



YORK GENERAL

Education Department

Shadowing Program Orientation

Education Coordinator

York General

education@yorkgeneral.org

402-362-0467

Mission, Vision, and Values

Our Mission

Regional excellence through enhancing health and providing accessible care

Our Vision

To be our region's trusted choice for the improvement of health and delivery of quality care throughout life

Our Values

I - Innovation

C - Compassion

A - Attentiveness

R- Respect

E - Excellence

Job Shadow Program

- As part of its commitment to the community, York General offers a shadowing program which is designed to provide high school and college students with an opportunity to learn more about health care careers and the work settings and responsibilities of various health care professionals. This program involves observational experience in the organization for students considering a career in health care.
- The students approved for this program are invited to York General in a strictly observational role. They do not provide care or services to York General patients. While in the hospital they are accountable to department directors who arrange experiences for them to observe.

Program Details

- Offered to high school and college students, as well as community members, who want to learn more about a career in healthcare
- Interested parties will need to complete an application and background check prior to their shadowing experience at York General
 - Application and required documentation should be submitted at least 2 weeks before your anticipated shadowing date(s)
 - If requests are submitted without ample time for review and completion of requirements, we cannot guarantee that you will be able to shadow on your chosen date
 - Students under 19 years of age must have parent/guardian signature
 - Include areas of interest to better tailor your experience
- When you arrive for your scheduled shadowing experience, please go to the front desk and sign in on the roster. You will receive a student name badge for the day. Please return at end of day.
- Please arrive prepared for your day. Wear appropriate business casual clothing or scrubs with closed-toed shoes. Eat breakfast and drink fluids prior to arrival.
- Please bring all evaluation forms/papers required for your program to have your preceptor fill out on the day of your shadowing experience.

York General Hospital Campus

- Rehabilitation Services
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy
- Specialty Clinic
- Wellness Center
- Cardiac and Pulmonary Rehabilitation
- Oncology & Infusion Services
- York General Family Medicine
- Inpatient Care
- Obstetrics
- Emergency Services
- Surgical Services
- Pharmacy
- Respiratory Therapy Services
- Imaging Services
- Laboratory Services

Additional York General Campuses

- **Hearthstone**

- Long Term Care
- Skilled Nursing Facility

- **Willow Brook**

- Assisted Living Facility
- Independent Living Facility

- **York General Urgent Care**

- **West View Medical Building**

- Home Health Care
- Wound Care
- Dialysis
- Sleep Studies
- Children's Academy
- Independent Adult Housing

Important Safety Information

- Must wear student name badge at all times while in the facility
 - Codes
 - Blue- Cardiac Arrest
 - Fire- Give location
 - Disaster- Mass Casualty incoming
 - Orange- Radiological Event
 - Evacuate- Location of Evacuation
 - Bomb Threat- Give location
 - Hostage- Give location
 - Infant Abduction- Describe Abductor
 - Active Shooter- Give location
 - To Page Overhead
 - Press Page All Button or dial '8888'
 - Wait for tone
 - Speak clearly stating: "Attention everyone, Code (insert name of Code) in (name of department)." *Repeat 3 times*
- Security phone number 402-710-8257 or Speed Dial *999

SMOKE FREE--TOBACCO FREE--VAPE FREE



- **ALL YORK GENERAL FACILITIES ARE CLEAN AIR CAMPUSES**
- Designated smoking areas are those areas located OFF York General property.

Regulatory Compliance

- Infection control
 - Hand hygiene is the best way to prevent the transmission of infection
 - Hand washing must be done in between patient contacts
 - Please use soap and water
 - Hand sanitizer is readily available through out all facilities
- Confidentiality- HIPAA- Health Insurance Portability and Accountability Act
 - All patient and family information acquired at York General may be shared only with those directly involved or responsible for patient care.
 - All information will be held to strict confidence and not released for any reason outside of York General.
 - No reference is to be made regarding identity, diagnosis or treatment of a patient.
 - All questions regarding this can be directed to the nurse or provider caring for the patient, or the Education Coordinator.
 - Non-compliance with HIPAA will result in termination of shadowing privileges within all York General Facilities.

Regulatory Compliance

- COBRA (EMTALA) Consolidated Omnibus Budget Reconciliation Act
 - This federal regulation is meant to ensure that patients have access to emergency care and nondiscriminatory treatment
 - Applies to all patients who are seeking access to emergency services and care
 - Hospitals are required to provide emergency medical treatment to all patients seeing treatment and to treat them until they are stable and no longer at risk
 - Any patient asking anyone for directions, assistance, or advice regarding access to emergency care/services should be directed to the emergency department
- Corporate Compliance:
 - Fair treatment of employees
 - Professional practice standards for patient care- we will treat all patients with sensitivity and respect and provide the highest level of care to meet the intended outcomes of the patient's treatment plan
 - Ethical business practices- demonstrating honesty, fairness and integrity
 - Billing practices- we will provide accurate coding to ensure proper billing and medical documentation
 - Confidentiality of information- we will never discuss patient or other confidential information to any unauthorized person

Regulatory Compliance

- Latex Free Environment
 - York General is a latex free environment. Latex Balloons are not allowed. The use of latex products is limited.
- Phones
 - Phones are located throughout the campus buildings.
 - Please dial 9 to access a local call outside of York General.
 - Please refrain from using personal phones in patient care areas.

AIDET:

Creating a culture of exceptional services for our patients, families, and customers is essential to the Mission and Values of York General.

- AIDET

- Acknowledge
- Introduce
- Duration
- Explanation
- Thanks

- 5-10 RULE

- Acknowledge all visitors and employees in the hallways by smiling and making eye contact at 10 feet. When they are within 5 feet, verbally greet them.

Hand Washing : The single most effect method for preventing infections.

York General has provided all personnel with alcohol-based hand rubs and/or hand-washing facilities.

Improved hand hygiene practices can reduce transmission of pathogenic microorganisms to patients, residents and personnel in the healthcare setting.

• Alcohol Based Hand Rub:

The CDC has recommended the frequent use of alcohol-based hand rubs by healthcare personnel routinely to clean their hands between patient contacts as long as hands are not visibly soiled.

Dispensers are conveniently located throughout the facility.

- How to use Alcohol Based Hand Rubs
 - Apply 1.5 to 3.0 ml of alcohol gel to palm of one hand
 - Rub hands together, covering all surfaces of your hands and fingers
 - Continue rubbing hands together till alcohol dries
 - Should take at least 20 seconds of rubbing hands to feel dry
 - If after using 5-10 times a build up can occur, wash hands with soap and water
- When to use Alcohol Based Hand Rub:
 - If hands are not visibly soiled; before, during, and after patient cares; after having direct contact with patients' skin or belongings; after touching patient care equipment
 - Do not use if patient has Clostridium difficile.

• Antimicrobial Soap & Water

The CDC has recommended that frequent hand washing is the single most effective way to prevent infections.

- How to wash hands effectively with plain or antimicrobial soap and water:
 - Wet hands with warm water (avoid hot water)
 - Apply 3-5 ml of soap to hands
 - Rub hands together for at least 20 seconds
 - Cover all surfaces of hands, fingers, and fingernails
 - Rinse hands with water and dry thoroughly
 - Use a paper towel to turn off water faucet

When to wash with plain or antimicrobial soap and water:

- When visibly soiled or contaminated with blood or bodily fluids, after caring for a patient with Clostridium difficile; after using the restroom; before and after eating; routinely if alcohol hand rubs are not available.

Program Requirement Check List

- Complete Required Application
 - Found on York General website under About → Careers → Job Shadowing
 - Please specify areas of interest and dates of availability
 - Obtain copy of immunization records
- Send completed paperwork to education@yorkgeneral.org
- Complete Background Check
- Education Coordinator will work with you and department directors to set up a time for job shadowing once all requirements are met

QUESTIONS??

Contact:

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education@yorkgeneral.org

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