

# 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 4<sup>th</sup> 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, 2<sup>nd</sup> 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”



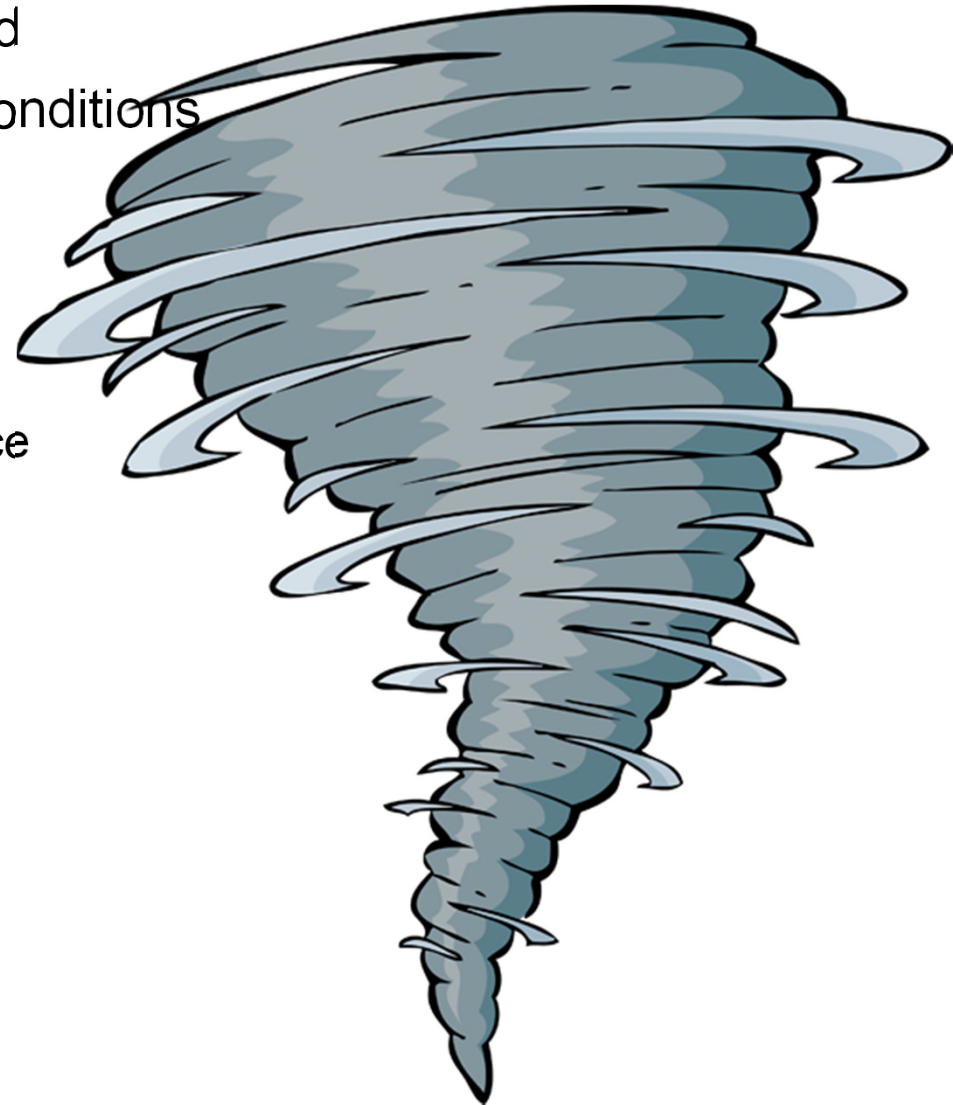
# Emergency Procedures: Combative Situation: CODE SILVER

- 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*

