

<b>TITLE</b>	High School Students, Educational Experiences		
<b>NUMBER</b>	NH-HR-8000	<b>Last Revised/Reviewed Effective Date:</b>	Mar13+
<b>TJC FUNCTIONS</b>	HR, IM, RI		
<b>APPLIES TO</b>	All Novant Health including but not limited to BMC, COH, FMC (FMC Main, CMC, KMC), FRMC, GMC, HAMC+, HMC, MMC, MPH, PMC, PWMC, RMC, TMC, NHMG		

**I. SCOPE / PURPOSE**

As a means of achieving its Purpose, Vision and Values and as space and staffing permits, Novant Health allows high school completion students to participate in observation (no more than 16 hours per work area) or unpaid work experiences in order to complete course objectives.

**II. POLICY**

Prior to entry of students into NH facilities, a current agreement must be in place with the student’s educational institution. NH department heads, in conjunction with assigned faculty from the educational institution are accountable for assuring adherence to agreements. When high school students will be/are completing educational experiences, and in order to protect the safety and welfare of patients, students, faculty, and employees, and in order to assure appropriate compliance with the agreement, the procedure prescribed below shall be carried out.

**III. QUALIFIED PERSONNEL**

N/A

**IV. EQUIPMENT**

N/A

**V. PROCEDURE**

*The procedure serves as a guideline to assist personnel in accomplishing the goals of the policy. While following these procedural guidelines personnel are expected to exercise judgment within their scope of practice and/or job responsibilities.*

**NH Director of Student Programs or Coordinating Department Responsibilities**

NH Director of Student Programs or Coordinating Department shall:

- Manage educational institution requests for observation or unpaid work experience;
- Assure that a current, signed agreement is in place between the requesting educational institution and the NH facility prior to student placement or direct the



- Perform role responsibilities as student observes or participates in work;
- Assist students as appropriate to integrate the academic curriculum into business/professional practice;
- Provide continuous personal supervision of the student and direct student in event of emergency;
- Assure student adherence to student guidelines;
- Serve as a role model for positive customer relations;
- Refer problems, questions or concerns related to students or observations/unpaid work experience to the NH department head; and
- Collaborate with NH Director of Student Programs, educational institution faculty and the student to resolve any student behavioral issues.

### **Educational Institution Responsibilities**

The Educational Institution shall:

- Communicate with the director of student programs regarding educational needs;
- Provide signed letter of agreement and documentation listed on the student programs website for high school students;
- Identify a faculty member to manage student observation or unpaid work experiences and communicate with the Director of Student Programs.
- Provide written verification of completion of facility/department/unit orientation and annual written verification to NH Director of Student Programs or responsible coordinating department re: licensure (as appropriate) and competency of each faculty member who provides on-site instruction;
- Notify NH Director of Student Programs at least 4 weeks prior to the beginning of the experience regarding:
  1. number of students
  2. student status ( i.e. junior, senior)
  3. dates and times requested
  4. requested location of observation or work experience
  5. course objectives
  6. names and phone numbers of faculty
  7. emergency phone numbers for students to access in case of student emergency
- Notify NH Director of Student Programs of revisions (deletions or additions) to student observation/unpaid work experience locations, dates, and times prior to the beginning of the work experience.
  1. Maintain student documentation regarding completion of required information.
- Provide student the opportunity to evaluate the observation/unpaid work experience. This evaluation shall serve as a tool for the NH Department Head, NH Director of Student Programs, faculty, students and staff to identify areas where the experience went well as well as opportunities where the experience can be improved.
- Secure copy of Student Participation Agreement signed by the student and send to the Director of Student Programs.
- Verify student's liability insurance coverage and forward certificate of insurance to the Director of Student Programs.

## **Educational Institution Faculty Responsibilities**

The Educational Institution Faculty shall:

- Assure a current signed agreement and certificate of insurance has been provided to the Director of Student Programs;
- Assure students receive, read, understand and document completion of required orientation information prior to entry into NH facilities;
- Abide by all NH policies and procedures;
- Refer problems, questions, or concerns to the NH Director of Student Programs and/or department head; and
- Collaborate with Director of Student Programs, NH staff and the student to resolve any student behavioral issues.

## **Student Responsibilities**

The student shall:

- Abide by all NH policies and procedures;
- Read and document completion of required orientation information prior to entry into NH facilities;
- Remain in the presence of NH staff at all times;
- Wear identification when in NH facility;
- Use designated cafeteria/break areas for lunch or student breaks; and
- Collaborate with NH Director of Student Programs, NH staff and the educational institution to resolve any student behavior issues.

## **VI. DOCUMENTATION**

Letter of agreement between School and Novant  
All documents on student portal

## **VII. DEFINITIONS**

High school student: A student enrolled in a high school.

High school completion student: A student enrolled in a course leading to a high school diploma (not a GED certificate)

Observation experience: An educational opportunity to watch a NH employee perform role-related responsibilities. The student is a passive observer and does not participate in actual role duties.

Work experience: An educational opportunity to actively participate in work experiences in order to achieve course objectives.

## **VIII. RELATED DOCUMENTS**

Letter of Agreement between Novant and Schools

## **IX. REFERENCES**

N/A

## **X. SUBMITTED BY**

Director of Student Programs

**XI. KEY WORDS**

Student, Observation, Work, High School Students

**XII. INITIAL EFFECTIVE DATE** 4-12-1999  
**DATES REVISED** 4-8-2002, 1-7-2004, 10-31-2005; 12/15/2012, 3/2013  
**DATES REVIEWED** 4-8-2002, 1-7-2005, 10-30-2005, 10-1-2008, add  
HAMC 11/25/13+  
**Date Due for Next Review** 3/2016

## SIGNATURE SHEET

<b>TITLE</b>	High School Students, Educational Experiences
<b>NUMBER</b>	NH-HR-8000
<b>TJC FUNCTIONS</b>	HR, IM, RI
<b>APPLIES TO</b>	All Novant Health including but not limited to BMC, COH, FMC (FMC Main, CMC, KMC), FRMC, GMC, HAMC+, HMC, MMC, MPH, PMC, PWMC, RMC, TMC, NHMG
<b>ACTION</b>	Revised

### APPROVED BY:

Title	Approved By	Signature	Date
VP Learning and Development	Debbie Kiser		See electronic approval
Sr VP Human Resources	Janet Smith-Hill		See electronic approval

### COMMITTEES APPROVED BY:

Committee	Chairperson/Designee	Date
Haymarket Policy Team	Jason Jenkins, RN, BSN	11/25/13+

## Guidelines for Observation Experience

Welcome to Novant Health. We hope your experience with us is enjoyable and meets your needs. To make the most of this opportunity please follow the guidelines below:

- Review the material we have provided to you prior to the scheduled experience. Let us know if you have any questions or concerns.
- Schedule your experiences with the Director or Coordinator of Student Programs four (4) weeks in advance.
- Be prepared to discuss your learning objectives with the person you are “shadowing.”
- Work with the person you are “shadowing,” to be sure that your learning needs are met.
- Always follow the instructions of the person you are “shadowing.”
- Do not touch patients or equipment.
- If you have a fever, cough or think you may be ill, do not go to the facility. Call the department where you are scheduled to observe to cancel your observation experience.
- Be on time.
- Be sure to bring money to pay for lunch and parking fees.
- Observers are asked to leave their cell phones with their personal belongings, to make personal calls, send personal text messages on non-observation time (breaks, lunch, etc).
- Treat our patients, guests, and employees as you would like to be treated yourself.
- Respect patient/family privacy and confidentiality. Failure to adhere to this rule is grounds for immediate dismissal from your observation experience.
- Do not talk or write about people by their name.
- Ask a lot of questions.
- Tell us how we can improve this type of experience for other observers.

<b>TITLE</b>	Observation Experience		
<b>NUMBER</b>	NH-HR-8010	<b>Last Revised/Reviewed Effective Date:</b>	Nov13+
<b>TJC FUNCTIONS</b>	HR, IM, RI		
<b>APPLIES TO</b>	All Novant Health including but not limited to BMC, COH, FMC (FMC Main, CMC, KMC), FRMC, GMC, HAMC+, HMC, MMC, MPH, PMC, PWMC, RMC, TMC, NHMG		

**I. SCOPE / PURPOSE**

This policy applies to all Novant Health facilities and sets out the requirements that an individual must meet in order to participate in an observation experience.

**II. POLICY**

**A. Who may participate in an observation experience.** Only those individuals who have been granted prior permission from the appropriate Department Manager and Student Programs staff or their designee may participate in an observational experience in a Novant Health facility.

Permission is granted on a case by case basis. In order to be eligible for consideration, an individual must:

1. Be enrolled in high school and recommended by a school representative or approved by Director of Student Programs/Designee. See below for additional information on observational experiences in the OR.
2. At least 2 weeks before the requested observation experience:
  - Review the *NH Student Dress Code* and the *NEW Orientation Packet* (as directed on the Contents page).
  - Sign and return *Observation Experience Agreement* and the *Confidentiality Agreement* (contained in the *NEW Orientation Packet*). If the individual requesting to observe is a minor, the document must also be signed by the minor's parent/guardian.

**B. Coordination of Observation Experiences.** The department manager, or designee, is responsible for considering requests to observe in his/her department, ensuring the requirements are met, maintaining all appropriate documentation, and coordinating the experience with the relevant departments and the observer. General requests for observation may be directed to the NH Director of Student Programs to help facilitate the request appropriately. If permission is granted, the length of an observation period may vary but will not exceed 16 hours. An exception may be made for those individuals who must meet observational hour requirements as a prerequisite to acceptance into a healthcare related school program. An observation experience may be terminated at any time for any reason, including but not limited to, patient and/or staff safety, the observer's inappropriate behavior, or the observer's failure to follow direction or abide by established rules.

High School Students may not observe in the following areas due to the nature of the services provided:

- Behavioral Health



- Laboratory
- Labor and Delivery

**C. Facility Preceptor.** The department manager or NH Director of Student Programs, , will assign a facility preceptor to each observer for the duration of the observation experience. The facility preceptor or designee is responsible for supervising the observer.

**D. Observation Experience Rules.** All observers must:

1. Wear an Observer ID badge at all times when in the NH facility. The observer will turn in the ID badge at the conclusion of the observation experience.
2. Abide by all applicable corporate and facility policies and procedures.
3. Be supervised by a facility preceptor or designee at all times.
4. Have the patient's permission to be present. In the event the patient declines to allow the observer to be present, the observer must leave the area immediately.
5. Be a passive observer. Observers are not allowed direct patient contact and are not to touch patients or equipment, perform medical histories or examinations, administer medications, counsel, or assist with surgery or any other procedure or treatment. Observers will not interact with a healthcare professional in any way that impairs or impedes their practice.
6. Properly represent his/her status as an observer to patients and anyone else in the facility.
7. Follow the Novant Health's dress code and the *Observation Experience Agreement*.
8. Perform proper hand hygiene and any other applicable infection control measures.
9. Follow the *Confidentiality Agreement* and treat as confidential all information learned directly or indirectly about patients, doctors or any facility staff members.
10. Not chart in a patient's medical record or otherwise access a patient's medical record.
11. Use designated cafeteria/break areas for lunch or breaks.

**E. Observation Experiences in ORs.** The following rules are in addition to those set out above. Note: Direct patient contact is not allowed unless appropriately credentialed by the Medical Staff Office.

1. The observer must either be a healthcare provider, plan to enter the healthcare profession, or at the discretion of the Director of Student Program/designee.
2. The responsible surgeon must give approval for the observer to be present.
3. Written patient consent for the observer's presence must also be obtained on the Novant Health Operation, Procedure or Treatment Consent form. The observer will not be allowed to observe if the patient does not consent.
4. The observer will follow standards for proper OR attire and follow aseptic principles and sterile techniques.
5. The observer's name is documented in the peri-operative record, as appropriate.
6. Please see facility policies and procedures regarding family and friends observing in OR and c-sections.

- F. **First aid or emergency care.** If an observer is involved in an accident on Novant Health property, Novant Health will provide access to first aid or emergency care, as necessary and appropriate. If the observer is seen in the Emergency Department, he or she will be charged normal Emergency Department fees. Novant Health is not responsible for any charges related to first aid or emergency care given to the observer.
- G. **Observer status as non-employees.** Observers are not, and will not be treated like, an employee of any NH facility for any purpose, including federal or state tax, employment benefits, unemployment or workers' compensation purposes. Observers are not entitled to any benefits, form of payment or stipend or the like from Novant Health during the observation experience.
- H. **Who is not covered by this policy.** Non-employed workers, Work experience students and vendors are not covered by this policy. Please refer to the following policies for guidance: Novant Health Non-Employed Workers policy, Novant Health Post Secondary Students Educational Experience policy, Novant Health High School Students Educational Experience policy, and the Novant Health Vendor Representative Policy and Visitation Guidelines.
  - I. Exceptions – Any exceptions to this policy must be approved by either the Chief Nursing Officer or Chief Medical Officer or designees.

### III. QUALIFIED PERSONNEL

N/A

### IV. EQUIPMENT

N/A

### V. PROCEDURE

*The procedure serves as a guideline to assist personnel in accomplishing the goals of the policy. While following these procedural guidelines personnel are expected to exercise judgment within their scope of practice and/or job responsibilities.*

N/A

### VI. DOCUMENTATION

N/A

### VII. DEFINITIONS

**Minor** – Any person under the age of 18 years, who has not been married, is not serving in the U.S. armed forces or has not been emancipated by judicial decree.

**Observer** – A person who has received written permission from NH to participate in an observation experience. An observer does not participate in direct patient care.

**Observational experience-** An experience in which the visitor watches a NH worker perform job duties, watches a particular procedure(s), accompanies a healthcare provider on rounds or observes clinical practice.

**Student** – Any high school student, high school completion student or post-secondary student present in a Novant Health facility pursuant to a current, signed clinical education agreement with their respective educational institution.

**Vendor** – Sales personnel or vendor representatives for medical/surgical supplies, pharmaceuticals, and durable equipment.

**Work experience** - An educational opportunity to actively participate in work experiences in order to achieve course objectives.

## VIII. RELATED DOCUMENTS

Observation Experience Agreement  
NH Student Dress Code  
Health Evaluation  
Confidentiality Agreement (contained in the NEW Orientation Packet)  
NEW Orientation Packet (only those portions indicated on the Contents page)  
NH Operation, Procedure or Treatment Consent form

## IX. REFERENCES

Does not apply

## X. SUBMITTED BY

Shelli Stillerman, JD, Legal Department  
Melissa Phipps, JD, Legal Department  
Glenda Livengood, Director of Student Programs, TR  
Debbie Kiser, VP Learning and Development

## XI. KEY WORDS

observer, observation experience, visitors, student programs, preceptor, student

<b>XII. INITIAL EFFECTIVE DATE</b>	January 2008
<b>DATE REVISED</b>	Nov. 2012, Nov 2013
<b>DATE REVIEWED</b>	Jan 2012, add HAMC 11/25/13+
<b>Date Due for Next Review</b>	Nov 2016

## SIGNATURE SHEET

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<b>Action</b>	Revise

### APPROVED BY:

Title	Approved By	Signature	Date
Assistant General Counsel	Melissa Phipps		See electronic approval
Director of Corporate Education	Debbie Kiser		See electronic approval
Senior Vice President of Human Resources	Janet Smith-Hill		See electronic approval

### COMMITTEES APPROVED BY:

Committee	Chairperson/Designee	Date
Haymarket Policy Team	Jason Jenkins, RN, BSN	11/25/13+

## **Faculty and Student Dress Code**

While participating in educational or observation experiences at Novant Health (NH) facilities, students shall adhere to the following dress code guidelines:

- Faculty and Students must be clean and neat while in an NH facility.
- School Identification/Name badges must be worn at all times.
- Clothes must be clean, pressed, in good repair and the appropriate size.
- Clothing made of spandex, chiffon, metallic, leather, sheer or clinging fabrics cannot be worn.
- Casual clothes (jeans, bib overalls, leggings, shorts, skorts, culottes, sleeveless or low cut garments, halters, sweat shirts/pants, wind suits, sunglasses, hats, etc.) cannot be worn in a health care environment. However, conservative slacks, dress pants or Dockers are acceptable.
- Casual knit clothing with writing or graphic messages is not acceptable.
- Plain white or colored knit shirts may be worn but tee shirts manufactured as undergarments are not acceptable.
- Underwear must not be visible.
- Clothing with rhinestones and glitter is not acceptable.
- Sandals and boots are not appropriate. No opened toed shoes in the clinical area.
- Shoes must be clean and polished. Shoelaces must be tied and be of the same color as the shoe.
- Heels should be less than 3 inches high. Flat heels are recommended.
- Hosiery or socks of a single color (without a pattern) are acceptable if they are coordinated with clothing.
- Socks cannot be worn with dresses or skirts.
- Bare legs are not acceptable.
- Pants must be worn at waist level.
- Hemlines on pants and slacks must be crisp and may not touch the floor.
- Small, tasteful jewelry is acceptable. This includes a small gauge necklace, 2 small rings on each hand, a single bracelet, an unobtrusive ankle bracelet, 2 small earrings in each ear and a watch.
- No extreme body piercing (nose rings, etc.) or tattooing is allowed.
- Hair should be well-groomed and not of an extreme or exotic style or color. Beards and mustaches must be neatly trimmed.
- Make-up must be conservative.
- Nails must be clean and short. Nail polish must be free of chips and of a conservative color.
- Artificial or acrylic nails are not permitted for students who will come in contact with patients.