



Indiana University Health

# *Observer / Job Shadow Handbook*

*Indiana University Health's mission is to improve the health of our patients and community through innovation and excellence in care, education, research and service.*

# Welcome to Indiana University Health!

*Indiana University Health's mission is to improve the health of our patients and community through innovation and excellence in care, education, research and service.*

Indiana University Health is Indiana's most comprehensive healthcare system. Our unique partnership with the Indiana School of Medicine, one of the nation's leading medical schools, gives patients access to innovative treatments and therapies. IU Health is comprised of hospitals, physicians and allied services dedicated to providing exceptional care to patients just like you – from across Indiana and around the world.

IU Health has numerous hospitals statewide, as well as numerous pharmacies, labs, outpatient clinics, and specialty centers.

## **Our Promise of Assurance**

Our promise to our patients and families is the assurance they are making the right choice when choice matters most. Knowing this promise – and how your work contributes to our ability to keep it – matters to our patients and their families. It isn't a marketing campaign or a slogan. It is the one thing that our patients have told us they need most from IU Health and from you.

## **Standards of Assurance**

As a member of our team—whether you provide direct patient care or work in an administrative or service position—you are responsible for delivering on our promise of assurance. This compass illustrates our guiding principles to delivering on the IU Health promise.



### **Quality**

We uphold the highest standards of quality care and service.

### **Environment**

We maintain a welcoming environment.

### **Communication**

We communicate clearly and with compassion.

### **Accessibility**

We make it easy and convenient for our customers to obtain our services.

## **Assurance in Action**

The essential behaviors that help bring the Standards of Assurance to life and help us to deliver on the Promise of Assurance are our six Assurance in Action behaviors. These behaviors should be exemplified by all IU Health team members in each location and in every role.

- Smile and Make Eye Contact
- Use AIDET to Connect
- Anticipate Needs & Welcome Questions
- Reduce Hassles
- Keep it Clean & Clutter Free
- Strive to Make it Right, Right Away



## The Experience

### OBSERVER/JOB SHADOWER DESCRIPTION

#### Look of Assurance

Our Dress Code is business casual

- **No denim / jeans / shorts / capris / sweats permitted**
- **No scrubs**
- No open toe shoes or Crocs
- No dangling earrings or necklaces
- No false eye lashes
- No perfume, cologne or other scented products
- Limited accessories on hands and wrists
- Single color nail polish/no embellishments; nails no longer than 1/4"

#### Gift Giving

Under no circumstances should an Observer/Job Shadow give a patient, visitor or guest a gift of any type. Observers must not purchase items with the patients or the observer's own funds. Observers cannot provide services or support in the way of transportation, accommodations, guidance or counseling.

#### Personal Communication Devices

1. It is NEVER acceptable to use cell phones, text, listen to I-Pods or MP3 players while you are observing.
2. Any personal media devices are to be turned off. IU Health is not responsible for theft of these items.

# Patient and Guest Interaction

## AIDET

AIDET is a simple acronym that ensures the key components of effective communication to put our patients/guests at ease. This method also allows us to “manage up” and be positive about our co-workers, other departments or physicians.

- A** *Acknowledge: Greet people with a smile and use their name.*
- I** *Introduce: Introduce yourself to others politely. Tell them who you are and how you are going to help them.*
- D** *Duration: Keep in touch to ease waiting times. Let others know if there is a delay and how long it will be.*
- E** *Explanation: Describe what you are doing, how procedures work and who to contact if they need assistance.*
- T** *Thank You: Foster an attitude of gratitude. Thank someone for their patronage, assistance or help.*

The objective of AIDET is to provide a framework for staff and Observers to communicate with patients and their families to ensure we are treating individuals with care, dignity and respect.

## First Impressions

First impression = 90 seconds

You have only 90 seconds to make an actual “connection”

Whether or not that “first impression” is a positive one will have a proven impact on the perception of their stay

Before a person even speaks we can determine one important element...attitude can be sensed through verbal and non-verbal cues.

## Communication

- Asking a customer: “Is there anything I can do for you”?
- Guiding people in the right direction when escorting them to where they need to go.
- Using the customer’s preferred name.
- Listening to our customers and welcoming questions.
- Being mindful of what we say, how we say it and where we say it because we understand the importance of privacy, dignity and confidentiality.

## Language (verbal and non-verbal)

Use words or tone of voice that will help patients and visitors feel confident and reassured.

Smile!

Be sensitive to how patients and families interpret physical contact.

Be aware of what your body language is saying about you.

### Things NOT to say:

I will be praying for you. / I hope you get well soon.  
When are you going home? / Why are you here?  
Where is your Family?

### Instead say:

I will be thinking of you.  
Have you been here long?  
Is someone here with you?



# Patient Interaction and Safety

## Therapeutic Relationships

Hospitalization is a stressful event for a patient and their family. Observers must learn to establish Therapeutic Relationships while maintaining clear boundaries...to be friendly without being a friend.

| Under-involved                    | Therapeutic                       | Over-involved                       |
|-----------------------------------|-----------------------------------|-------------------------------------|
| Cold, uncaring, detached          | Empathetic, compassionate         | Exaggerated sense of responsibility |
| Judgmental                        | Mutual respect and trust          | Assumes emotional burden            |
| Standardized approach             | Individualized approach           | "No one else can care like me."     |
| Avoider                           | Advocate                          | Rescuer or savior                   |
| Patient or family feels neglected | Patient or family feels empowered | Patient or family feels dependent   |

## Addressing Concerns

Observers with questions, problems or concerns regarding any aspect of their work should talk to their immediate supervisor or contact the Unit Manager.

## Clinical Assistance

Please notify a medical professional in the following situations while on duty:

- Patient needs to use the bathroom.
- Patient is hungry or thirsty.
- Alarms are sounding on medical equipment.
- The patient or family have a concern or question relating to their care.

# Patient Interaction and Safety

**As a guide, the following include, but are not limited to, inadvisable behaviors that may result in a review of your Observation opportunity:**

## **General Behaviors**

- Socializing with patients and/or families outside the hospital.
- Discussing your own personal problems or medical history with patients or their families
- Exchanging phone numbers, addresses, email addresses, social media contacts, and other personal information with patients and/or families.

## **Patient Care**

- Observers are not permitted to provide patient care, below are examples of actions that are considered patient care:
  - Assisting a patient with the bathroom
  - Giving medical advice
  - Taking Vitals

Procedures must often be performed at a patient's bedside. It is important for you to step out of the room when this is done unless the patient has given permission.

## **Patient Interaction Tips**

- Respect their boundaries...do not exchange phone numbers, email addresses, social media info, etc.
- Avoid asking prying questions (good alternatives: What is your name? What are your interests, hobbies, favorite team/color, etc.)
- Report any issues or concerns to your supervisor or the Unit Manager
- Respect expressions of emotion

### **Remember...**

- To be at the patients eye level.
- To introduce yourself and your role to the patient and family.
- To respect expressions of emotion.
- To respect the patients right for privacy.
- That a smile is contagious.

### **Avoid...**

- Pitying patients and families.
- Talking in a negative manner.
- Losing your self-control.

# Hand Hygiene

**Hand hygiene is the #1 intervention proven to prevent healthcare associated infections and the spread of antimicrobial resistant organisms.**

Per the Centers for Disease Control and Prevention (CDC), hospital patients get an estimated 722,000 infections each year in the United States. That's about one infection for every 25 patients. Infections that patients get in the hospital can be life-threatening and hard to treat. Hand hygiene is one of the most important ways to prevent the spread of infections.

- Hand hygiene should be done by all personnel who are involved in direct or indirect patient care.
- Patients, families and visitors are expected to perform hand hygiene.

Most healthcare-associated infections can be prevented by proper hand hygiene, following precaution guideline procedures and proper cleaning and disinfection of environmental surfaces and medical equipment.

Gloves do not replace hand hygiene! Perform proper hand hygiene before and after glove use. Dirty hands inside gloves are a perfect breeding ground for bacteria to replicate!

## What should I use to clean my hands?

### Soap and Water

1. When your hands are visibly soiled
2. After using the restroom
3. Before and after eating
4. After coughing and sneezing

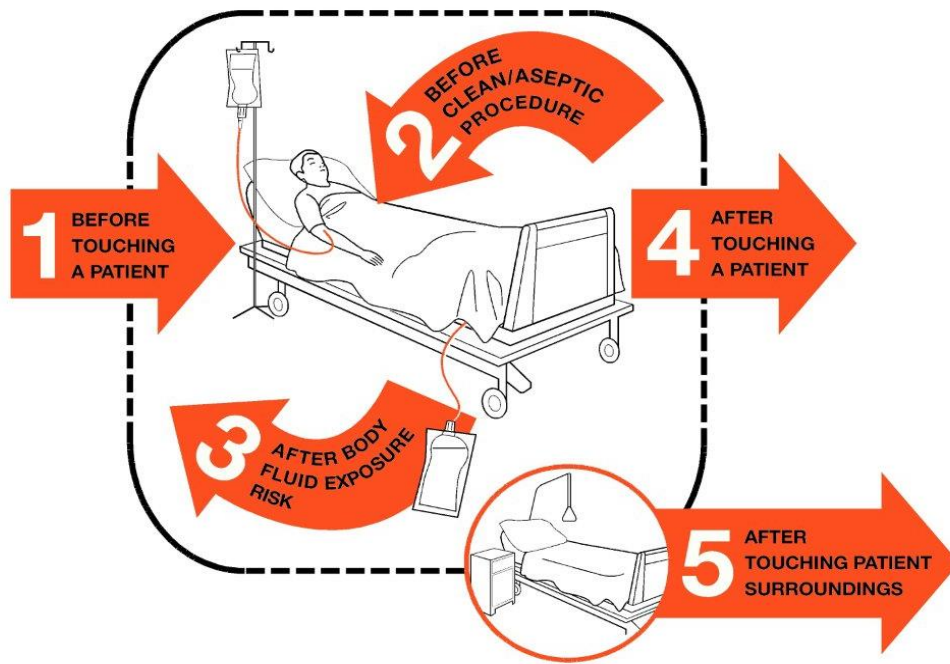
### Hand Sanitizer

- Preferred method for hand hygiene due to its ease of use and availability
- Wash your hands with soap and water if you feel that your hands become too tacky after multiple uses of hand sanitizer (CDC).



# Hand Hygiene

## Your 5 Moments for Hand Hygiene



|              |   |
|--------------|---|
| <b>WHEN?</b> | Clean your hands before touching a patient when approaching him/her.  |
| <b>WHY?</b>  | To protect the patient against harmful germs carried on your hands.   |
| <b>WHEN?</b> | Clean your hands immediately before performing a clean/aseptic procedure.   |
| <b>WHY?</b>  | To protect the patient against harmful germs, including the patient's own, from entering his/her body.  |
| <b>WHEN?</b> | Clean your hands immediately after an exposure risk to body fluids (and after glove removal).   |
| <b>WHY?</b>  | To protect yourself and the health-care environment from harmful patient germs.   |
| <b>WHEN?</b> | Clean your hands after touching a patient and her/his immediate surroundings, when leaving the patient's side.  |
| <b>WHY?</b>  | To protect yourself and the health-care environment from harmful patient germs.   |
| <b>WHEN?</b> | Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even if the patient has not been touched. |
| <b>WHY?</b>  | To protect yourself and the health-care environment from harmful patient germs.   |



# Isolation

In addition to the constant use of Universal Precautions, more precautions may be needed to enter an isolation room. Observers should ALWAYS check with the nurse or nurse's station before entering an isolation room.

Universal Standard Precautions recognizes there is no practical way to determine the status of all patients who may be sources of pathogens, such as bacteria, viruses and fungi. Universal Standard Precautions establishes minimum standards for contamination control that shall effectively control pathogens if they are present.

Isolation signs posted on the patient's door will state the types of precautions and clothing necessary for everyone entering the room to wear. It is important for everyone, including Observers, to read these signs carefully before entering a patient's room or of any isolation patient. When you are unsure what to do, please ask your supervisor for assistance.

## How does the sign help you?



**Front of sign provides:**

- Type of isolation precaution
- Directions in English and Spanish
- Pictures that demonstrate proper order of hand hygiene and putting on PPE upon entry
- Proper order of discarding PPE and hand hygiene upon exit

## Personal Protective Equipment

Gloves, fluid resistant gowns, face shields, eye protection and resuscitation devices.

Personal protective equipment is worn for these important reasons:

- To provide a protective barrier for hands, head and body of the Observer in order to prevent contact with moist body substances.
- To reduce the likelihood that pathogens present on an Observer's skin will be transmitted to patients during direct patient care procedures that involve touching a patient's skin, non-intact skin or mucous membranes.
- To reduce the likelihood an Observer's skin will spread pathogens from one patient to another.

Personal protective equipment shall be removed before leaving the patient's room, service area or when going from a dirty to a clean area or procedure with the same patient, when visibly soiled and before caring for another patient.

Hands shall be washed as soon as possible after removing personal protective equipment. Appropriate personal protective equipment is required when engaging in tasks involving contact with any body fluid or moist body substances.

# Patient Confidentiality

## HIPAA

- HIPAA is the 1996 Health Information Portability Accountability Act.
- It is a federal regulation created by the U.S. government to protect the privacy of all patients within any healthcare setting.
- All employees and Observers are obligated to protect the privacy of our patients at all times!

You may become aware of confidential information regarding patients, employees, or hospital functions when you observe. It is your responsibility to respect the confidentiality of those persons within the facility and the information you may learn! A breach of confidentiality is a violation of a legal right and can result in dismissal from the program, federal fines and/or a lawsuit.

DO NOT: take pictures of patients.

DO NOT: discuss patient information or post information about patients on any Internet forum or social networking sites.

DO NOT: post any pictures of patients received from the patient or their family!

DO NOT: text patient confidential information using personal devices!

DO NOT: add blogging comments to newspaper articles about our patients.

Any inappropriate disclosure of patient information may result in disciplinary action, up to and including termination.

## Non-Disclosure Patients

- If you see this star next to a name...No Information is to be given.
- Absolutely no information is given out about a patient with this status.
- No acknowledgement this patient exists in our hospitals.
- "I'm sorry, I have no information regarding a patient by that name".



## Patient Confidentiality

Observers, as well as other staff members, must respect the privacy of those with whom they come in contact. Patient information is provided on a "need to know" basis. As an Observer only limited information about our patients and families will be shared with you.

Staff cannot discuss a patient's medical or personal situation with you unless the information is necessary in order for you to safely and effectively interact with the patient. Never read a patient's medical chart. Do not ask staff questions about a patient's condition or background.

# Patient Confidentiality

## Observer Confidentiality Statement

Indiana University Health is compliant with all requirements pertaining to confidentiality as set forth by our regulatory agencies and the Health Insurance Portability Accountability Act of 1996 (HIPAA). Confidentiality rights and HIPAA ensure all patients, employees and Observers have the right to protect their medical, financial and personal information from unauthorized viewing, use or disclosure.

In order to safeguard this right, Observers and employees may only look at, use, discuss or disclose patient, employee or Observer information for reasons which are necessary to the performance of an assigned duty with IU Health.

In the course of service, Observers may become aware of confidential information relating to patients, employees or functions within IU Health.

I understand and acknowledge that:

1. I have been informed of and am aware of IU Health's policy regarding confidentiality of patient, employee and volunteer information, as well as IU Health's corporate compliance and HIPAA policies.
2. A breach of patient, employee or volunteer confidentiality, whether intentional or unintentional, will be reported to my service area supervisor, the Unit Manager, IU Health Privacy Team and may result in immediate termination of my experience within any IU Health facilities.
3. It is my responsibility to:
  - a. Respect each patient, employee and volunteer's right to privacy as recognized by IU Health and federal and state regulations.
  - b. Refer all inquiries or requests for patient, employee or volunteer information to authorized individuals within IU Health who are responsible for the release of such information.
  - c. Report any confidentiality or HIPAA violations to my service area supervisor and the Unit Manager.

I agree to adhere to the expectations as discussed in the *Observer/Job Shadow Confidentiality Statement*. I understand that I am bound by this agreement while I am an Observer at IU Health and thereafter. I further understand failure to comply with confidentiality and HIPAA policies may result in my being legally liable.

# Environment of Care

## Emergency Alerts

| Emergency Event Type    | Alert Description   | Announcement Schedule  |
|-------------------------|---|--|
| Fire                    | "Fire Alert – Fire alarm activated (building + floor + zone). Follow RACE procedures"   | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>  |
| Medical Alert           | "Medical Alert – (campus + floor + department + room #/closest point). Code Blue team response required"  | <ul style="list-style-type: none"> <li>Announce 3 times</li> </ul>   |
| Abduction               | "Abduction Alert – Missing infant/child (campus + floor + department + room #/closest point). Description (age + gender + clothing + hair color + race). If located, please contact Security"   | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>  |
| Elopement               | "Elopement Alert – Missing adult (campus + floor + department + room #/closest point). Description (age + gender + clothing + hair color + race). If located, please contact Security"  | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>  |
| Severe Weather          | "The National Weather Service has issued a _____ for (County Name). The watch/warning is in effect until (time). Please move to an interior corridor away from windows"   | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat hourly</li> <li>All clear announcement</li> </ul>  |
| Behavior Alert          | "Behavior Alert – (campus + floor + department + room#/closest pt)"   | <ul style="list-style-type: none"> <li>Announce 3 times</li> <li>All clear announcement</li> </ul>   |
| Active Threat/Shooter   | "Security Alert – There is an active shooter incident (department or location). We are going into restricted access mode until this situation is under control by local law enforcement. Please locate a safe place and stay in it until an all clear is announced"         | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 10 minutes</li> <li>All clear announcement</li> </ul>  |
| Internal Disaster Alert | <p>"Internal Disaster Alert has been activated. Please return to your home department. Nursing units please submit your census report to the Command Center.</p> <p>1) A labor pool has been established in (location); or<br/>2) There is no labor pool at this time."</p> | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 20 minutes for first hour</li> <li>Repeat hourly thereafter</li> <li>All clear announcement</li> </ul> |
| External Disaster Alert | <p>"External Disaster Alert has been activated. Please return to your home department. Nursing units please submit your census report to the Command Center.</p> <p>1) A labor pool has been established in (location); or<br/>2) There is no labor pool at this time."</p> | <ul style="list-style-type: none"> <li>Initially announce 3 times</li> <li>Repeat every 20 minutes for first hour</li> <li>Repeat hourly thereafter</li> <li>All clear announcement</li> </ul> |

# Environment of Care

## Fire Safety

- Fire doors must never be blocked by any item or propped open by any object.
- Items cannot be placed in front of any fire protection device, such as fire extinguishers and fire alarm pull stations.
- Whenever a fire alarm sounds, Observers are expected to be aware of the location of the alarm, implement applicable elements of the Fire Response Plan including R.A.C.E. (Rescue – Activate – Contain – Extinguish / Evacuate) and any department-specific responsibilities.
- To use a fire extinguisher remember P.A.S.S. (Pull – Aim – Squeeze – Sweep)

## Hazardous Materials and Waste

1. Food cannot be present in any work area where chemicals are present.
2. Waste must be disposed of properly. Example – only biohazard waste should be placed in biohazard containers.
3. During a hazardous materials spill, contain fumes/odors by closing doors (same as with fire and smoke). If unable to contain by closing doors, such as in a hallway or common area, establish a perimeter around the spill, keeping others out of the area where fumes are strongest.
4. Observers should not attempt to clean up any unidentified spills at any time.

## Safety

- To reduce risk of injury on the job, lift items properly keeping items close to the body and bending at the knees. Staff should not lift loads that are too heavy.
- Always push—never pull—carts/equipment (unless the equipment was designed to be pulled, like a wagon).
- Smoking is prohibited in all IU Health buildings, company vehicles and on the property/grounds of IU Health including campus parking garages, walkways and tunnels.
- Cords or other trip hazards should never be placed across walkways.
- **Leaving personal possessions unattended is behavior that often supports the activities of criminals.**

## Emergency Reference Information Card

This card will be provided to you with your ID Badge. It provides important information and phone numbers, including the number for Security.

## Security

- Do not keep personal property in unsecured or obvious locations, such as desk drawers, which increase risk of theft.
- Cameras have been placed in strategic areas throughout IU Health and are monitored 24 hours a day, seven days a week.
- If you cannot talk freely on the phone, ask the Security Dispatcher to page Dr. Armstrong and give your location
  - Security will know you have an emergency situation and cannot talk freely. They will send an officer to your location.

## Reasons to Call Security

- To arrange an escort to get to or from the parking area safely
- To report any escalating situation that requires Security's involvement
- To report a: bomb threat / an infant/child abduction / any suspicious activities

# Environment of Care

## Emergency Management

1. Staff and Observers should be familiar with the Emergency Procedures Guide designed to serve as a quick reference during emergencies and should be centrally located in all areas.
2. Observers should always wear their visitor ID badge when on duty.
3. Always report suspicious packages and/or letters to Safety & Security. Do NOT handle if any item appears suspicious.
4. The four stages of evacuation are:
  - a. Stage 1: Horizontal evacuation
  - b. Stage 2: Vertical evacuation
  - c. Stage 3: Evacuation to a separate building
  - d. Stage 4: Total campus evacuation

## Utilities

1. Only life-support and other essential equipment should be plugged into emergency power (red) outlets.
2. Staff should call Facilities Maintenance to report malfunctioning utilities, such as elevators not working, lights not working, sinks overflowing, etc.

## Injury Procedure

If you are injured while observing, please follow these steps:

1. Contact your supervisor immediately
2. The Unit Manager will contact your Emergency Contact
3. Receive treatment – in a IU Health Emergency Room
4. Contact Safety & Security and they will fill out an Incident Report

## Blood/Body Fluid Exposure

What constitutes a blood/body fluid exposure?

- a. Needle stick
- b. Splash of blood/body fluids into your eyes, nose or mouth
- c. Laceration, cut, abrasion with a contaminated instrument (knife, blade, suture needle, etc). Getting blood/body fluids on an open, fresh cut or break in the skin. Stuck by a needle or sharp object in the trash. Human bites may qualify.

**If you incur a contaminated injury such as exposure to blood, body fluids or a stick from a needle:**

- Notify your service area supervisor and Unit Manager
- Call the OUCH line
- Follow the instructions provided by the OUCH line
- Unit Manager will notify your emergency contact
- Contact Safety & Security and they will fill out an Incident Report