



# Job Shadow Handbook

Last Revised 03/2023

# 1: About UofL Health

## About This Handbook

The information in this booklet is a summary. Provision of this orientation information is a regulatory requirement; UofL Health must have documentation that you have completed this requirement. The information in this booklet should be a good reference and resource for you during your time at UofL Health.

## What is UofL Health?

UofL Health is a regional academic health system with five hospitals, four medical centers, nearly 250 physician practice locations, more than 1,000 providers, the Frazier Rehab Center and James Graham Brown Cancer Center. With more than 10,000 team members – physicians, surgeons, nurses, pharmacists and other highly skilled health care professionals, UofL Health is focused on one mission—one purpose—delivering patient-centered care to each and every patient—each and every day.

## UofL Health’s Mission, Vision & Values

UofL Health leaders share their thoughts on our mission, vision and values for our health care system. UofL Health’s mission is as follows: As an academic health care system, we will transform the health of the communities we serve through compassionate, innovative, patient-centered care.

## What does it mean to be an academic health system?

Through our affiliation with University of Louisville School of Medicine and Health Sciences campus, we are developing future technologies, better processes and more advanced treatments. This means that UofL Health is taking education, research and innovation into our hospital, clinics and practices. We’re providing our patients the highest possible levels of care by bringing minds from across the system and across the world to work here.

## Overview of UofL Health Locations

1. The UofL Hospital (ULH) Campus consists of: UofL Hospital, Brown Cancer Center, Jackson Street Outpatient Center, Chestnut Street Outpatient Center
2. The UofL Health Jewish Hospital (JH) Campus consists of: Jewish Hospital, Heart Hospital, Outpatient Care Center, and Frazier Rehabilitation Institute
3. UofL Health Mary & Elizabeth Hospital
4. UofL Health Peace Hospital
5. UofL Health Medical Center East, UofL Health Medical Center Northeast, UofL Health Medical Center South, UofL Health Medical Center Southwest
6. UofL Health Shelbyville Hospital
7. UofL Physicians consists of multiple provider offices throughout the region

## 2: Our Patients

### Patient- and Family-Centered Care

UofL Health is committed to integrating patient- and family-centered care into all aspects of the care we provide. Patient- and family-centered care is grounded in mutually beneficial partnerships among health care providers, patients, and families in all areas of care from planning and delivery to evaluation. The goal is to collaborate with patients and families, encourage their participation in care, share information and create a safe, comfortable environment that support healing.

### Customer Service

Hospitalization is a stressful time for patients and families. Our patients are not here because they want to be; they are often sick, scared, and anxious. For these reasons, do not take negative comments personally. Listen to our guests and smile when you talk with them. Make patients and families a partner in their care. You can improve the patient and family experience by responding with empathy and compassion, and by including them in their care.

### Communication

Communication is a vital method of relaying information to staff, patients, and family members. UofL Health has adopted several modes of standardized communication that have proven to increase work efficiency and patient satisfaction. Some of the primary communication methods are as follows:

#### AIDET

Practice the AIDET model (Acknowledge, Introduce, Duration, Explanation, and Thank You) with every patient, every time. This model applies when collaborating with patients, visitors, staff, and others with whom you may come in contact. AIDET is a framework for staff to communicate with patients and their families as well as with each other. The framework can be used as we communicate with other staff and colleagues, especially when we are providing internal service.

- **Acknowledge** – Acknowledge the patient or customer to help put them at ease and make them feel comfortable.
- **Introduce** – Introduce yourself to help make the customer or patient comfortable with you.
- **Duration** – Explain how long the patient or customer will be waiting. This will help them understand what to expect.
- **Explanation** – Explain the details so that the patient understands what is being done and why it is being done.
- **Thank You** – Thanking the patient or customer will help to further strengthen the experience and encourage an ongoing relationship.

Be sure to always introduce yourself to each patient and family member, and tell them what you are going to do, why you are doing it, how long it will take, and why it is necessary. Thank the patient and their family for allowing you to work with them. This will put the patient much more at ease.

## **Family Presence**

Patients are encouraged and assisted in identifying their “Partners in Care” upon admission. Patients decide when their families and guests may be present.

## **Patient Rights**

UofL Health is committed to providing an excellent health care experience. All team members have a responsibility to help resolve patient and/or family concerns and have been empowered to do so. We believe all patients have the right to voice concerns and ask questions about the care they receive without being afraid their care will be affected.

## **Cultural Diversity and Sensitivity**

Allowing and respecting differences in both our patients and those with whom we work benefits us all by encouraging creativity, increasing productivity, and providing a happier environment. Integrated workplaces also eliminate discriminatory practices. UofL Health encourages and promotes diversity.

UofL Health fosters an environment that respects and values diverse backgrounds, perspectives, and abilities to provide exceptional care and service to our patients, families, and community. We recognize and embrace diversity within our organization by our commitment to educate and develop culturally competent staff and leaders.

Diversity in health care is concerned with the equitable provision of care and service for everyone; this is our focus. Every day we see and treat individuals from a breathtaking variety of cultures, national origins, languages, races, and lifestyles.

## **Informed Consent**

A valid consent must be obtained from all patients and/or the authorized designee for treatment, for certain defined diagnostic procedures, and for all surgical procedures

## **3: Professional Conduct**

### **Harassment-free Workplace**

As a values-based work community, UofL Health organization is committed to ensuring a safe, supportive work environment and does not tolerate harassment of any type. The organization prohibits the harassment on the basis of race, color, religion, gender, gender identity, age, national origin or ancestry, citizenship, disability, sexual orientation, marital status, pregnancy, veteran status, membership in the uniformed services, genetic information, or any other basis protected by applicable federal, state or local law.

### **Violence in the Workplace**

UofL Health is committed to maintaining a work environment free of intimidation, threats, or violent acts. These include but are not limited to the following in the workplace: intimidation; threatening or hostile behavior; physical abuse; vandalism; arson; sabotage; use of weapons; possession of weapons of any kind or articles which could potentially be used as weapons; or any other act which, in the opinion of management, is inappropriate to the workplace and violates the organization's core values. In addition, jokes, offensive comments, bullying, or comments that imply threats of violence are considered violations of this policy.

### **Confidentiality**

Information about a patient's condition, care, treatment, personal affairs, or records is confidential and may not be discussed; to include, verbal, written and electronic, with anyone except those responsible for patient care and treatment. Confidential information may appear in both electronic and paper form, such as a computer or medical record. You are responsible for protecting the confidentiality of UofL Health information.

### **Drug-free Workplace**

UofL Health recognizes that alcohol and drug abuse are treatable diseases; at the same time, that alcohol and drug abuse are serious social problems which can affect job performance and the work environment and cause significant safety concerns for both patients and co-workers. UofL Health has a standard of zero tolerance for the use of drugs and alcohol in the work place.

### **Smoke-free Workplace**

UofL Health is committed to healthier communities and the national and state efforts to reduce the negative health effects related to tobacco use and second-hand exposure. As a health care system, it is important we educate and model healthy behaviors for our patients and community, as well as provide a healthier workplace for all. Therefore, smoking and the use of tobacco products are prohibited on the properties of all UofL Health facilities.

### **Personal Appearance**

It is our policy to require high standards of personal appearance while individuals are job shadowing to promote a professional environment and comply with infection prevention standards. All job shadow participants should be dressed in clean and neat clothing consisting of either business casual or scrubs, and closed-toe shoes. When applicable, school ID's or badges should be worn visibly above the waist.

### **Violations of Values and Professional Conduct Standards**

Any person demonstrating violation of the above values, behavioral standards, and/or professional conduct standards will be subject to notification of the appropriate supervisor, instructor, or other appropriate individual. The individual will be subject to discontinuation of the established relationship with UofL Health, upon review of the specific circumstance.

## **4: Compliance and Ethics**

### **Compliance**

UofL Health will conduct itself with the highest level of business ethics and in compliance with applicable laws. This goal can only be achieved and maintained through the integrity and ethical standards of those who represent UofL Health, both employees and non-employees. No set of standards or written rules can substitute for personal integrity, good judgment, and common sense.

### **Ethical Aspects of Care, Treatment, and Services**

Medicine often involves more than just diagnosis and treatment. Difficult questions involving issues such as mental competence, quality of life, and patient and family wishes may arise. Medical ethics is the moral dimension of medical practice.

## **5: Documentation, Technology, and Reporting**

### **Occurrence Reporting**

Occurrences can happen on any UofL Health property. Occurrences are any events that are considered out-of-the-ordinary, not part of routine business or unexpected such as patient or visitor falls, exposure

In the event you are involved in an incident on UofL Health campus property, please notify the on-site job shadow coordinator of the event, and they will assist you with receiving any medical assistance you may need, and reporting to any additional necessary entities, including your instructor or faculty.

### **Computer System and Resources**

All individuals are expected to conduct their use of computer systems with the same integrity as in face-to-face or telephonic business operations. Any use that is illegal, non-work-related, offensive, or in violation of other company policies may be the basis for denial of computer system access.

### **Internet**

UofL Health is connected with the Internet and other networks. The Internet can provide excellent sources of information for research and business use. However, access to the Internet or other sites to or through company Intranet resources is authorized only when the access is in conjunction with valid work or project-related requirements. Access to Internet sites that are generally considered obscene or racial will not be condoned.

## 6: Safety and Environment of Care

UofL Health is focused on patient safety. To promote patient safety, UofL Health has multiple processes, policies and systems in place to guide the safe delivery of care.

### Concerns About Safety and Quality of Care

Anyone who has concerns about safety or quality of care provided in the hospital may report these concerns to a staff member, leader, The Joint Commission and/or the State Office of the Inspector General.

### Occupational Health

UofL Health is deeply committed to providing and maintaining a safe environment for our employees, patients, and visitors. To do so requires the continuous cooperation and support of each person.

UofL Health requires that all medical staff, students, volunteers, and contract workers be immunized in accordance with the *Center of Disease Control and Prevention* (CDC) guidelines. These include annual TST skin testing and may also require appropriate medical evaluation, immunity against hepatitis B, rubeola, rubella, and varicella. Commitment to patient safety also dictates that immunization against influenza occurs every season unless contraindicated.

### Medical Waste

Health care facilities routinely generate copious amounts of potentially hazardous medical waste. There are six main types of waste at UofL Health: general trash, infectious waste, radioactive waste, cytotoxic waste, pharmaceutical hazardous waste, and hazardous chemical waste. In all cases, medical waste must be disposed of properly.

### Bloodborne Pathogens

As a person in a health care facility, you are at risk of exposure from bloodborne pathogens. UofL Health has developed an extensive *Exposure Control Plan* designed to protect all health care personnel from exposure and to ensure a process that provides appropriate treatment in the event of exposure. Health care workers need to be aware of the exposure risks when unprotected contact is made with some human bodily fluids.

### Protecting Yourself from Exposure

- Always wear appropriate personal protective equipment (PPE).
- Never eat, drink, apply cosmetics, or handle contact lenses in area where exposure may occur
- If your skin comes in contact with blood or other potentially infectious material, immediately wash with soap and running water, or flush with water if eyes are exposed.
- If mucous membranes are exposed to contamination, flush with water for 15 minutes, and then contact the UofL Health Services Office at 852-6446.

### Universal (Standard) Precautions

Universal or Standard Precautions are safeguards designed to protect you. By following these precautions as detailed in the *Exposure Control Plan* and by assuming that all patients and bodily fluids are infected with a bloodborne virus or other potentially infectious organism, your risk of exposure will be greatly reduced.

## Personal Protective Equipment

Personal Protective Equipment (PPE) is a vital barrier between you and hazardous or contaminated materials. Make sure you have read the *Exposure Control Plan* and that you are aware of the following:

- Always wear PPE that is appropriate for the task you are performing.
- At UofL Health, PPE is provided at no cost to you.
- Use, remove, and dispose of PPE according to the instructions in the *Exposure Control Plan*.

## Radiation Safety

Under normal circumstances, radiation exposure levels associated with health care are extremely low and safe. However, because exposure to high levels of radiation can be dangerous and even deadly, precautions must be taken to minimize the risk of high-level exposure. Please follow any and all instructions given to you by the staff of the Radiology Department to comply with radiation safety principles.

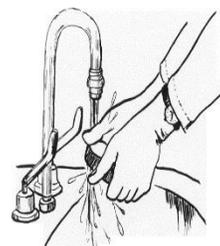
## Infection Prevention and Control

Germs in a health care facility can be dangerous and sometimes deadly. Fortunately, you can reduce the risk associated with germ contact for both you and your patient by utilizing safe infection control practices. Preventing health care associated infections is an essential activity that all of us share. We must do our part in providing a safe environment for our patients.

## Hand Washing and Hand Sanitization

Hand hygiene is the single most important means of preventing the spread of infection. You should perform hand hygiene:

- After arriving to work
- Before and after each patient contact
- After removing gloves
- Before and after eating
- After using the restroom
- Before leaving work



## Security and Personal Safety

The Security Department is staffed 24 hours a day to provide a safe and secure environment for the facility and its staff, patients, and guests. Security uses roving patrols to conduct perimeter checks. These officers are armed and commissioned, respond to all calls for assistance outside the facility, assist in traffic management, and write parking citations. Security also uses interior patrols within the facilities. There are several stationary posts throughout the campus.

## Personal Safety

Our facilities are busy places with many people moving through it each day. Always be aware of your own security and the security of patients and others. Wear your identification badge where it can be seen. You should take responsibility for your personal safety by being aware of your surroundings, locking your vehicle and valuables, using well-traveled routes to and from work, and taking other precautions.

## Emergency and Disaster Codes

Code	Definition
Code Black	Bomb threat/bomb
Code Yellow External	Large scale disaster. When the number of casualties coming in exceeds the medical capabilities of the on-duty Emergency Department staff.
Code Yellow Internal	Internal disaster, such as major structural damage, electrical failure, flooding, actual presence of explosive device, hostage situation, outbreak of public disorder, or a breach of public peace.
Code Orange	Hazardous material spill/release - Internal
Code Orange	Person(s) coming to the hospital will need to be decontaminated
Code Pink	Infant Abduction
Code Silver	When a firearm is being brandished NOTE: Active shooter is called when a firearm is being discharged or has been discharged within the hospital building or on the hospital
Code Red	Fire emergency
Tornado Warning	Tornado plan
Code Gray	Immediate security assistance (call Code Silver if the person has a
Code Blue	Cardio/pulmonary emergency
Code Stroke	Any patient exhibiting signs/symptoms of a stroke
Rapid Response	Decline in patient status, needing intervention.
Code EMA	Person(s) on hospital grounds in need of emergency medical
Code Green	Person(s) in labor on hospital grounds in need of emergency medical
Amber Alert	A child has gone missing
Golden Alert	A vulnerable adult has gone missing

## 7: Acknowledgement Page

1. I, \_\_\_\_\_, understand that during the course of the UofL Job Shadow Program (the "Program"), I may obtain or have access to confidential medical information concerning certain patients. I acknowledge that as a participant in the Program, I have an obligation to respect patient privacy and to maintain the confidentiality of all medical information from whatever source and in whatever form. Such confidential medical information may be in either oral, written, or electronic form and may include, but is not limited to the following:
  - (a) The identity of a patient;
  - (b) Information relating to the past, present, or future physical or mental health or condition of a patient;
  - (c) Information relating to health care services or treatment provided to a patient; and
  - (d) Information relating to the past, present, or future payment for health care services or treatment provided to a patient.
  
2. As a condition of participating in the Program, I hereby agree to:
  - (a) Respect a patient's right to participate in decisions affecting his or her care and immediately excuse myself from the area if a patient is uncomfortable with my presence, or if instructed to do so by a physician or member of a physician's staff;
  - (b) Strictly abide by and adhere to the privacy policies and procedures of each of the physicians and/or practices I visit during my participation in the Program;
  - (c) Observe and discuss only those patients who have authorized my involvement in activities related to their treatment and care;
  - (d) Refrain from reviewing or discussing medical information not directly related to my participation in the Program; and
  - (e) Hold any medical information, including, without limitation, any treatment or diagnosis information and the identity of any patient of which I become aware in strictest confidence and refrain from discussing any such information with other persons at any time.
  
3. I understand and agree that failure to abide by the terms of this Confidentiality Agreement may result in immediate termination from the Program.

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

(If Under 18 Years of Age, Parent or Guardian Must Sign)