



# Human Resources Policies and Procedures

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<b>SYSTEM: HSHS</b>	<b>MANUAL(S): HSHS Human Resources Policies</b>
<b>TITLE: Job Shadow</b>	<b>ORIGINATING DEPARTMENT: Human Resources</b>
<b>EFFECTIVE DATE: 11/14/14</b>	<b>REVISION DATE(S): 5/12/17, 12/11/17, 5/11/18, 5/14/18, 6/23/21, 7/1/21, 8/13/21, 1/16/23</b>
<b>SUPERCEDES: #RC-42</b>	
<p><b>This policy is applicable to all HSHS affiliates.</b> * As required by CMS Regulation §482.12 A-0043 Conditions of Participation: Governing Body, the following hospitals and entities are included as HSHS entities: <b>ILLINOIS:</b> (1) HSHS St. John’s Hospital – Springfield (2) HSHS St. Mary’s Hospital – Decatur, (3) HSHS St. Francis Hospital – Litchfield, (4) HSHS Good Shepherd Hospital – Shelbyville, (5) HSHS St. Anthony’s Memorial Hospital – Effingham, (6) HSHS St. Joseph’s Hospital – Highland, (7) HSHS St. Joseph’s Hospital – Breese, (8) HSHS St. Elizabeth’s Hospital – O’Fallon, (9) HSHS Holy Family Hospital – Greenville, (10) HSHS Medical Group, Prairie Cardiovascular Consultants <b>WISCONSIN:</b> (1) HSHS St. Vincent Hospital – Green Bay, (2) HSHS St. Mary’s Hospital Medical Center – Green Bay, (3) HSHS St. Clare Memorial Hospital – Oconto Falls, (4) HSHS St. Nicholas Hospital - Sheboygan, (5) HSHS Sacred Heart Hospital – Eau Claire, (6) HSHS St. Joseph’s Hospital – Chippewa Falls, (7) HME Home Medical, (8) Libertas Treatment Center – Green Bay and Marinette.</p>	

**Purpose:**

The job shadow experience exists to provide students, physicians, potential colleagues and other professionals the opportunity to observe the care and services provided at Hospital Sisters Health System and its affiliates (“HSHS”) while protecting patient privacy and maintaining an effective work environment. HSHS requires pre-authorization of all persons wishing to job shadow in an office, clinic, or procedure area including the shadowing of colleagues working remotely.

**Policy:**

An **observer** is the individual observing the care and services provided by HSHS. Typically, observers are students over the age of 13, physicians or nurses of other healthcare organizations not employed by or contracted with HSHS and/or external applicants for employment. HSHS colleagues are encouraged to participate in job shadow experiences to learn more about potential new career opportunities but will follow a different process when electing to complete a job shadow experience. This policy does not apply to members of the HSHS employed, contracted or otherwise credentialed medical staff, individuals on a pre-arranged tour of HSHS facilities and students placed at HSHS as part of an affiliation or program agreement between HSHS and the respective schools. Individuals interested in observing a physician or credentialed allied health provider should contact the applicable medical staff office for assistance.

To participate in a job shadow experience, the observer must have a sponsor. A **sponsor** is a HSHS leader who is approving the job shadow and is not necessarily the individual the observer will shadow. The observer must be accompanied by the sponsor or the sponsor’s designee (i.e., the colleague the observer will shadow) at all times. Observers who do not have a pre-identified sponsor will be partnered with a sponsor after submitting the online job shadow form (see Procedure section below for more information).

Job shadowing experiences typically occur Monday through Friday and are equal to or less than one workday in length. Requested days/times of the job shadow will be taken into consideration by the sponsor but are not guaranteed. The sponsor has the authority to approve the extension of a job shadow experience, if appropriate. During the course of the job shadow experience, the observer is not to perform any kind of

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compensable task on behalf of HSHS. The observer is also prohibited from actively participating in any portion of the patient care process including, but not limited to, conducting a physical exam/touching a patient in any manner, handling patient equipment, and making recommendations or consulting about patient care.

### Procedure

The observer must complete the online job shadow form ([www.hshs.org/jobshadow](http://www.hshs.org/jobshadow)) and upload all required health information documents prior to starting the job shadow experience<sup>1</sup>. All required paperwork should be submitted a minimum of three (3) days prior to the job shadow experience start date or as soon as possible. Once all required information is processed, a representative from Human Resources will contact the observer to confirm if any additional documentation is required, and someone from the requested department will be in contact with the observer to schedule the job shadow. The sponsor or the sponsor's designee will provide any required orientation or department-specific information necessary at the start of the job shadow experience. This includes the completion of the orientation checklist found at the end of this policy. The sponsor or the sponsor's designee will also ensure the observer has an identification badge which is to be worn by the observer at all times during the job shadow experience.

Attire for a job shadow experience is business casual or scrubs, depending on the area the job shadow will be observing.

*Refer to the Social Network & Media policy for more information on HSHS's guidelines for the social media to protect HSHS's confidential and proprietary information, including patient information. Refer to the Appearance policy for more information on HSHS's guidelines for appearance.*

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<sup>1</sup> HSHS colleagues, including employed physicians and providers, do not need to complete the job shadow form or supply any health information documents. Colleagues interested in a job shadow experience should contact the department of interest to make job shadowing arrangements.

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## Orientation Checklist

All observers must complete and sign the checklist below and return it prior to commencing job shadow.

1.  Mission of Ministry
2.  Role of student/observer, goals/objectives of the observation and any behavioral expectations
3.  Privacy/Confidentiality – Protected Health Information (PHI)

### Safety Procedures

1.  Emergency numbers
2.  Safety Conditions
3.  External disaster response

### Infection Control

1.  Standard Precautions
2.  Hand Hygiene

### Security

1.  Parking
2.  ID Badge (Return at the end of job shadow)

Signature indicates “Orientation Checklist” has been covered by HSHS and Observer reports his/her understanding of material.

Observer’s Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Orientator’s Signature: \_\_\_\_\_ Date: \_\_/\_\_/\_\_