LOUISIANA STATE UNIVERSITY
HEALTH CARE SERVICES DIVISION
BATON ROUGE, LA

POLICY NUMBER:	0521-14
CATEGORY:	Administrative Services
CONTENT:	Visiting Observer/Job Shadowing
EFFECTIVE DATE:	May 31, 2012
REVISED DATE:	July 11, 2012
REVIEWED DATE:	September 19, 2012
REVISED:	February 28, 2014
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2/27/2014
Date

LSU HCSD VISITING-OBSERVER-JOB SHADOWING POLICY

I. Purpose

To establish guidelines that will further LSU HCSD's educational mission to allow for individuals to participate in job shadowing while ensuring that safeguards are in place to protect the observer, as well as LSU HCSD patients.

II. Scope

The scope of this policy applies to all LSU HCSD faculty, residents, students, staff, trainees, and volunteers. This policy applies to any person who requests to observe or job shadow a LSU Health Care System professional. It does not apply to affiliation agreements such as graduate medical education or allied health care profession training programs.

III. Policy

It is the policy of LSU HCSD to allow healthcare professionals who are interested in advancing their skills or knowledge, or students who are interested in pursuing careers in healthcare, the opportunity to observe employees and/or faculty members of LSU HCSD. This opportunity is only available with a sponsorship by a LSU faculty member or LSU HCSD department head or division director. The facility where the observation is to occur has the final decision as to whether or not the request for job shadowing may occur, based on the application of the intended observer, and the capacity and capability of the facility.

IV. Procedure

A. Registration

- Persons interested in job shadowing must register to do so at the LSU HCSD facility, using the application found in this policy (Attachment A).
- The LSU HCSD facility must determine which department will process such applications, and have an established process to review, accept or deny the application, communicate with the observer, and ensure that all requirements are met before the observer is allowed to job shadow.
- The LSU HCSD facility must assign the observer a willing sponsor who will be responsible for the actions of the observer while they are on campus. In some instances, the facility may require that the observer secure the sponsor and have this established prior to the application in order to be approved for job shadowing.
- Once approved, the remaining requirements noted below must be met prior to the observation experience.

B. Requirements – The following requirements must be met prior to the requestor being approved for job shadowing

- Completed application form (Attachment A)
- Statement of Agreement and Acknowledgement of Role and Responsibilities (Attachment B)
- Confidentiality Agreement (Attachment C)
- Current copy of immunizations which show 2 MMRs, varicella status (had chicken pox or the varicella vaccine), and recent TB skin test.
- A sponsor who is willing to be responsible for the observer during his/her time at the facility.
- The requestor must be:
    - a high school or college student currently enrolled in a formal educational program related to healthcare that requires observing the health care environment. There must be a letter from the teacher/professor verifying that job shadowing/observing is a requirement of the curriculum.; or
    - a post-graduate student or practitioner in the healthcare field seeking further education/skills related to a specialty or service provided at the facility.
- The requester must complete the basic general orientation requirements established for its volunteers. At a minimum, this orientation should include:
    i. HIPAA Privacy
    ii. Infection Control
    iii. Life Safety

C. Limitations

- Those requesting a job shadowing experience will not be granted access to the following sensitive areas: surgery, emergency department, infectious disease clinics, mental health, or detoxification unit. Each LSU HCSD facility or office may establish additional clinical areas that are excluded from observation activities.
- The observer may not partake in any direct clinical action.
- The observer may not observe invasive exams or procedures.
- The observer may not document in any portion of the patient's medical record or official documents of the facility.
- The observer may not view patients' medical records or other depository of patient information, including CLIQ, Siemens, or electronic health record.
- The observer may not bring home any document that contains protected health information. The observer may not take pictures of, or audio or video record any patients, or any protected health information, as per LSU HCSD policy.
- Faculty and LSU HCSD facility staff may serve as sponsors.
- Residents and medical students may not serve as sponsors.
- Patients who may be observed must be informed of the observer, and be given the option to refuse to have the observer present during their treatment. They must be given this option without the observer in the room.

- Sponsors may not allow an observer to begin until the entire registration process is completed, and the sponsor is notified that the observer is cleared to observe.
- The observer must have an identification badge issued by the LSU HCSD facility or office. This badge must be worn at all times while at the facility. The badge will read: OBSERVER.

V. Responsibilities

A. Hospital Administrator
- Determines which department will be responsible for the processing of job shadowing/observer requests.
- Implements the requirements of this policy.
- Ensures compliance with the policy.

B. Sponsor
- Agrees to be responsible for the actions of the observer during the time the observer is in the Facility.
- Agrees to remain with the observer at all times while the observer is in the Facility.
- Agrees to minimize the amount of protected health information to which the observer is exposed.

C. Observer
- Agrees to the terms and conditions of the observer consent forms.
- Provides his/her most current immunization status. If found to be insufficient, agrees to obtain immunizations at his/her own expense.

V. Enforcement

Failure to adhere to the intent of this policy may result in disciplinary action up to and including dismissal.