

UNITYPOINT HEALTH- FORT DODGE

Job Shadow Orientation



UnityPoint Health

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

Please share any concerns with
Office of Medical Education at:

515-574-6432

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 the rights to access patient records.
 - Includes paper and electronic medical records.

Patient Confidentiality

Health Insurance Portability and Accountability Act (HIPAA)

- HIPAA regulations govern how patient information is handled.
- HIPAA applies to our entire workforce, including employees, students, medical staff, and volunteers. 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.

Patient Confidentiality

Protected Health Information (PHI)

- PHI is any information about past, present, or future health care of 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 Addresses
 - Phone/fax/pager number
 - Any other information that can be used to identify an individual

Patient Confidentiality

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

Patient Confidentiality

Breaches of Confidentiality

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

Patient Confidentiality

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
- Please don’t...
 - Ask them why they are here
 - Tell friends, your parents, teachers or anyone else
 - Take photos or recordings that include patients, records, or PHI

Patient Confidentiality

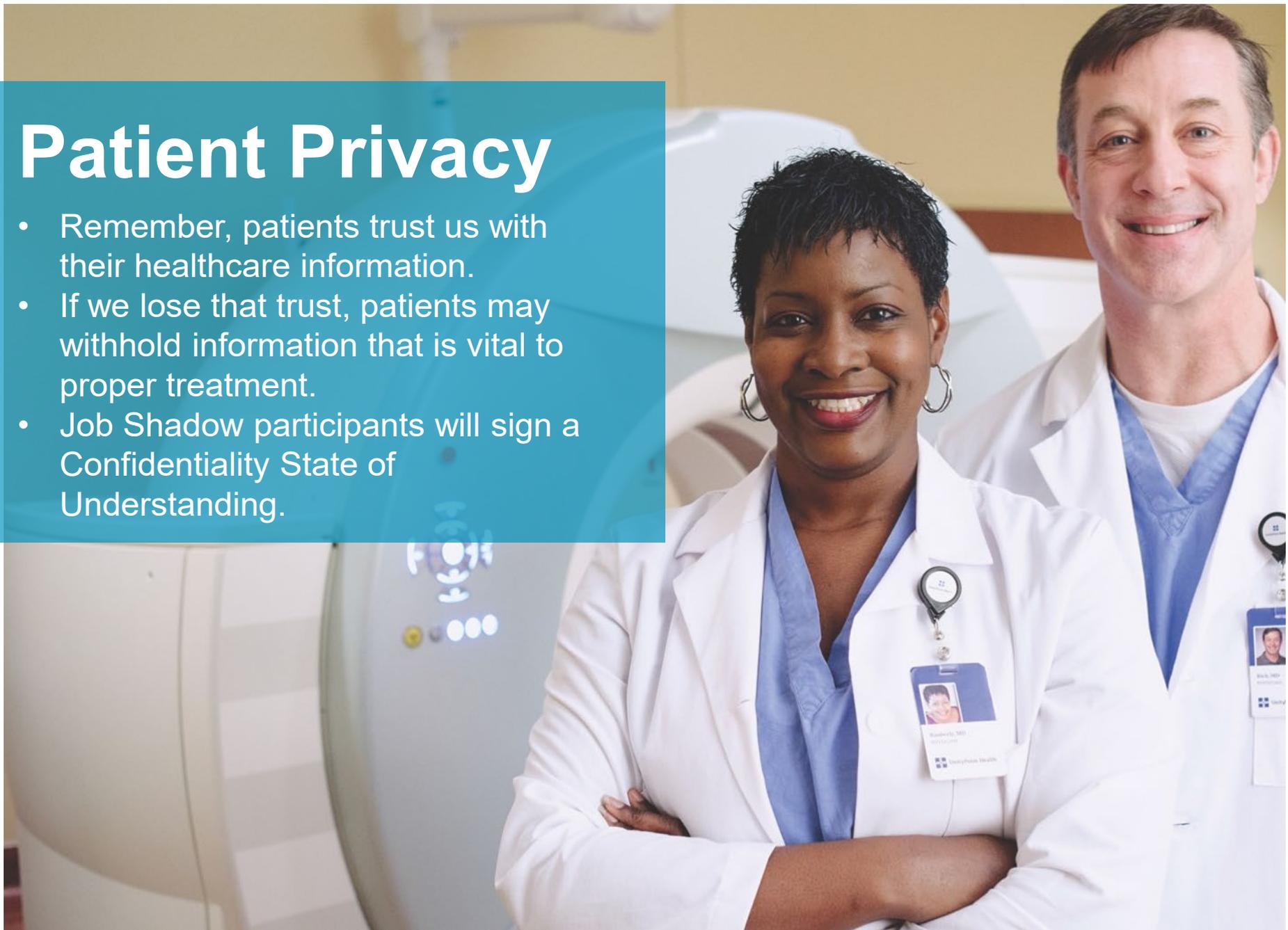
Protecting Patient Privacy

- 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's a former neighbor
 - You may see a classmate leaving an OB/GYN physician's office

These are only a few examples, but you must keep all 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 State of Understanding.



Patient Confidentiality

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?”*

Patient Confidentiality

“What information can I share about my job shadow experience?”

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

Infection Prevention

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.

**Infection Prevention is
*everyone's job.***

Infection Prevention

Hand Hygiene Continued...

- 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

Universal Masking

- COVID-19 prevention include:
 - Masking policy is determined by community transmission levels. Please contact Jadi Wilson for the most updated policy prior to your job shadow.
 - Change your mask if becomes soiled or between patients not protected by face shield
 - Remove mask only at breaks, reminder to keep 6 feet apart from others when unmasked

Infection Prevention

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.

Infection Prevention

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
 - Soiled linens
 - Wear gloves when handling soiled linens and immediately place into soiled linen bags.
 - Keep soiled linen separate from clean linen.

Infection Prevention

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 for
 - Hand hygiene
 - PPE
- If you are in a specialized/sterile location - your guide or mentor will help you with:
 - Scrub attire, surgical mask, shoe covers and red head covering
 - Special hand washing scrub/sink
 - Protective equipment that may need to be put on a certain way
 - Following clean and dirty zone areas and designated areas to stand to observe
 - Having awareness of touch, objects and surfaces to prevent contamination or exposure

Remember, in the health care setting there is a risk of contact with infectious organisms.

Report any incident of exposure immediately!

Infection Prevention

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

Follow your job shadow guide or mentor

- Remain with the person you have been assigned to shadow in the event there is a safety situation- fire, tornado, disaster, etc.
- Hospital and clinic staff are trained to respond to codes and safety situations.

It is important that you follow the instructions of hospital and clinic staff.

Codes

Code	DESCRIPTION	RESPONSE
FIRE EMERGENCY	FIRE	<ul style="list-style-type: none"> Rescue – anyone in danger. Alarm – pull alarm or call 1234. Confine – shut doors Extinguish or Evacuate.
DISRUPTIVE PERSON	Staff assistance needed for combative individual.	<ul style="list-style-type: none"> A trained team responds to the code location.
ACTIVE SHOOTER	Armed Intruder	<ul style="list-style-type: none"> A – Call 1234 to “Alert” the Communications Center of an armed intruder L – “Lock” and Barricade doors I – “Inform” – call, text, email the Switchboard with updates about the armed intruder. Switchboard will announce, email, text staff updates C – “Counter” – use noise, movement, distance and distraction E – Evacuate – leave the area if safest option, Go to assembly points
CARDIAC/ RESPIRATORY ARREST	Resuscitation needed	<ul style="list-style-type: none"> The Cardiac/Respiratory Arrest team reports to the code location. Age Identifiers will be added to the code announcement so appropriately trained staff can respond. <ul style="list-style-type: none"> Adult – patient over age 13 Child – patient 12 years and under Infant – patient under 1 month
TRAUMA ALERT	Care needed for life threatening injuries.	<ul style="list-style-type: none"> Level 1 - The Trauma Team is activated, with the exception of the Trauma Surgeon with criteria based on mechanism of injury and risk factors. The ED Physician or ED Nursing staff notifies the Trauma Surgeon after initial assessment is completed. When notified, the Trauma Surgeon is expected to arrive in 15 minutes. Level 2- Primary Trauma Team response with criteria based on physiologic changes and obvious anatomic injury. The trauma surgeon is to be in the ED on patient arrival if in-house or advanced notification is received, or has 15 minutes to arrive in the ED if on-call.

Codes

MISSING CHILD/INFANT	Infant/Child Missing	<ul style="list-style-type: none"> • Guard exits and stairwells • Prevent anyone from exiting. • Report suspicious behavior to switchboard.
BOMB THREAT	Written or oral bomb threat.	<ul style="list-style-type: none"> • Notify Switchboard who will notify Law Enforcement • If requested, search your department. • Law Enforcement may initiate evacuation.
LOCK -DOWN PROTOCOL	Restricted Exit / Entry of the Building	<ul style="list-style-type: none"> • All staff guard unlocked exits and stairwells. • Prevent exit for Infant/ Child Abductions and entry for all other situations. • Report suspicious behavior to the Communication's Center.
INTERNAL TELEPHONE	No internal phone service or limited phone service.	<ul style="list-style-type: none"> • Use emergency telephone outlets. • Refer to Telephone Failure Plan
UTILITY FAILURE	Failure of electrical, heating, cooling systems.	<ul style="list-style-type: none"> • Generators provide emergency power within 10 seconds of power failure. (Emergency Lighting and red outlets only in Atrium Tower) • Boilers can operate both on diesel fuel and electrical power to provide heat.
MEDICAL EQUIPMENT FAILURE	Malfunction of Equipment	<ul style="list-style-type: none"> • Take equipment out of service and place defective tag on equipment. • Keep packaging, tubing, anything connected to equipment when it failed • Report to HELP desk.
HAZARDOUS CHEMICAL ALERT	Patients Contaminated with chemicals, radiation, or biologicals or Chemical Spill.	<ul style="list-style-type: none"> • Avoid Area identified in announcement. • Do not allow anyone to enter building, if Lock-Down is announced with Hazardous Material Alert. • Staff trained in hazardous chemical decontamination report to the area to assist with decontamination.

Codes

ACUTE MI ALERT	Patient Having Heart Attack Symptoms	<ul style="list-style-type: none"> • Cardiologist and Cath Lab staff report to code location.
ED ALERT	Emergency Department at capacity with additional patients waiting	<ul style="list-style-type: none"> • Lab and Radiology respond to ED to help with diagnostic testing. Medical Staff with consults pending will be notified that admitted patients will be moved to inpatient units. Public Safety assists with crowd control. Available inpatient staff respond to the ED to help with patient transport.
STROKE ALERT	Patient Having Stroke Symptoms	<ul style="list-style-type: none"> • Stroke Team members report to the code location. Lab staff responds to the Emergency Department or CT area if patient is taken directly to CT. Radiology staff prepares CT Room for patient.
TORNADO WATCH	Conditions are favorable for tornadoes.	<ul style="list-style-type: none"> • Evaluate availability of supplies • Prepare for tornado warning.
TORNADO WARNING	A tornado has been sighted.	<ul style="list-style-type: none"> • Seek shelter in lower levels or interior hallways and rooms. • Mark evacuated patient rooms with yellow magnet or tape from door frame to door frame.
MASS CASUALTY	Mass Casualty Emergency	<ul style="list-style-type: none"> • Prepare for multiple patients. • Follow department specific procedures • Send available staff to labor pool
MISSING ADULT	Adult Missing	<ul style="list-style-type: none"> • Search your department. • Guard exits and stairwells until "all clear" is announced.

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.
- UnityPoint Health has a **ZERO Tolerance Policy** to violence of any sort on its premises.
- Security cameras are located throughout the facility.
- Report any concerns to:
 - Security Office at ext. 5869
 - Security Officer at 408-0009.

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 not be offensive, otherwise they need to 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

- You are representing UnityPoint Health – Fort Dodge 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. **Do not photograph or record patients or protected health information.**
- 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 other designated parking.
- You are welcome to use the cafeteria or Java City at your own expense.
- Leave valuables at home, or locked in the trunk of your car. UnityPoint Health – Fort Dodge 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 Office of Medical Education at (515) 574-6432 Monday – Friday from 8:00 a.m. and 4:30 p.m.
- You may also contact your assigned department if you have questions, need to reschedule, or will be late.



We hope you enjoy your job shadow experience at UnityPoint Health – Fort Dodge!

Acknowledgement



UnityPoint Health

I have reviewed the information contained in the self study packet and agree to abide with all rules and regulations of UnityPoint Health – Fort Dodge.

Name _____ Date _____

Signature _____



Thank You



UnityPoint Health