



Mount Desert
Island Hospital



JOB SHADOW PROGRAM

Informational Handbook



WELCOME TO THE MOUNT DESERT ISLAND HOSPITAL ORGANIZATION

Thank you for your interest in job shadowing at the Mount Desert Island Hospital Organization. The job shadow program holds true to our mission and vision:

To provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values.

To be our community's medical home by pursuing innovative models throughout the continuum of care. Our integrated system will be the standard by which others are measured.

Job shadowing at the Mount Desert Island Hospital Organization is a fantastic way to get a “behind-the-scenes” look at the daily responsibilities of local professionals in the healthcare field. In providing these opportunities, we hope you gain valuable insight about professions that interest you and other jobs that interact with the person that you are job shadowing.

To participate in our Job Shadow Program, you will need to review the contents of this handbook carefully. Then, complete and sign the forms included return them to Mount Desert Island Hospital Organization at least four weeks before you wish to job shadow.

The forms inside require your signature in many separate places. By signing your name, you signify that you understand and agree to the information on each sheet.

For more information or to get your questions answered, please contact molly.moon@mdihospital.org

Sincerely,

Molly Moon
Public Affairs Coordinator

JOB SHADOW PROGRAM

WHAT IS JOB SHADOWING?

Job shadowing is an observational experience that provides an opportunity for participants to learn about healthcare careers, everyday routines of healthcare workers and the skills required.

Any individual 16 years of age and older is eligible to job shadow.

WHY CONSIDER A HEALTHCARE PROFESSION?

- To make a difference in the quality of life and care of patients.
- To be a part of a team and family-oriented environment.
- To meet new people every day.
- To work in a high technology/fast-paced field with state-of-the-art equipment.

WHAT WILL I LEARN?

The Job Shadow Program is an observation only experience in a select department within Mount Desert Island Hospital Organization based on availability. The participant will have an opportunity to observe and interact with a healthcare worker as they go about their daily activities. Hands-on patient care is not part of the job shadow experience and will not be permitted. The job shadow experience is to foster awareness of the skills required for a specific career and to experience healthcare culture.

WHO IS A PRECEPTOR?

You will be assigned an experienced professional in your area of interest who enjoys working with students. The preceptor is an expert in their field who is willing to share career information and review what a typical day in their life looks like. Unit-specific orientation will occur when on the unit during your Job Shadow Experience with your preceptor, if applicable.

WHAT ARE THE ROLES AND RESPONSIBILITIES OF THE STUDENT?

The student should come prepared for the job shadow experience like it is the first day on a new job. The student should arrive to shadow with baseline knowledge of the career, questions for the preceptor, and a willingness to explore possibilities.

We encourage you to observe what employees do, ask questions and soak in the environment of healthcare. The more engaged you are, the better your experience will be! You will not be allowed to touch patients or perform any patient care or the job's duties.

If at any time you feel uncomfortable or unsure about a situation, please make the person you are job shadowing aware of this.

PLANNING YOUR VISIT

- Arrive 10 minutes ahead of your scheduled visit.
- Be sure to eat before you arrive. If you have not eaten, you will not be permitted to do so during the job shadow experience.
- Follow the directions given to you in your confirmation email.
- You may want to bring a small notebook to jot down information you learn while shadowing.

COVID GUIDELINES

- Students must continuously self-monitor and stay at home if there are any COVID symptoms (e.g., fever, new onset of cough, shortness of breath, sore throat, chills, achiness, loss of smell, etc.).
- Students must report any symptoms or exposures to their MDIH contact/preceptor who will report the information to Employee Health for tracking and trending.

SECURITY ACCESS

- You must stay with your preceptor to gain access to different areas of the facility.
- All students doing job shadowing must always remain with their preceptors!
- There are situations where MDIHO can support Telework through Microsoft Teams.
- Once the job shadow has been completed, you must leave the building.
- Bring a state issued identification card and be prepared to present it to confirm your identity.
- You will be issued a MDIH Visitors badge upon entrance to the facility.

PERSONAL ILLNESS

- Students experiencing an acute infectious process (respiratory infections, fever, gastroenteritis, bacterial conjunctivitis) will need to reschedule their visit.
- If you begin to feel unwell, warm, sweaty, sick to your stomach, develop a headache, feel faint or anything abnormal, sit down immediately (floor or chair) and let your preceptor know that you are not feeling well.

CANCELLATION

Mount Desert Island Hospital Organization reserves the right to rescind any approvals for student participation in the job shadow program as the situation warrants.

STANDARDS OF CONDUCT

At Mount Desert Island Hospital Organization our mission is to provide compassionate care and strengthen the health of our community by embracing tomorrow's methods and respecting time-honored values. Our vision statement is to be our community's medical home by pursuing innovative models throughout the continuum of care. Our integrated system will be the standard by which others are measured. How do we make this happen? By creating and maintaining a culture where our values of Compassion, Community, Improvement, Integrity, Respect, and Teamwork are lived out in observable behaviors during all interactions.

PROFESSIONAL CONDUCT

- Professional conduct must always be maintained.
- The use of tobacco products is not allowed anywhere on the campus.
- Please turn cell phones off or set them to "silent" — sending and receiving text messages at any time other than break time is disruptive and disrespectful.
- No gum chewing, food, or drink.
- Patient care, including their privacy, is our number one priority!

PARKING

Park in the lot near the facility.

HOSPITAL SAFETY

1. Stay with your preceptor, guide, or mentor.
2. Walk, do not run.
3. Familiarize yourself with emergency exits, fire alarms, and extinguishers.
4. Return to assigned area in the event of an emergency unless unable to do so.

DRESS CODE

Please comply with the dress code requirements. Individuals that are dressed inappropriately will be asked to exit the facility.

- Business casual attire is appropriate – slacks with a blouse or polo shirt.
- No perfumes or cologne.
- Visible prejudicial tattoos must be covered.
- Jewelry must be appropriate
- No jeans, shorts, sweatshirts, T-shirts, or tank tops.
- Scrubs and lab coats are reserved for healthcare professionals and should not be worn.
- Shoes must be closed toe and comfortable for prolonged walking and standing; no sandals, flip flops, or high heels.
- Hosiery or socks must be worn.
- Clothing must be clean, and your general appearance must be neat and professional.

INFECTION PREVENTION

Infection Prevention is everyone's job. As a job shadow participant, you must remain with your preceptor, guide or mentor, and follow their example:

- Cough or sneeze into your sleeve at the crook of your elbow.
- Wash with soap and running water for at least 15 seconds. Hand hygiene is the single, most effective way to prevent the spread of infection.
- Use waterless hand sanitizers. They are highly effective and may be used up to 10 times between hand washing unless hands are visibly or knowingly soiled. Pumps are located in patient care areas and throughout the campus.

HAND HYGIENE

Hand washing is the single most important measure in the prevention and transmission of infection(s). Failure to wash hands correctly and in a timely manner is an infection control hazard.

HAND WASHING MUST OCCUR

- Before, after and between patient contacts.
- Before and after glove use.
- Immediately, if anticipated contact with body substances occurs (thorough washing with soap and water is to be done as soon as possible).
- Anytime when indicated to prevent transfer of microorganisms (i.e., before and after eating, after coughing, sneezing, blowing one's nose, using the bathroom, etc.).

HOW TO WASH HANDS

1. Wet your hands under warm running water.
2. Apply enough soap to cover all surfaces.
3. Rub your hands together working up a lather using friction and rotating motion, cover all surfaces and clean around the nails, fingers, palms, backs, and sides of hands for 20 seconds.
4. Rinse hands thoroughly under warm running water keeping hands lower than elbows.
5. Dry hands thoroughly using clean paper towels.
6. Turn off faucets using paper towels and discard them in regular waste basket. Consider the entire sink as contaminated.

HOW TO USE ALCOHOL-BASED HAND SANITIZER

1. Fill the palm of one hand with hand sanitizer.
2. Cover all surfaces of your hands with hand sanitizer.
3. Rub your hands together, covering all surfaces.
4. Once dry, your hands are clean.

BLOOD BORNE PATHOGENS EXPOSURE CONTROL

Blood borne pathogens are viruses, bacteria, and other microorganisms that:

- are "borne" or carried in a person's bloodstream,
- cause disease.

If a person comes in contact with blood infected with a blood borne pathogen, he or she may become infected as well.

To prevent and minimize exposure to blood and other potentially infectious materials, engineered equipment, work practice policies and procedures and personal protective equipment (PPE) are utilized. If you are asked to use any of this equipment, make sure you are shown how to use it.

BLOOD/BODY FLUID EXPOSURE

A blood/body fluid exposure is an unprotected exposure or protective failure in which one is exposed to another person's blood or body fluid. Examples include puncture with a contaminated needle or sharp, splash or splatter from blood or body fluids into a mucous membrane or open skin lesion or break in gloves exposing to blood or body fluids.

In the event of a blood/body fluid exposure...

- Wash the contaminated area thoroughly with soap and water for at least 5 minutes; if the exposure is to the eye(s), use an eye wash station (if available) and irrigate the eye(s) for at least 15 minutes.
- Report to Employee Health immediately for appropriate assessment, treatment and follow up.

HOW CAN YOU PROTECT YOURSELF?

- Refrain from touching your mouth, eyes, or nose while job shadowing.
- Wash your hands frequently, before and after patient contact and as instructed.
- If there is potential to exposure to bodily fluids, do not enter a patient room.
- Follow policy and protocol...if in doubt, ask your preceptor, guide, or mentor.

WHAT DO YOU DO IF AN EXPOSURE OCCURS?

- Do Not wait until the end of your job shadow experience to report an exposure!
- Wash the area with soap and water IMMEDIATELY!
- Report the incident to your preceptor, guide or mentor and follow policy for the next steps to take.

PATIENT CONFIDENTIALITY, HIPAA & PROTECTED HEALTH INFORMATION

- Patients have the right for their medical information to be kept private and confidential.
- Access to patient information is restricted to a "need to know" basis. As a job shadow participant, you do not have rights to access patient paper and electronic records.
- However, in patient care areas you may be exposed to PHI (Protected Health Information). PHI includes patient name, names of relatives, patient address, photos, email address, phone numbers or any other information that can be used to identify an individual.
- HIPAA (Health Insurance and Accountability Act) regulations govern how patient information is handled. HIPAA applies to our entire workforce, including employees, students, medical staff, and volunteers. It also applies to job shadow participants.

PROTECTING PATIENT PRIVACY

A breach of confidentiality occurs when patient information is accessed, used or disclosed without proper authorization. Examples of situations you must keep confidential (**do not share with anyone**) while you are job shadowing include:

- You may see public figures you recognize that are here for lab tests.
- You may go into a patient's room and realize it is a former neighbor.
- You may see a classmate leaving a physician's office.

"What do I do if I see a patient I know?"

It is okay to greet them. You can tell them you are here as part of a job shadow experience, but **do not**

- Ask why they are here.
- Tell friends, your parents, teachers, or anyone else that you saw them in the hospital.

"What information can I share about my job shadow experience?"

- General information about the departments you visited.
- Types of procedures that are typically done.
- The education and skill level required for the jobs you observed.

Remember, patients trust us with their healthcare information. Job shadow participants will sign a Confidentiality Statement. Ask yourself, "How would I want my personal healthcare information treated?"

A few tips to avoid problems:

- Remember that conversations can be overheard. Private conversations should be held in private places.
- Do not discuss patient information with anyone in a social conversation, not here, not anywhere.
- If anyone asks you for information about a patient, politely respond, "That information is confidential."

SEXUAL HARRASSMENT

MDIHO (Mount Desert Island Hospital Organization) has ZERO TOLERANCE for
Sexual Harassment.

- Sexual harassment is illegal under federal and state laws.
- Sexual harassment is unwelcome sexual advances, requests for sexual favors and other verbal, written, electronic or physical conduct of a sexual nature that affects an individual's employment, unreasonably interferes with his or her work performance or creates an intimidating, hostile or offensive work environment.
- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, a patient, a vendor, or any other non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.



- The most important part of our corporate values is to ensure all individuals are treated with respect and dignity.
- Engaging in, condoning, or not reporting sexual harassment is in direct conflict with our values.
- It is your responsibility to report incidents that you experience directly or indirectly to Human Resources.

LIFE SAFETY

Reporting Incidents/Emergencies on the Mount Desert Island Hospital Organization Campus – Dial 222 for the switchboard to report all emergencies. Follow the Alert Instructions below:

STANDARDIZED, PLAIN LANGUAGE EMERGENCY ALERT

- When Plain Language Emergency Alerts are paged overhead, the following standardized language will be called overhead **three times**
- When the event has been resolved, “Attention Please + (name of event) + All Clear”

MEDICAL ALERTS	
Event	Plain Language Alert Script
Medical Emergency	Attention Please + Medical Alert + Medical Emergency + Descriptor (Adult/Pediatric) + (Location)
Rapid Response	Attention Please + Medical Alert + Rapid Response + Descriptor (Adult/Pediatric) + (Location)
Medical Surge	Attention Please + Medical Alert + Medical Surge (Level One/ Level Two) + (Instructions)
Internal/External Disaster	Attention Please + Medical Alert + (Internal/External) Disaster + (Location) + Activate Emergency Operations Plan + (Instructions)
Medical Decontamination	Attention Please + Medical Alert + Medical Decontamination + Descriptor (biological, chemical, radiological, or unknown) + (Location)

SECURITY ALERTS	
Event	Plain Language Alert Script
Missing Infant/Child	Attention Please + Security Alert + Missing Infant/Child) + Descriptor (Age/Gender if known) + Location
Missing Adult	Attention Please + Security Alert + Missing Adult + Descriptor (Age/Gender/Clothing) + Location last seen
Staff Assistance	Attention Please + Security Alert + Staff Assistance + Descriptor (as appropriate) + Threat Location + Instructions (if applicable)
Person with a Weapon	Attention Please + Security Alert + Person with a Weapon + Descriptor (as appropriate) + Location + Instructions (if applicable)
Active Shooter	Attention Please + Security Alert + Active Shooter + Location last seen + Instructions (e.g., Run, Hide, Fight, etc.)
Controlled Access / Lockdown	Attention Please + Security Alert + Controlled Access + Descriptor (No access out/ No access in/ No one allowed in or out) + Location
Bomb Threat/Suspicious Package	Attention Please + Security Alert + Bomb Threat or Suspicious Package + Threat Location + Instructions (if applicable)

FACILITY ALERTS	
Event	Plain Language Alert Script
Fire Alarm/Alert	Attention Please + Facility Alert + Fire Alarm + Location + (Instructions)
Hazardous Materials Spill	Attention Please + Facility Alert + Hazardous Spill + Location + (Instructions)
Infrastructure Failure (Information Systems and / or Utility Failure)	Attention Please + Facility Alert + Infrastructure Failure + (Type of Service Interruption) + Instructions (if applicable)
Evacuation	Attention Please + Facility Alert + Type of Evacuation (Partial, Full, Lateral, Vertical) + Location (if only one area) + Instructions (Relocation area)

In the event of fire, think “RACE”.

R – rescue anyone in immediate danger.

A – alarm – activate fire alarm and dial x4911.

C – confine the fire.

E – Extinguish the fire if your safety can be assured.

- Do not use elevators during a fire or earthquake.
- Store flammable substances in flammable storage containers.
- Keep aisles and passageways clear for emergency access or evacuation.



JOB SHADOW PROGRAM
INFORMATIONAL HANDBOOK

CONFIDENTIALITY STATEMENT

As a job shadow visitor of Mount Desert Island Hospital Organization, you will be exposed to confidential information. This statement is to help you understand what information confidential and how confidential information should be treated.

WHAT IS CONFIDENTIAL INFORMATION?

1. PATIENT INFORMATION

Any information concerning our patients or customers is confidential, even if that person is your family member, friend, or neighbor. For example, the simple fact that an individual is a patient anywhere within our organization is confidential information.

Anyone who works with or has access to patient information of any kind must be exceptionally careful how this information is managed. A breach of patient confidentiality is serious, resulting in immediate termination of the job shadow experience.

2. OTHER INFORMATION

All information related to the organization's finances, including pricing, statistics or department budgets, is confidential, unless it has been published by the organization.

All information contained in our employees' personnel records or our physicians' credentialing records is confidential. Requests for any information concerning employees (including routine verification of employment) should always be directed to Human Resources and requests for any information concerning physicians should be directed to Public Affairs.

All information concerning our computer systems (including access codes and passwords), strategic plans, internal communications and similar information is confidential.

**A GOOD RULE TO FOLLOW:
IF YOU ARE NOT POSITIVE THAT CERTAIN INFORMATION IS CONFIDENTIAL,
TREAT IT AS THOUGH IT IS.**

HOW SHOULD CONFIDENTIAL INFORMATION BE TREATED?

Confidential information should never be accessed by or shared with anyone, including another job shadow participant or employee, who does not have a legitimate job related and described need to know it.

Confidential information should not be left in accessible areas or unattended. Confidential information should always be secured and under appropriate supervision.

Confidential information should **never** be shared outside the organization.



Confidential information must never be openly discussed in any public place (such as hallways, elevators, dining areas, stairwells, etc.) within the organization or in any public location outside the organization. Always be certain that any discussions involving confidential information are heard only by those who have a legitimate, job-related need to know the information. Be careful of who is within earshot and thus may be able to hear.

WHAT ARE MY EXPECTATIONS AS A JOB SHADOW PARTICIPANT?

Access information only when you have a legitimate need to know it.

If you believe that any confidential information has been accessed or disclosed inappropriately, or misused in any way you must report that to the IT Security Team secure.it@mdihospital.org

The privacy of our patients is of utmost importance. The privacy of our physicians and employees, as well as the success of our organization is also vitally important. Therefore, your continued job shadow participation is dependent on the way you treat confidential information. If you access, disclose, or in any way misuse any confidential information, you will be asked to leave and may be subject to a fine.

By attaching my signature below, I have read, understand, and agree to the above:

Printed Name: _____

Signature: _____ Date: _____

If you are NOT 18 years of age, please have a legal guardian complete. NOTE: If a Legal guardian’s signature is required, additional confirmation will be required.

Printed Guardian’s Name: _____

Guardian’s Email: _____

Guardian’s Phone Number: _____ Best time to contact: _____

Guardian’s Signature: _____ Date: _____

PERSONAL HEALTH HISTORY

1. List any chronic health problems or immune disorders _____

2. List any allergies _____

3. Describe any chronic skin conditions or open wounds _____

I certify that the foregoing health history statements are true and complete.

Printed Name: _____

Signature: _____ Date: _____

If under 18 years of age:

Guardian Printed Name: _____

Guardian Signature: _____ Date: _____

Immunization/Infectious Disease Screening Requirements – Students/Residents/Interns

Proof of the following vaccines is required:

Measles, Mumps, Rubella

Varicella (chicken pox)

Hepatitis B

Influenza

COVID-19

***Tdap**

Tuberculosis Test (PPD or TB blood test)

A current copy of immunization requirements will be provided with this document.

For questions related to immunization requirements, contact Ashley Boudreau, Employee Health Nurse at ashley.boudreau@mdihospital.org or call #207-288-5082 ext 7664.

Immunization records may also be faxed directly to Attention: Ashley Boudreau, Employee Health Nurse Fax #207-288-8449.