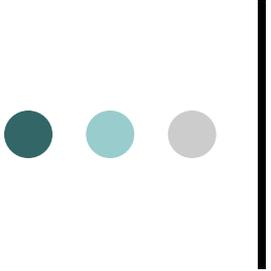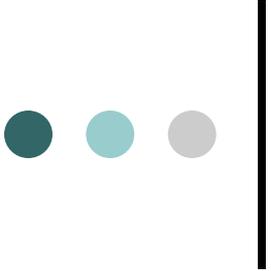
Breach of Confidentiality

- A breach of confidentiality occurs when patient information is accessed, used, or disclosed without proper authorization.
- Computer systems are audited.
- Violations can be punishable by:
  - Employer disciplinary actions
  - Criminal penalties – fine and/or imprisonment
 - Civil penalties – monetary fines

Breaches of Confidentiality

- Unintended or unavoidable disclosure of PHI may occur as part of a permitted disclosure. For example:
  - Visitors overhear a conversation between a patient and care-giver
 - Our responsibility is to limit or avoid incidental disclosures.

Breaches of Confidentiality

- Medical information left in view on desks or computer monitors
- Sharing passwords or user IDs
- Faxing or emailing PHI to the incorrect person
- Accessing a medical record without a "need to know"
- "Elevator, Hallway, or Cafeteria Talk"
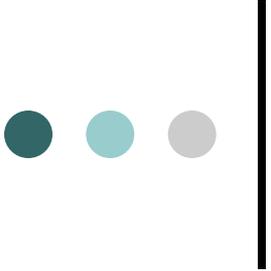
Protecting Patient Privacy

- "What do I do if I see someone I know?"
  - It's okay to greet them
  - You can tell them you are here as part of a Job Shadow experience, but
  - Don't . . .
    - Ask why they are here
   - Tell friends, your parents, teachers or anyone else
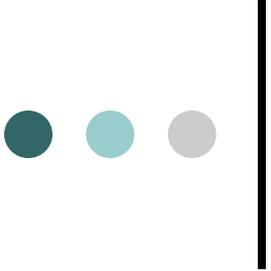
Examples

- While you are job shadowing . . .
- You may see public figures you recognize that are here for lab tests.
- If you are with a nurse you may go into a patient's room and realize it is a former neighbor.
- You may see a classmate leaving an OB physician's office.
- These are only a few examples, but you must keep <u>all</u> patient information private.
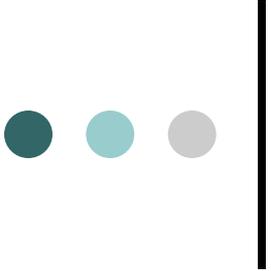
Patient Privacy

- Remember, patients trust us with their healthcare information.

- If we lose that trust, patients may withhold information that is vital to proper treatment.

- Job shadow participants will sign a Confidentiality Statement of Understanding.
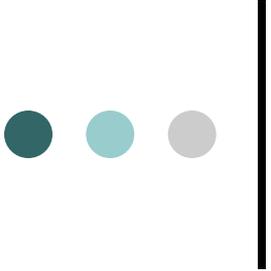
Patient Privacy

- Regulations may restrict how we use, access and disclose patient information, but we keep information private and secure because it's the right thing to do.

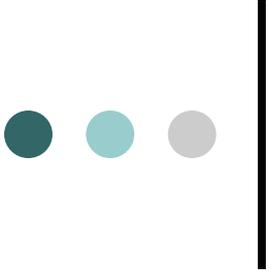- Ask yourself, "How would I want my personal, healthcare information treated?"
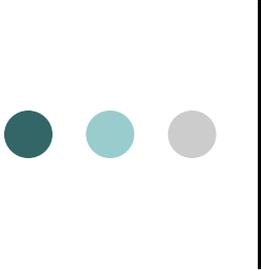
"What information can I share about my job shadow experience?"

- General information about the department you visited
- Types of procedures that are typically done
- The education and skill level required for the jobs you observed
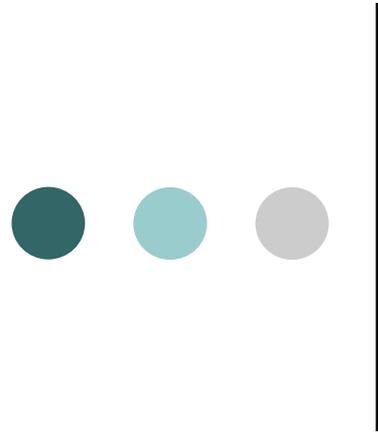
Infection Prevention

Everyone's Job

Hand Hygiene

- Hand hygiene is the single, most effective way to prevent the spread of infection.
  - Wash with soap and running water for at least 15 seconds.
- Waterless hand sanitizers are also effective
  - May be used up to 10 times between hand washing unless hands are visibly or knowingly soiled.
  - Pumps are located in patient care areas and throughout the campus.
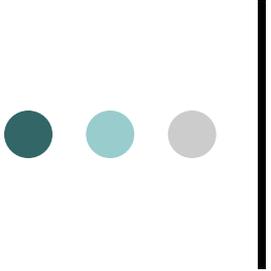
Hand Hygiene

- Practice hand hygiene:
    - Before entering a patient's room
    - When exiting a patient's room
    - Before and after patient contact
    - Before and after eating
    - If your hands have been near your mouth, nose, or eyes
    - After using the bathroom
    - Before and after using gloves
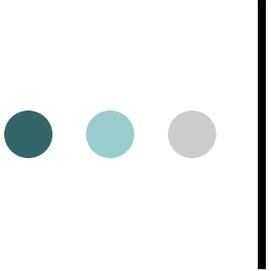
Standard Precautions

- Assume that all blood and body fluids are potentially infectious.
- Blood borne pathogens are illnesses that are transmitted through contact with an infected person's blood or body fluids.
  - Examples are HIV, Hepatitis B and Hepatitis C
- Precautions to be followed:
  - Hand hygiene
  - Personal protective equipment (PPE) including:
    - Gloves
    - Masks
    - Gowns
    - Goggles
    - Face Shields
  - PPE is provided for your protection, but it is your responsibility to use.
  - Cough or sneeze into your sleeve or elbow.
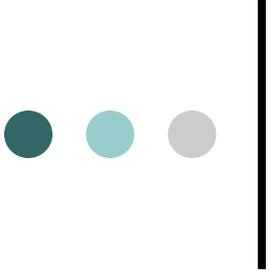
Standard Precautions

- Biohazardous materials require special disposal. Examples are:
  - Sharps (needles)
  - Other waste that is
    - Drippable
    - Pourable
    - Squeezable
- Sharps disposal
  - Don't recap or bend/break needles/blades.
  - Use red biohazard containers marked for sharps disposal.
- Biohazard disposal
  - Use red biohazard bags and goose neck ties.
- Soiled linens
  - Wear gloves when handling soiled linens and immediately place into soiled linen bags.
 - Keep soiled linen separate from clean linen.
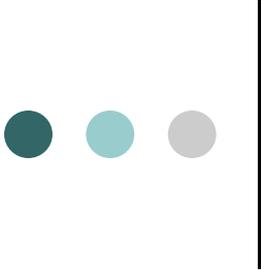
Transmission Based Precautions

- Three types include:
  - Contact
    - Occurs from direct person-to-person, or indirect contact with a contaminated object.
    - Examples include MRSA, c-diff, and VRE.
    - Use PPE listed on signage and practice hand hygiene.
  - Droplet
    - Occurs when an infectious person coughs, sneezes or talks.
    - Examples include mumps, influenza, and the common cold.
    - Use PPE listed on signage and practice hand hygiene.
  - Airborne
    - Travels on air currents.
    - Examples include tuberculosis.
    - Must use a respirator when working with patients.
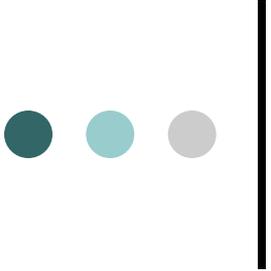
Infection Prevention

- As a student you must remain with your guide or mentor.
- Follow the example of your guide
  - Hand hygiene
  - PPE
- Remember, in the health care setting there is a risk of contact with infectious organisms.
- **Report any incident of exposure immediately!**
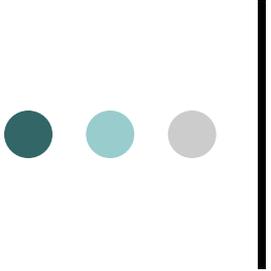
Tuberculosis Control

- Tuberculosis is an infection usually found in the lungs or throat which causes ulceration and scarring.
- Spread by prolonged close contact with an infected person.
- A current TB skin test (completed within the previous 12 months) is required before you can participate in a job shadow experience.
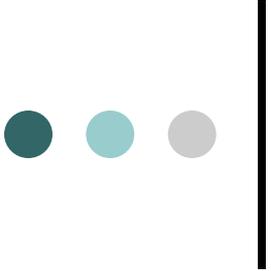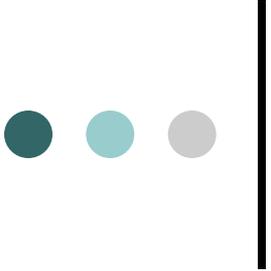
Safety
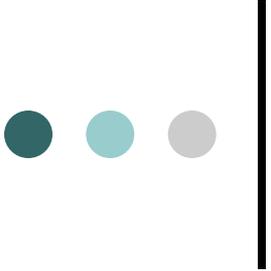
Safety

- Remain with the person you have been assigned to shadow in the event there is a safety situation – fire, tornado, disaster, etc.

- Hospital staff are trained to respond to codes and safety situations.

- It is important that you follow the instructions of hospital staff.
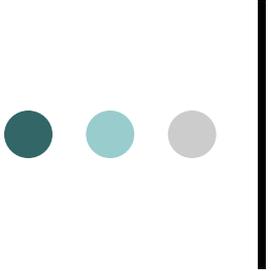
Codes – Code Red

- Code Red is the fire code.
- In the event of a fire:
  - Switchboard will announce the location.
  - Close doors, shut off equipment and remain in the hallway for further instructions.
  - Do not use elevators.
 - Stay with your assigned staff member!

Codes – Code Orange

- Code Orange is used if there is a chemical spill and/or exposure.
- All chemicals & hazardous products are labeled and have a Material Safety Data Sheet available in the department.
- If a chemical is spilled on your clothing, change into hospital-issued scrubs.

Codes

- Code Green – Behavioral emergency
  - Implemented in response to actions of patients or visitors.
  - Trained team of hospital staff will respond.
- Code Blue – A person over the age of 12 needs resuscitation.
- Code White – A child between the ages of 1 month and 12 years needs resuscitation.
- Code Pink – An infant under the age of 1 month needs resuscitation.
- Trauma Alert
  - Yellow – activated when an accident may result in very serious injuries.
  - Red – activated when the patient(s) has obvious injuries or serious injuries.
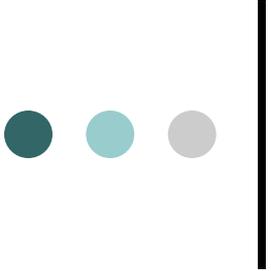
Security

- Security officers are available 24/7.
- Certain areas within the hospital are locked units – Pediatrics, OB, Pharmacy.
  - Must have ID badge and appropriate authorization to enter a locked unit.
- Trinity Health Systems has a ZERO Tolerance Policy to violence of any sort on its premises.
- Security cameras are located throughout the facility.
- Report any concerns to:
  - Kari Krueger at ext. 6519
  - Security Office at ext. 5869
 - Security Officer at 408-0009.
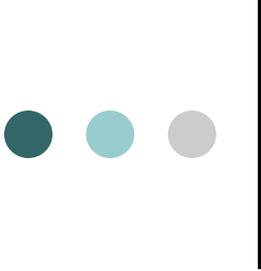
Weather related issues – Tornadoes

- Tornado Watch
  - A Tornado Watch is announced when weather indicates that conditions are favorable for a tornado to occur.
  - Remain alert for additional announcements.
- Tornado Warning
  - A Tornado Warning is announced when a tornado has been spotted in Webster County.
  - Patients are moved to hallways.
  - If a patient can't be moved, close curtains and blinds and move bed as far from window as possible.
  - Employees in non-patient care areas should seek shelter in lower level hallways, away from windows.
 - Remain with your assigned staff member!

Dress Code
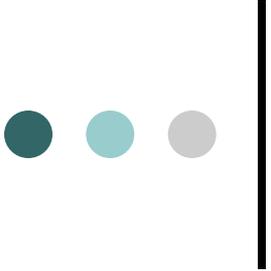
Dress Code

- Business casual attire is appropriate – slacks with a blouse or polo shirt.
- Avoid strong perfumes and cologne.
- Long hair should be pulled back.
- Visible tattoos must be covered.
- Jewelry must be appropriate:
  - No facial piercings, other than a maximum of 3 earrings per ear.
- No jeans, shorts, sweatshirts, t-shirts, or tank tops.
- Scrubs and lab coats are generally reserved for healthcare professionals and shouldn't be worn unless the department provides them for you.
- Shoes must have a closed toe if you are in a patient care area – no sandals, flip flops or high heels.
- Hosiery or socks must be worn.
- Clothing must be clean and your general appearance must be neat and professional.
- Please comply with the dress code requirements – individuals that are dressed inappropriately will be asked to reschedule their job shadow experience.

Professional Conduct
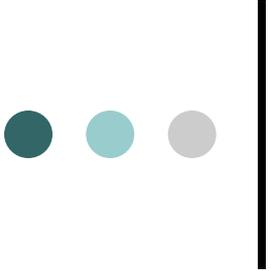
Professional Conduct

- You are representing Trinity Health Systems as well as your school, employer, or organization while you are job shadowing.
- Professional conduct must be maintained at all times.
- The use of tobacco products is not allowed anywhere on the campus.
- Please turn cell phones off, or set to "silent". Sending and receiving text messages at any time other than break time can be disruptive and disrespectful.
- Patient care is our number one priority.
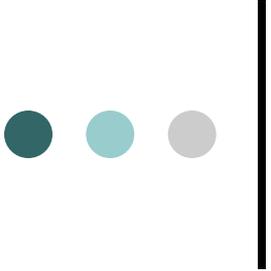
Job Shadow Tips

- You may park in the visitor parking lot. Please don't park in areas marked for Volunteers or Valet parking.

- You are welcome to use the cafeteria or Java City.

- Leave valuables at home, or locked in the trunk of your car. Trinity Health Systems is not responsible for lost or stolen items.

- Be sure to ask questions! We want this to be a learning experience for you.
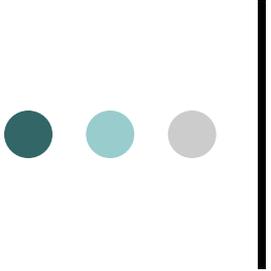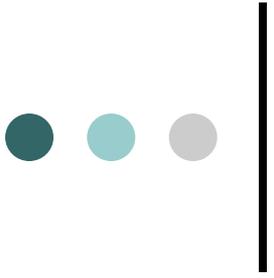
Job Shadow Tips

- A light meal is suggested before you job shadow, but please let someone know if you become nauseous or light-headed while you are here.

- Please stay home if you are ill – we will gladly reschedule your job shadow experience.

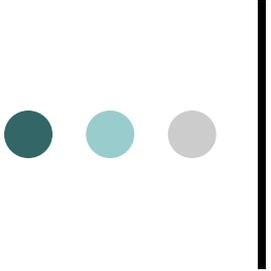- Please arrive on time for your job shadow experience.
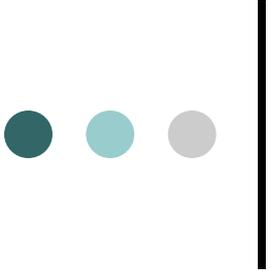
Questions?

- Contact Human Resources between the hours of 7:30 a.m. and 4:00 p.m. at 515-574-6699.

- You may also contact your assigned department if you have questions, need to reschedule, or will be late.

We hope you enjoy your Job Shadowing Experience at Trinity Health Systems!

Acknowledgement

- I have reviewed the information contained in the self study packet and agree to abide with all rules and regulations of Trinity Health Systems.

- Name _____ Date _____

- Signature _____