



JOB SHADOW Application

PERSONAL INFORMATION				
LAST NAME:		FIRST NAME:		MI:
PERMANENT ADDRESS:		CITY:	STATE:	Zip
PHONE NUMBER:	EMAIL ADDRESS	DATE OF BIRTH:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	

SCHOOL INFORMATION	
SCHOOL:	Program/Major/Class (be as specific; ex: Nursing – RN)
SELECT ALL THAT WOULD WORK FOR YOU. OR LIST ANY/ALL SPECIFIC CALENDAR DATES YOU PREFER: <input type="checkbox"/> M <input type="checkbox"/> T <input type="checkbox"/> W <input type="checkbox"/> TH <input type="checkbox"/> F <input type="checkbox"/> Sat <input type="checkbox"/> Sun	Preferred times: <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening
CAREER INTEREST	NAME OF PERSON TO SHADOW IF APPLICABLE:

EMERGENCY CONTACT		
LAST NAME:		FIRST NAME:
RELATIONSHIP:	PRIMARY TELEPHONE NUMBER:	Secondary Telephone Number:

JOB SHADOW PARTICIPANT SIGNATURE

DATE

HOSPITAL USE ONLY			
DEPARTMENT DIRECTOR CONSENT	<input type="checkbox"/>	JOB SHADOW APPLICATION QUIZ COMPLETED	<input type="checkbox"/>
MEASLES, MUMPS, RUBELLA (MMR)	<input type="checkbox"/>	CODE OF CONDUCT SIGNED	<input type="checkbox"/>
TDAP	<input type="checkbox"/>	MENTOR ASSIGNED	<input type="checkbox"/>
INFLUENZA VACCINATION (OCT 1-APR 1)	<input type="checkbox"/>	DATE SET/BADGE/FOLDER	<input type="checkbox"/>
HEALTH HISTORY SATISFACTORY	<input type="checkbox"/>		
UHH DEPARTMENT: _____		NAME OF MENTOR: _____	
DATE AND TIME OF SHADOW : _____			
_____ HR SIGNATURE		_____ DATE	

Thank you for taking the time to complete this application. We are eager to introduce you to rewarding careers in rural healthcare! We will review your application and do our best to match you with an appropriate mentor. All sections of this application must be completed prior to your job-shadowing experience(s).

Please return this application to :

Upland Hills Health

Attn: Amber Black

800 Compassion Way

Dodgeville, WI 53533

FAX: (608) 930 – 7213

Email: blacka@uplandhillshealth.org

JOB SHADOW APPLICATION HEALTH SCREENING

PERSONAL HEALTH HISTORY:

1. List any chronic health problems or immune disorders:

2. List any allergies:

3. Describe any chronic skin conditions or open wounds: _____

4. Have you ever had any exposure to active tuberculosis? Yes No

5. Have you ever had a positive TB skin test? Yes No

6. Have you ever had chicken pox? Yes No

7. Have you had the chicken pox vaccine? Yes No

8. Please attach a copy of your immunization records from your physician office or state database, such as the Wisconsin Immunization Registry (<http://www.dhs.wisconsin.gov/immunization/publicaccess.htm>)

JOB SHADOW APPLICATION QUIZ

To better document our job-shadows' understanding of key safety information, we have developed the following quiz. Please read the Job Shadow Orientation, then complete this short quiz:

1. It is a breach of confidentiality if I go home and tell my family that our neighbor, who is a close friend, is being hospitalized.
 True False
2. It is a breach of confidentiality if I write a report about a patient I observed after my job shadow for a class project.
 True False
3. It is a breach of confidentiality if I read the diagnosis, treatment, test results, financial or other information on a patient's chart.
 True False
4. Hand washing is the most important thing I can do to control the spread of infection.
 True False
5. I should wash my hands frequently, especially after using the restroom, sneezing, touching my hair, face, shoes, and before leaving for home.
 True False
6. Bloodborne pathogens are viruses, bacteria or other microorganisms that are carried in the bloodstream that can cause disease.
 True False
7. I should cover cuts, scrapes, hangnails, rashes, etc. while job shadowing and wear personal protective equipment if I feel uncomfortable with my level of protection in a patient care area.
 True False
8. While I am at Upland Hills Health, I should wear clothing that is comfortable, yet neat and clean, and I should present a professional appearance.
 True False

Upland Hills Health JOB SHADOW ORIENTATION

1. Fire Safety

- All Upland Hills Health property and campus areas including all the buildings and grounds (including sidewalks, parking lots and decks) are required to be tobacco-free. Tobacco use is not allowed in personal vehicles on campus grounds (including parking lots).
- Upland Hills Health responds to fire events using the RACE protocol: Rescue, Alarm, Contain, Extinguish.
- You do not have a specific role during a fire event; follow instructions provided by your mentor or the unit charge person.
- If you discover a fire, notify a staff member immediately.

2. Emergency Preparedness

- Upland Hills Health is prepared to respond to different types of emergencies or disasters, including natural disasters, utility failures, major transportation accidents, terrorism, and chemical spills.
- You do not have a specific role during an emergency; follow instructions provided by your mentor or the unit charge person.
- In the event of an emergency/disaster, do not leave the building until you been given permission to do so.

3. General Safety

- Healthcare facilities have many potential hazards or dangers, including:
 - Biological, or “germs”
 - Chemicals, or toxic or irritating materials
 - Psychological, or factors that cause emotional stress or strain
 - Physical, such as radiation, lasers, noise, electrical equipment
 - Environmental/mechanical, such as moving patients and trip/fall hazards
- Prevent slips by wearing slip-resistant shoes – soft rubber soles, no high heels, patterned soles.
- Watch for safety signs and walk carefully on wet floors and icy sidewalks.
- If you have any accident, injury, or other unexpected or unusual event happen to you, tell your mentor.

4. Hazard Communication

- Hazard Communication is about chemical safety.
- Job Shadow Participants do not handle chemicals.
- If you get splashed or sprayed by chemicals while observing, tell your mentor. You will be instructed on first aid procedures.

5. Infection Control

- Hand hygiene, or handwashing, is the most important thing you can do to prevent the spread of infection.
- Wash or disinfect your hands before and after entering a patient room; before and after eating or drinking; after sneezing or coughing; after using the bathroom; after touching your hair, face, or shoes; and before leaving for home. Follow department-specific procedures for handwashing/scrubbing; obstetrics and surgery, for example.
- Getting vaccinated according to the recommended schedule is another way to prevent the spread of infection.
- Cover Your Cough to stop the spread of germs that can make others sick: Cover your mouth and nose with a tissue when you cough or sneeze, and put your used tissue in a waste basket. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Cover cuts, scrapes, hangnails, minor rashes, etc. while job shadowing.
- Isolation precautions are used to prevent the spread of infection when a patient has a known or suspected contagious disease. You should not enter these patient rooms.

6. Bloodborne Pathogens

- Bloodborne diseases are spread from person to person when there is exposure to infected blood, or other body fluids or tissues. Important bloodborne diseases include HIV/AIDS, Hepatitis B, and Hepatitis C.
- As a Job Shadow Participant, you should not be exposed to blood or body fluids.
- If you do, for some reason, get exposed to blood or body fluids, tell your mentor right away so it can be reported and you can receive treatment, if needed.

7. Tuberculosis

- Tuberculosis, or TB, is a disease that affects the lungs. TB is spread from person to person by tiny particles that float in the air.
- Special masks or respirators must be worn by staff entering the room of a patient with TB; you should not enter these patient rooms.
- Upland Hills Health is a low-risk TB facility; there has not been an active case of TB in Iowa County in many years.

8. Patient Rights and Confidentiality

- Patients have many rights. These include confidentiality, participation in their own care/treatment, respect, safety, nondiscrimination, and the right to complain.
- Wearing your Job Shadow name badge, and introducing yourself, is one way you can respect patient rights.
- Patients have the right to privacy and confidentiality. These rights are protected by laws known as HIPAA.
- You should not read or look at any patient information, in written form or on the computer.
- Everything you see, do, or hear about specific patients at Upland Hills Health is confidential and cannot be shared with anyone – even for a school assignment or report. Confidential information includes patient name, address, names of relatives, illness, personal problems, or financial matters.
- Sharing, or disclosing, of confidential information is called a breach. A breach of confidentiality is a serious offense and must be reported to the patient(s) involved, and sometimes, the authorities.
- The HIPAA Privacy Rule sets severe criminal penalties for people who violate, or breach, a patient's privacy.
- Information about Upland Hills Health's business, financial, employees and physicians is also confidential and cannot be shared.

9. Corporate Compliance

- Corporate compliance means following all applicable business laws and regulations. Many of these laws are in place to prevent healthcare fraud and misconduct. Corporate Compliance means Doing the Right Thing, Every Time.
- Employees or other representatives of Upland Hills Health have a responsibility to report concerns about actual or potential wrongdoing.
- Staff, contractors, patients, visitors and physicians can share complaints and/or potential issues confidentially without fear of punishment or retaliation.
- If you see or hear anything during your time here that you believe may be illegal, unethical, or seems wrong, please tell us. You can report it by:
 - Telling your mentor so he/she can report it in our computer system
 - Calling the Comment Line – 930-7100
 - Telling the departmental manager or the Corporate Compliance Officer/QI Coordinator at ext. 4060
 - Reporting to The Joint Commission

10. Abuse, Neglect, Misappropriation, and Injury Reporting

- Patients and residents (nursing home) at Upland Hills Health have the right to be free from abuse and misconduct from everyone, including health care workers, other patients, vendors, friends, family, or others.
- Abuse includes physical, verbal, sexual and emotional abuse, which causes injury, pain, mental anguish, or withholding of care.
- Neglect means carelessness, negligence or not following policy or plan of care, which causes pain, injury, or death.
- Misappropriation means using, or stealing, a patient's property, money, or identity.
- An Injury of Unknown Source is a patient injury that was not observed, cannot be explained by the patient, and is suspicious because of location or extent.
- If you witness anything that you believe is abuse, neglect, misappropriation, or injury of unknown source, tell your mentor immediately so that he/she can notify the department director and Administration.

Instructions for use:

- The Code of Conduct is reviewed with each health care worker, including employees, volunteers, physicians and students, by Human Resources personnel/designee on the first day of work.
 - The signature is witnessed by the human resources personnel/designee.
 - The health care worker receives a copy of the signed Code of Conduct to keep as a reminder.
 - The signed original is placed in the health care worker's personnel file.
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The purpose of the Upland Hills Health Code of Conduct is to serve as a guide of conduct for all health care workers. It contains standards of ethical behavior for individuals to utilize in their professional relationships. The relationships include patients and residents or others served, colleagues, the community, and society as a whole. The Code of Conduct incorporates standards governing personal behavior, particularly when it directly relates to the role and identity of the health care worker.

OBJECTIVES:

- To enhance overall quality of life, dignity, and well-being of every individual served;
- To create a more equitable, accessible, effective, and efficient healthcare system;
- To act in ways that will merit trust, confidence and respect of all Upland Hills Health staff, other healthcare providers and the general public.

COMMITMENT TO UPLAND HILLS HEALTH:

1. I will uphold the mission, vision, and values of Upland Hills Health:

Mission: We are a community-minded healthcare system providing innovative, individualized and compassionate care for every stage of life.

Vision: To exemplify the highest standard of community healthcare and inspire patients to take an active role in their health through wellness-oriented care.

Values:

- Sensible – Approach decisions in a practical way, guided by common sense.
 - Holistic – Focus on the patient as a whole person and not a set of symptoms.
 - Affordable – Bring care to all who need it.
 - Respectful – Treat all as we want to be treated.
 - Inspirational – Be the standard of community health and wellness.
 - Nurturing – Provide medical care with support and encouragement.
 - Genuine – Show honest concern for those we serve and passion for what we do.
2. I will conduct all personal and professional activities with honesty, integrity, accuracy, respect, fairness, sensitivity and good faith, using Language of Caring skills, in a manner that reflects favorably upon Upland Hills Health.
 3. I will enhance the dignity and image of Upland Hills Health through positive, caring communications with our customers, my co-workers and the community.
 4. I will work to safeguard and foster the rights, interests, values and prerogatives of patients and others served.
 5. I will provide high quality services in a timely manner to all, regardless of race, culture, body size, religion, lifestyle, third party coverage or ability to pay; and will be sensitive to all ethnic, cultural, religious, and lifestyle diversity.
 6. I will fully inform patients, residents, staff and physicians of their rights and responsibilities.
 7. I will avoid personal bias in decision-making and in counsel to others, and carefully evaluate the potential outcomes of my decisions.
 8. I will support, affirm, and empower staff and volunteers in the delivery of care.
 9. I will comply with ALL regulations and standards pertaining to healthcare, including but not limited to confidentiality, compliance, standards of care, etc. I will immediately report any issues that I become aware of regarding compliance or quality of care to the UHH Compliance Officer/QI Coordinator, the confidential comment line - 930-7100, Safety Zone, an Upland Hills Health manager, or directly to The Joint Commission or other appropriate regulatory agency. I understand that if I report a compliance concern, I will be protected from punishment or retaliation.

10. I will maintain proficiency in healthcare by implementing a personal program for assessment and continuing education.
11. I will abstain from conflict of interest in all relationships, business decisions and activities.
12. I will respect and protect confidentiality of staff and customers.
 - In order to preserve the dignity of the people we serve, confidentiality of health information must be strictly observed. This includes the patient's identity, physical or psychological condition (including photographs or video), emotional status, medical record information, and individually recognizable patient financial information. It also includes protected health information in all forms: verbal, written, and electronic.
 - I understand I have the responsibility to avoid confidential information I do not need to know unless it relates to my duties at Upland Hills Health.
 - I understand that any information I acquire in accordance with my duties is extremely confidential and is to be kept confidential.
 - I understand that discussing work or work related issues or comments on any form of social media or cloud storage is prohibited.
 - I understand that confidential information is maintained by correct documentation and protecting data from unauthorized intrusion, changes or damage.
 - Our organization is dedicated to preventing, detecting, containing, and correcting security violations. By signing this Employee Code of Conduct, I agree that I will use health care information for purposes of my duties only. I have received orientation to Upland Hills Health's policies and procedures regarding confidentiality and know the importance of maintaining confidentiality. I understand that sharing information for reasons other than in the performance of my duties is a breach of confidentiality. I also understand that there is a monitoring process in place and that I am subject to random checks to ensure that I am not inappropriately accessing confidential records. (Any indication of a breach of confidentiality will be thoroughly investigated; and, where confidentiality has been found to be breached, the undersigned will be subject to appropriate disciplinary action.)
13. I will provide high quality customer service, exhibiting Language of Caring skills and, at a minimum, the following customer service behaviors, the ATTITUDE approach:

Acknowledge

- Greet everyone you meet within 10 feet with a smile and, within 5 feet, a simple greeting.
- Address people by name, if known. Avoid using terms of endearment and/or pet names.
- Communicate caring in interactions with all patients, families, and co-workers.
- Practice presence in interactions, focusing fully on the other person.

Telephone Courtesy

- Before placing a caller on hold, ask if they can hold and wait to hear their answer.
- Before transferring telephone calls, ask if the caller would like voice mail or needs to speak to a person. When transferring the call, wait for the employee to answer then introduce the caller and, if known, the reason for the call.

Teamwork

- Be cheerful, collegial and supportive of each other.
- Praise co-workers in front of customers.
- Let customers see how we work together to help them. Tell them who you are calling for consult, assistance, follow-up, etc.; better yet, call your co-worker while you are with the customer.
- Maintain composure, communicate caring and use positive regard to transform difficult situations.

Introduce & Inform

- Introduce yourself to others politely.
- Tell customers who you are and how you are going to help them.
- Escort people where they need to go rather than pointing or giving directions.
- Advise customers as to what you are doing. Show concern for the customers, family members, and visitors, and explain how their best interest is driving your actions.

Thank

- Express thanks, appreciation and admiration to your patients, families and co-workers to ease anxiety and help them feel respected.
- Express appreciation in a manner that is personal and genuine.

UHH Pride

- Keep the campus clean. If you see something, pick it up/clean it up.
- Make suggestions/changes that are focused on our Mission, Vision and Values.
- Speak positively about the personnel and services at Upland Hills Health.

Discuss Delays

- Establish and follow departmental process for informing customers about the status of their wait before the customer speaks up.
- Be specific in your wait time estimates – avoid vague answers such as “shortly”, “soon” and “first thing in the morning”. Exaggerate the expected wait time slightly. Do not make up an estimate if you truly have no idea.
- Provide as much information as possible regarding test, treatment and procedure scheduling and timelines.
- If the situation changes, give them a timely update with the new expected time frame. Offer a brief, clear explanation without reflecting negatively on colleagues or the department.
- Let family members know whom to contact, and how, with questions while waiting.
- Don’t forget about customers once they’re out of the reception area – keep them updated during the entire process.
- Apologize in a sincere way for any delays. Acknowledge their feelings of frustration.
- Address processes involved in delays to make them more efficient and less likely to cause delays in the future.

End with Heart

- Check the person’s understanding and comfort with next steps.
- Close each interaction on a personal or feeling note.

14. I will refrain from disruptive or inappropriate behaviors including, but not limited to: verbal outbursts; profanity; physical threats; throwing objects; condescending language or voice intonation; reluctance or refusal to answer questions, return phone calls or pages; working under the influence of illicit drugs or intoxicating substances; possession of a dangerous weapon on the premises; theft; sexual harassment, assault or other criminal behavior.

~~~ Code of Conduct developed by employees of Upland Hills Health ~~~

I, _____, have received and read this copy of the Upland Hills Health (UHH) Code of Conduct. I understand that this document is viewed as an essential testament to my commitment to the organization and to each person that I encounter during my duties and responsibilities at UHH. I also understand that I am being asked to both agree to and abide by the UHH Code of Conduct and that these are requirements of my participation here. I fully understand that my participation here is contingent upon me conducting myself and activities within the guidelines of the UHH Code of Conduct. My failure to commit to the Code of Conduct by signing the agreement and then by continuing to meet the requirements of the document can result in my termination of service.

Signature Date

Manager/Designee Signature Date