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Owner Amanda Jumper  
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Resources: CHI Saint Joseph Health Market  
Applicability Central East Market  
Tags CHI SJH VOLUNTEER MARKET POLICY AND PROCEDURE

## Job Shadowing (Observation Only)

### Applies to:

Continuing Care Hospital, Our Lady of Peace, Flaget Memorial Hospital, Saint Joseph Berea, Saint Joseph East, Saint Joseph Hospital, Saint Joseph Jessamine, Saint Joseph London, Saint Joseph Mount Sterling

## PURPOSE:

To provide guidelines for Job Shadowing observation only experiences for those individuals who are not already participating in Job Shadowing as part of an active interview, or as part of an educational requirement.

## POLICY:

**Educational Opportunities:** Coordinated efforts to expose individuals who are not employees or volunteers of CHI Saint Joseph Health to components of the organization in an effort to raise interest or awareness of careers in health care. This does not include training as may be necessary to accomplish an employee's job function. Educational opportunities include observation, shadowing, tours or other similar activities.

This policy only provides local guidance for Job Shadowing/Observation. Refer to the CommonSpirit

Health Shadowing, Tours and HIPAA Implications Memorandum link at the end of this policy for further guidance if needed. If this policy conflicts with or is inconsistent with the CommonSpirit Health guidance, then the CommonSpirit Health guidance will prevail.

## PROCEDURE:

- A. All requests for educational/shadowing opportunities will be reviewed with patient privacy and safety as the primary consideration.
- B. Shadowing is a structured, planned observation of care and services provided to patients, families, and others in a healthcare setting. There is no "hands on" provision of care or services.
- C. Reasons for Job Shadowing/Observation typically include the following, but other reasons may be included if approved by the respective CHI Saint Joseph Health Department Director and his/her Vice President:
  1. Community Program (Such as high school student programs, career day, adult tours, pediatric/adolescent programs)
  2. Prospective Hire (Such as applicants, internal transfers, prospective employees, health care inquiries (i.e. outside program of study).
  3. Physician Request (Such as requests for observation for a licensed health care provider rounding with staff, requests for non-professional observer to round with staff, and Operating Room observations)
  4. Student/Vocational Instruction Program (VIP) (Such as requests for observation for a licensed health care provider rounding with staff, requests for non-professional observer to round with staff, and Operating Room observations)
  5. Other Reason for Observation (**Must be** approved by CHI Saint Joseph Health Department Director and his/her Vice President)
- D. The total shadowing experience is for a minimum of two (2) hours and no more than forty (40) hours within a one (1) month period. If the Job Shadow candidate must have a required number of observation hours that exceed forty (40) hours for a specific educational program, then the candidate must provide the Job Shadow Coordinator with appropriate documentation from the educational institution.
- E. The job shadowing candidate must have a sponsoring CHI Saint Joseph Health Department before submitting an application. The sponsoring Department Director and Job Shadow Coordinator must complete and sign the candidate's application before submitting it to Human Resources (HR).
- F. Observation of surgical or invasive procedures: **such procedures may only be observed after receiving specific written consent from the patient**, which shall be made a part of the patient's medical record. Additionally, written authorization from every patient with whom direct contact will occur and written authorization from any patient whose Protected Health Information (PHI) would be accessed/disclosed if not directly visited. These authorizations must be on CHI Saint Joseph Health forms and placed in each patient's medical record after being signed.
- G. Job Shadow opportunities are subject to cancellation or change without notice.



- H. Job shadowing requests are to be coordinated through individual departments. Job Shadow Coordinators are responsible for gathering and submitting all required documentation for a shadowing participant.
- I. Participants must be at least sixteen (16) years of age before applying for a job shadowing experience. No one under the age of sixteen (16) years will be allowed to job shadow.
- J. The HR Department retains the required documentation for one (1) year, included, but not limited to the following:
  - 1. Parental Permission forms
  - 2. Proof of Influenza Vaccination or approved Medical or Religious exemption
  - 3. Proof of COVID-19 Vaccination or approved Medical or Religious exemption
  - 4. Confidentiality/HIPAA compliance education and agreement
  - 5. Shadowing Agreements
  - 6. Application
  - 7. Other forms as developed for the program.
- K. Without written approval from the Vice President/Chief Nursing Officer and respective Department Director, shadowing will not be allowed by individuals under the age of eighteen (18) years in the following areas:
  - 1. Emergency Room or Intensive Care Units
    - a. Requests for approvals to these areas will be considered on a case-by-case basis
    - b. Written approval as noted above must be signed by the Department Director and
    - c. Department Job Shadow Coordinator before anyone will be placed in these area
    - d. Under no circumstances will shadowing be allowed in Respiratory isolation rooms (negative pressure rooms) or other areas/rooms as identified by CHI Saint Joseph Health.
- L. A CHI Saint Joseph Health employee or affiliated physician is responsible for supervising each shadowing experience. The following applies:
  - 1. The Department Job Shadow Coordinator will be responsible for scheduling and providing oversight for all shadowing participants in that Department.
  - 2. The participating Department plans the individual experience within the agreed upon schedule and limits of the Department.
- M. All shadowing requirements and procedures are the same for students shadowing physicians or allied health professionals who are employed by a CHI Saint Joseph Health affiliate; or any member of the CHI Saint Joseph Health medical staff that brings job shadowing participants with them while attending patients at CHI Saint Joseph Health facilities.
- N. Participants will be assigned a numbered, identification badge from HR prior to beginning their

shadowing experience. No badge will be issued until all required forms are submitted to HR. The ID badge must be returned to the HR department at the conclusion of the job shadowing experience.

- O. The use of cell phones, cameras, and recording devices of any kind by participants of the Job Shadowing Program will be prohibited in all areas of CHI Saint Joseph Health where patient care is being provided.
- P. Job shadowing participants must conduct themselves in an orderly and appropriate manner at all times. The job shadowing experience will end immediately if behavior is disruptive or inappropriate. At the discretion of CHI Saint Joseph Health, the job shadowing experience may be ended at any time prior to the scheduled conclusion. Reasons for ending the experience may include, but are not limited to the following:
  - 1. Patient care needs
  - 2. Refusal or unwillingness of Job Shadowing participant to comply with organizational and/or departmental standards.
  - 3. Refusal or unwillingness of Job Shadowing participant to comply with requests and direction of CHI Saint Joseph Health Job Shadow Coordinator, leader, or employee.
  - 4. Business needs and demands warrant the experience to end.
- Q. All Job shadowing participants must dress appropriately following the guidelines set forth by their school, college or university and in accordance with the guidelines within CHI Saint Joseph Health. Dress Code: business or dress casual with comfortable, closed-toe shoes (no denim jeans, shorts, Capri pants, t-shirts with advertisements, or flip flops). Refer to the Dress and Personal Appearance policy for details.
- R. The sponsoring department and Job Shadow Coordinator will have responsibility for obtaining patient consent, as necessary, for patient procedure shadow observation.
- S. All individuals participating in job shadowing and/or observation opportunities must sign a statement of confidentiality. For those individuals under the age of eighteen (18), a parent must also sign a confidentiality statement.
- T. The Department Job Shadow Coordinator is responsible for ensuring the job shadowing participant complies with all departmental and organizational standards.
- U. This policy does not pertain to the following:
  - 1. Approved vendors that conduct business in patient care areas.
  - 2. Students in clinical rotations, internships, or research projects, for which the organization and the educational institution have a contractual or clinical affiliate agreement.
  - 3. Students who have a requirement for additional hours (over the forty (40) hour limit) for program admission, except as noted in this policy
  - 4. Individuals who are awaiting licensure or credentialing with CHI Saint Joseph Health.

**Step-by-Step process for establishing a Shadowing experience:**

- A. Potential Shadowing/Observing participant requests opportunity
- B. Department Job Shadowing Coordinator and potential participant complete Request for Job



Shadowing/Observation request form. Additionally, participant completes the following: Job Shadowing/Observation Acknowledgement, Confidentiality Agreement, HIPAA/Compliance education, and Standards of Conduct

- C. Department Job Shadowing Coordinator submits completed documents to HR at least three (3) business days prior to the participant beginning his/her job shadowing/observation experience.
- D. Department Job Shadow Coordinator brings participant to HR to obtain and sign for a Job Shadow/Observer ID badge. ID badge will not be issued unless all required forms have been submitted to HR.
- E. Job Shadow participant attends NEO in-person or NEO Recorded Version.
- F. Once job shadow/observation period is completed, the Department Job Shadow Coordinator returns the ID badge to HR.

## Attachments

[CommonSpirit Health Shadowing.pdf](#)

[Job Shadowing Application.pdf](#)

## Approval Signatures

Step Description	Approver	Date
	Amanda Jumper: Market Director, Human Resources	06/2022