MANUAL: HUMAN RESOURCES POLICY & PROCEDURE

SUBJECT: OBSERVATIONAL LEARNING EXPERIENCE (JOB SHADOW) PROGRAM

SUB-SECTION: EMPLOYMENT RELATIONS

INCLUDES:

POLICY
It is the policy of MercyOne Northeast Iowa (MercyOne) to assure patient rights, confidentiality, and a safe environment is maintained during observational learning experiences.

SCOPE
This policy applies to those individuals seeking observational learning experiences (job shadows) within departments at MercyOne. This policy does not apply to vendors or technical representatives. Departments that are not included in this program are Behavioral Health, Administration, and Human Resources. The duration of this observational learning experience will be at the discretion of the department. Individuals may observe in 2, 4 or 8 hour increments.

DEFINITIONS
Observational Learning Experiences (job shadows): A short-term learning experience (usually eight hours or less) in which an individual is assigned to a department with a staff member for the purpose of gaining insight about the professional role and work responsibilities, the functioning of a particular department/service and/or the integration of an occupation/department/service within a health care system. The duration of this experience will be determined by each department.

PROCEDURE
A. Requests for all observational learning experiences (job shadows) must be directed to the Human Resources Department. Human Resources will work on conjunction with the requested department to approve or deny requests based on available resources, eligibility criteria, and acceptable completion of the application form and required documentation.

B. Those who are eligible for an observational learning are:
   1. MercyOne colleagues from another department or site.
   2. Visiting professionals from healthcare or other related fields.
   3. Students/individuals (at least 16 years of age) with professional interest in healthcare or related fields.

C. Staff will maintain responsibility for patient safety and protection of patient rights and are responsible for informing the patient of the observational experience. Patient will be informed of the observation experience prior to the event and without the observer being present. Patient has the right to deny the observation experience.

D. Observers will not be allowed to participate in patient care activities, operate equipment, access patient and/or business records or perform any other “Hands on” function normally performed by the healthcare workforce. This includes both direct and non-direct patient care activities. MercyOne reserves the right to stop the observational experience at any time.

E. Any person invited or otherwise authorized to enter patient care areas or to view patient care in any location, or department with patient/business information, shall be accompanied and/or supervised by the assigned MercyOne staff representative at all times.

F. Students within a current student affiliation agreement may participate in an observation experience as assigned by their clinical instructor/faculty member. The clinical instructor/faculty member is responsible for making arrangements with Clinical Development.

G. Individuals participating in an observation learning experience may not observe family members who...
H. Cell phones and other electronic devices should be turned off or on vibrate and may only be used for academic purposes or an emergency.

I. Observers must wear an identification tag at all times. Human Resources will provide them with a name tag with the observer’s name and noted as “Observer/Visitor” as appropriate. Observers must follow the organizational dress code policy and present a neat, clean, and professional appearance.

J. Individuals who wish to participate in an observational learning experience (job shadow) must complete the Observational Learning (Job Shadow) Agreement Form available on the MercyOne website. This completed form and required documentation must be submitted to Human Resources no less than 30 days prior to the date of the requested experience to allow time for processing.

K. If the participant is under 18 years of age, the signature of a parental or legal guardian is required on the Observational Learning (Job Shadow) Agreement Form.

L. If the eligibility requirements are met, Human Resources will contact the manager or other leader of the requested department for the initial approval based on availability of resources. The manager of the department will assign appropriate staff member(s) to coordinate and supervise the experience in the department.

REFERENCES:

SEE ALSO:

DATE OF ORIGIN: 03/09
REVIEWED:
REVISED: 05/11; 04/12; 04/14; 09/16; 10/18; 03/19; 06/21
ATTACHMENT: Observational Learning (Job Shadow) Agreement

<table>
<thead>
<tr>
<th>OTHER COMMITTEE REVIEW / APPROVAL</th>
<th>MERCYONE NEIA</th>
<th>WATERLOO</th>
<th>OELWEIN</th>
<th>CEDAR FALLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRITICAL ACCESS HOSPITAL COMMITTEE</td>
<td></td>
<td></td>
<td>09/25/18</td>
<td></td>
</tr>
</tbody>
</table>