

Facility Orientation for the Educational Observation Program (aka: Shadowing)

University of Colorado Hospital - Office of Volunteers

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Mission

We improve lives.
In big ways through learning, healing and
discovery.
In small, personal ways through human
connection.
But in all ways, we improve lives.

Vision

From health care to health.

Values

Patients first
Integrity
Excellence



About University of Colorado Hospital



- UCH ranks in the Top 6 academic hospitals in the US
- Affiliated with University of Colorado Medical School
- UCH provides care for complex patients, acting as a referral center for the Rocky Mountain Region
- UCHHealth System includes, UCH, Poudre Valley Hospital, Medical Center of the Rockies, and Memorial Hospitals

We are a Magnet Hospital!

Recognized for 4 Consecutive Review Years!

- Our nursing staff is part of the Top 1% in the World with a 4th Magnet Recognition
- Magnet Hospitals are an excellent environment for clinical staff to work, and for patient to be cared for safely with high standards of care



Our Buildings on the Anschutz Medical Campus include:

World's "Firsts" at University of Colorado Hospital:

- First to conduct human cell cloning to study genetics and cancer
- First to discover how the human gene functions
- First to set the international standard for classifying human chromosomes
- Performed the world's first liver transplant

Anschutz Inpatient Pavilion (AIP & AIP2)
our two inpatient towers

Anschutz Outpatient Pavilion (AOP)
home to many of our clinics

Anschutz Cancer Pavilion

home to the renowned clinical services of the University of Colorado Cancer Center, with outcomes that far exceed state averages

The Rocky Mountain Lions Eye Institute

home to University Laser Vision and what *Ophthalmology Times* recently named one of 10 Best ophthalmology practices in the country

The Center for Dependency, Addiction and Rehabilitation (CeDAR)

the region's premier residential and treatment center for adults and families afflicted with alcoholism and substance dependencies



[uchealth](http://uchealth.org)

About Our Shadowing Program

- It is designed to provide a structured educational experience in observing healthcare careers
- Participants must be 18 years old or older, and a high school graduate
- Shadowing is limited to 12 hours maximum in one's lifetime
- The date & time of this educational experience must be arranged with your sponsor
 - All paperwork must be received no less than one (1) week prior to the planned date
 - An email will be sent when completed paperwork is received and approved



Our Departments are Diverse

- Registered Nurses
- Case Managers
- Physical Therapists
- Occupational Therapists
- Speech Therapists
- Dieticians
- Pharmacists
- Enterostomy/Wound Care Specialists
- Palliative Care
- Laboratory
- Information Management
- Physicians
- Pain Specialists
- Diabetes Specialists
- Psychiatric Liaison
- Home Care Coordinator
- Chaplains
- Social Workers
- Interpreters
- Ancillary Health Technicians
- Medical Assistants
- Patient Service Coordinators
- Imaging Personnel
- Environmental Services
- Food & Nutrition Services
- Materials Management
- Engineering & Facilities



Information about UCH Safety

Emergency Procedures: FIRE

- “Code Red” will be announced overhead, with the location of the fire
 - “Code Red, AIP2, 2nd Floor”
 - You will hear the announcement three times
- Do not use the elevators
- Your sponsor will tell you what to do in this situation
- When the danger is passed, you will hear “Code Red, (location), All Clear” announced overhead three times



Emergency Procedures: Cardiac/Respiratory Arrest: CODE BLUE

- When a patient is having acute breathing or cardiac (heart) problems
- Your sponsor will instruct you what to do
- You may not assist
- You may be asked to step out of the patient's room or clinic visit space
- Please follow all staff instructions to stay clear of the personnel taking care of the patient in crisis



Emergency Procedures: Infant or Child Abduction: CODE PINK

- An overhead page “Code Pink” tells all hospital personnel and visitors that an infant or child abduction has taken place
- Elevators will “lock down” and not function
- You may be asked by your staff/sponsor to stand with them by an exit door
- Upon termination (when the child is found) an overhead announcement will state “Code Pink, All Clear”



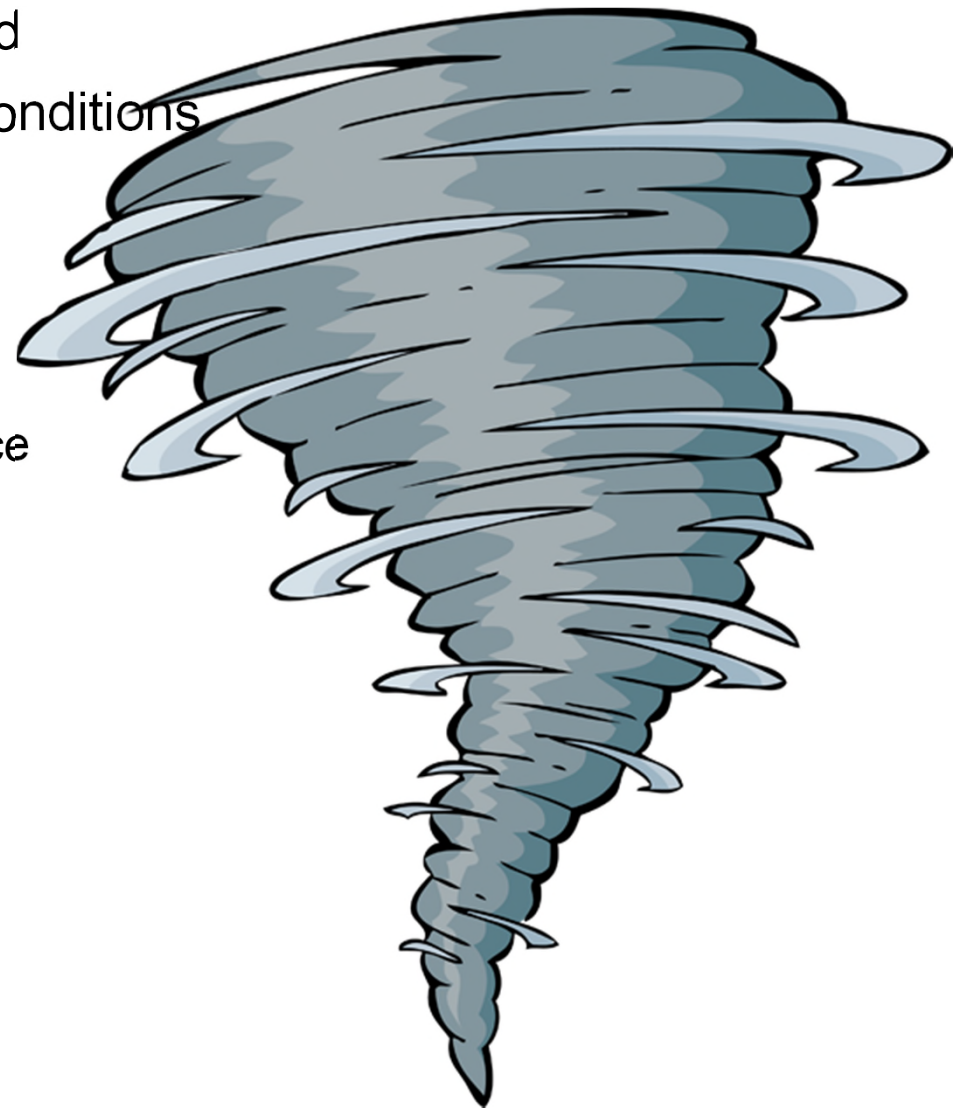
Emergency Procedures: Combative Situation: CODE SILVER

- Refers to a combative or disruptive person with a weapon
- Overhead announcement will identify the location of the “Code Silver”
- First, remain calm
- If safe to do so, call x8-5555 from any house phone
- Remain on the phone as long as possible
- Use an accessible escape route
- If you are unable to escape, seek cover
 - Safe Zone: locked in medication or supply rooms
 - Barricade doors
- If you are not in the area, do not go toward the Code Silver specified area.



Emergency Procedures: Weather Emergency

- Hospital operator will make an overhead announcement for inclement weather conditions
 - Tornado, Snow Storm, Extensive Rain, Lightning
 - Follow instructions of your Sponsor
 - Upon conclusion, operator will announce “All Clear”



UCH Patient Safety & Precautions



Hand Washing

- Hand hygiene is the single most effective way to prevent hospital acquired infections
- Use appropriate hand hygiene!
 - Foam and hand sinks are readily available outside patient rooms, clinics, on every floor of our hospital
- Be sure to use foam/gel on your hands **before** you enter a patient room **AND after** exiting the room, every time
- Use soap and warm water to wash hands after several applications of antibacterial gel



Patient Confidentiality

- Federal and State Laws (HIPAA) protect a patient and their medical information
- Protecting patient privacy is Everyone's responsibility
- Do not talk about a patient, their condition, or anything related to that patient and what you saw. Protect the patient
- You will be asked to read, sign and return the UCH Confidentiality Agreement



Information about the Educational Observation Program (EOP)

- aka: Shadowing

EOP Expectations

- Dress Appropriately – Business Casual Clothing, Closed-Toe Shoes
 - No weekend wear, jeans, flip-flops, or leggings
 - No perfume, cologne, after-shave, or scented lotions
 - Very few opportunities allow you to wear scrubs. If necessary, you will set this up with your sponsor prior to shadowing
 - If not appropriately dressed, you will be denied this opportunity.
- **A State-Issued Picture ID is required. Bring it with you**
- Turn off your cell phone. Not just silent – OFF
- No photos, videos, voice recordings, notes, or tape recordings permitted at any time

EOP Expectations Continued

- Contagious illness: No colds, coughs, rash, fever, diarrhea –
 - 24-hours prior or currently “coming down with something”
- No smoking, e-cigarettes, or tobacco products are allowed at University of Colorado Hospital or on the Anschutz Medical Campus
- No eating, chewing gum, or beverages (other than water) during shadowing

EOP Expectations Continued

- Arrive on time
- Park in Patient/Visitor Parking at University of Colorado Hospital
 - Leave valuables at home or locked in the trunk of your car. No backpacks or purses
- Enter the hospital through the main doors of the Anschutz Inpatient Pavilion (AIP) and go to the Information Desk
- You will meet your sponsor or designee at the desk
- You will also sign the roster here and check out your EOP badge for the day.

EOP Expectations for Conduct

- Demonstrate respectful and courteous behavior
- Understand a patient may refuse to participate in your educational experience
- Adapt to changing situations
 - Follow your sponsor's directions and directions from other UCH Staff Members
- Comply with sponsor direction and decisions at all times.
- Your shadowing opportunity may be postponed or cancelled for inappropriate conduct

During your time shadowing at UCH...

- Wear your badge at all times while at UCH
 - No other badges may be worn, from any school or work
- Follow instructions from UCH staff and your sponsor at all times
- Do not wander into other hospital areas alone without your sponsor
- Ask questions of your sponsor. This is a learning experience

EOP Expectations – Confidentiality

- **Maintain Confidentiality!**
 - You will be signing a UCH legal document to maintain patient privacy and confidentiality
 - Do not disclose any information about patients or families to anyone post-experience
 - Respect patient privacy! You will not be permitted to view the medical record
 - The only information you may share about your EOP experience will be general information about the department and types of procedures typically done
 - You will not be permitted to touch a patient during the Shadowing experience

At the Close of the EOP Experience

- Return to the AIP Information Desk
- Return the badge
- Sign out of the log

EOP Orientation Test

- The test is on the next slide
 - You must complete this test and submit it with your paperwork in order to receive approval to participate in the program
 - Print off the test
 - Circle the correct answers
- You must score 100% in order to participate in the program.

Education Observation Program/Shadowing Orientation Test

Name: _____

Date: _____

- 1) EOP participants participating in an observation at UCH must:
 - a) Stay with their sponsor at all times
 - b) Adhere to the UCH Confidentiality Agreement
 - c) Wear their shadowing badge at all times
 - d) All of the above
- 2) University of Colorado Hospital is a referral center for the Rocky Mountain Region and a Magnet Hospital
True False
- 3) EOP/Shadowing is limited to clinical staff only
True False
- 4) If you are in a room with a patient and a CODE BLUE is called, you may assist your sponsor to support the patient until additional help arrives
True False
- 5) CODE SILVER means:
 - a) Fire
 - b) A possible infant abduction
 - c) A tornado has been spotted in the area
 - d) An out-of-control individual has a weapon
- 6) If you are shadowing and your cell phone rings, you may:
 - a) Apologize and ask if you can step out of the room to take the call because it is urgent
 - b) Quietly step to the back of the room and answer the call to let them know you will call them back
 - c) Apologize and silence the call. Then you text them back while you are on a break
 - d) This won't happen because your phone must be turned off
- 7) EOP/Shadowing is limited to:
 - a) 1 week with permission from the sponsor
 - b) 12 hours per shadowing experience
 - c) 1 month with special permission/an exception made by the sponsor
 - d) 12 hours total in the observer's lifetime
- 8) The personal appearance of EOP participant must include:
 - a) An ID badge from CU Denver or a hospital staff ID
 - b) Business casual clothing and closed-toed shoes
 - c) Scrubs
 - d) Clean jeans, a tee-shirt and sandals
- 9) EOP/Shadowing participants know:
 - a) They can be with any patients as long as they are with their sponsor
 - b) Learning and observation can sometimes be more important than the needs of the patient
 - c) A patient may refuse to have them present during their appointment or care
 - d) They can ask patients questions to help them learn

Choose all answers that are correct

