



Career Exploration Program

Participant Handbook

Silverton Hospital
Career Exploration Program
Participant Handbook

Table of Contents

About Silverton Hospital	3
Mission Statement	
Creed	
Heart Values	
Passport to Excellence	
What is the Career Exploration Program?	4
What can students do at the hospital?	6
What are the levels of the CEP?.....	6
Safety and Infection Control	7
Required Documentation	8
Student Behavior Contract.....	9
Consent Form	11
Understanding Confidentiality.....	12
Non-Employee Confidentiality and Nondisclosure Statement...	13
HIPAA and students	14
Student Evaluation Form.....	15
Site Evaluation.....	16

About Silverton Hospital

MISSION STATEMENT

Through Silverton Hospital, we come together to improve the health of our communities. Recognizing our responsibility for careful use of resources, it is our mission:

- To encourage wellness and deliver quality healthcare;
- To organize ourselves as a collaborative team fostering integrity, accountability and innovation;
- And to create an environment that promotes compassion and recognizes the dignity of all, with sensitivity to the values and cultures of those who entrust us with their care.

CREED

“Committed to Compassionate Care for our Communities”

HEART VALUES

Silverton hospital has established values to support its mission and creed. The HEART values represent:

H Health and Safety
E Excellence
A Accountability
R Respect
T Teamwork

PASSPORT TO EXCELLENCE

- Ask the patient what they want.
- Maintain a positive attitude at all times
- Make eye contact, smile & greet each customer and co-worker with a hello.
- Demonstrate Teamwork
- Communicate honestly & be accountable.
- Provide immediate service recovery.
- Take pride in your work, your workplace, your appearance.
- Display appropriate body language at all times.
- Thank each and every customer.

Silverton Hospital Career Exploration

What is the Career Exploration Program?

The Career Exploration Program (CEP) is designed to give students of all ages the opportunity to investigate, explore, and spend time experiencing the real world of health care careers. This program works because participants like you are eager to learn and are building toward your future, because Silverton Hospital and area schools are supportive of the CEP training courses, and because health care professionals in the hospital have agreed to help students in their exploration and experience. Our goal is to make this a rewarding experience for all involved. Silverton Hospital is committed to building career learning opportunities for students in our community. We hope to help students pursue career in health care.

Why do students participate in the CEP?

Many students are required to do a job shadow or other career exploration for graduation from high school. Some students are in specialized classes that require health care career shadowing and practicum for academic reasons, and some students are just interested in health care and wish to learn more about careers at the hospital.

Who can participate in the CEP?

Students from high school and professional schools (radiology programs, nursing, business schools) can benefit from exploring careers with the CEP. All job shadow students must apply through the Silverton Hospital Volunteer Services Department (873-1789). All other student experiences (Health Occupations) must be pre-arranged by instructor contact with Nursing Administration (873-[1577](tel:873-1577))

What is a Health Care Professional?

A Health Care Professional (HCP) is someone who is currently working at Silverton Hospital in any career, and has agreed to help students explore health care. All hospital employees are part of the HCP team as everyone has an important role to play to ensure total quality patient care, including clinical staff, support systems, and administration. The HCPs are an important part of the CEP because they know what it takes to do their jobs, how to get there, and how to succeed.

What is the HCP's Role in the CEP?

The HCP has five important jobs to do in the CEP:

Comment [b1]: Four jobs, five bullets?

1. Every HCP has a job to do and they must do their part to keep the hospital functioning.
2. The HCP will also make sure that students are safe and in compliance with all hospital requirements and the student contract.
3. HCPs are ready to answer questions that you may have about health care, specific job, how and why they got into their current career, or help you find answers to questions that they can't answer.
4. HCPs will also fill out an evaluation form for each student (you must bring this to the hospital each time you visit), which is the record of the experience and should be turned in to any of your teachers that requires proof of experience.
5. Each student will bring in an evaluation form (included in this handbook). The preceptor should fill out and give to the student before they leave the hospital. If there is more information that you would like to share about the student's performance that you don't feel comfortable placing on the student's evaluation, relay the student's name and that information to the Volunteer Services office within 5 days of the student's scheduled experience.

Why do HCPs participate in the CEP?

HCPs do not have to participate in the CEP. They are volunteering to help students explore health care careers, to share their day, their knowledge, and their skills with students to help them learn. HCPs are excited about health care, their careers, and getting students into health care careers and are looking forward to meeting and working with you. HCPs that choose to participate in the CEP believe that the program benefits student, schools, the hospital, and the whole community.

Why does the hospital offer the CEP?

We believe that the future of health care and our community lies with the students in our community. The hospital is committed to offering the CEP to allow students to explore health care careers and the benefits and requirements of working in this exciting and important field. The hospital wants to share our mission, vision and patient values with our community and to be the employer of choice for the coming workforce. The hospital also hopes to spread an interest in health care careers to help ease the coming shortages in important careers like nursing and imaging.

What can students do at the hospital?

Students in the CEP are and should feel like a parrot of our health care team. Students will be allowed to observe any appropriate part of HCPs daily work, including the paperwork, preparation, and clean-up. Students will not be exposed to extremely sensitive or traumatic situation, or allowed in areas if patients request that they not be included. Students can help with non-patient care activities if they are safe and appropriate. Under no circumstances will students perform key clinical functions; CEP pre-professional students who are not enrolled in a clinical experience will not be performing patient care. Students will be able to interact with professional students doing clinical experience, or recent graduate, as well as their HCP if possible.

How can students communicate with HCPs?

When you come to the hospital, you may not be familiar with medical or hospital terminology, abbreviations, or jargon, and you may not understand everything that is going on around you. HCPs are in the habit of using these terms and may not remember that you do not always understand what's happening or why it is happening. Here are a few tips to help you communicate with your HCP:

- Everyone learns, all the time! None of us started out knowing what we do now.
- Ask the HCP to explain special terms and abbreviations (at an appropriate time) when you hear them used.
- Ask the HCP (at an appropriate time) what they are going to do before they do it; then check for an understanding after you observe.
- Show respect for everyone that you encounter; staff have worked hard to get where they are and are helping you, while patients have a right to privacy and professional atmosphere.

What are the levels of the CEP?

JOB SHADOW	PRACTICUM
This is a short 2-4 hour, one-time experience that introduces the student to health care careers. These students are just beginning to explore careers in health care.	This is a longer, scheduled experience that allows the student to experience several different areas of health care. Students will be assigned to different departments over their rotation and are expected to ask more advanced questions, as well as complete a project.

What if things aren't going right?

If, at any time the student fails to comply with hospital rules, regulations, policies, or procedure, or violates any of the student contracts in this handbook, any HCP has the absolute right to ask the student to leave immediately. If you have any concerns or problems during your experience, talk to your assigned HCP immediately. If you have a medical emergency you will be sent to the emergency department. If you need to reach home, ask you HCP to use a telephone.

What should students do after their experience?

Think about your time at the hospital and what you have learned. You will need to fill out an evaluation of you time at the hospital and turn it in to the Volunteer Services department. You might also want to send a thank you note or care to the HCP that helped you in your experience.

Safety and Infection Control

1. Fire Plan

- a. The R.A.C.E. plan is used at Silverton Hospital. R= Rescue, A= Alarm, C= Confine, E=Extinguish
- b. Students will locate fire exits when they arrive in their assigned area of the facility and in case of a fire, will be instructed by the employees as to what they should do.
- c. Students will be aware of the emergency codes utilized at Silverton Hospital, which may be heard over the paging system. Your preceptor will give additional instructions to the student should any of these situations arise:

Code Red - Fire

Code Pink - Infant Abduction

Code 99 - Cardiac Arrest

Code D - Disaster

Code Violet - Violence

Code Orange - Chemical Spill

Code 55 - Avoid Area

Code White - Utilities/System Failure

2. Infection Control Sign on Patient's Door

- a. Do not enter Isolation Rooms as designate on the door.
- b. Use good hand washing - good friction and brisk motion under running water using soap for at least 15 seconds. Or use alcohol hand sanitizers.
- c. If it is wet - don't touch it.

Required Documentation

The forms listed below must be signed and brought to the hospital before your first visit.

- The participant must sign all forms, and if under 18 years of age, a parent or guardian must also sign them.
- This information is for Silverton Hospital use only and will not be shared.
- Participants must have read and understood the information provided by the hospital about confidentiality, safety procedures, and infectious disease control prior to the completion of the application process.
- Forms:
 - Student Behavior Contract
 - Consent Form
 - Understanding Confidentiality
 - Non-Employee Confidential and Nondisclosure Statement
 - HIPAA and Students
 - Evaluation of Student Form
 - Evaluation of Site Form

Student Behavior Contract

The following are guidelines for student behavior during participation in the Silverton Hospital career Exploration Program. Failure to comply with this contract will result in the student being sent home without completing the scheduled experience. Read, sign and bring this document with you on your first visit to the hospital.

Proper Procedure:

- Students will come to the worksite department at least 10 minutes before scheduled experience.
- Student will arrive professionally dressed for each experience. Proper dress for a health care career exploration will include:
 - Avoid clothing that appears unprofessional and creates barriers (e.g. logo wear, midriff blouses, tank tops)
 - Socks or stockings must be worn
 - No open toed shoes (for safety reasons)
 - Student and clothing should be clean, neatly groomed, and free of strong odor (no perfume, cologne, or aftershave for allergy and sensitivity reasons)
 - Hair must be neat, clean, dry, and long hair must be secured.
 - Extreme piercing should be removed or covered
 - Tattoos must be covered.
 - No midriff baring or low-cut shirts
 - No shorts, no jeans, and no skirts shorter than 3 inches above the knee.
 - No hats or other outdoor wear shall be worn during the experience
 - Spaghetti strapped tops must be covered by a jacket.
- Job Shadow students will meet the job shadow coordinator at the front lobby where they will submit any necessary paperwork, receive a dated nametag and be escorted to the work site.
- Students will complete the entire scheduled experience.
- Students who are unable to attend the scheduled experience should call the Volunteer Services Department (873-1789) to cancel as soon as possible.

Proper Behavior

- Student will use appropriate language, gestures, and decorum at all times.
- Student will employ proper sound volume at all times.
- Student will not use a cellular phone, pager, or other personal electronic device during the experience.
- Student will ask permissions to look at or touch any equipment, paperwork or to use the department phone, etc.
- Student will not chew gum, eat or drink in clinical location.

- Student will use proper infection control procedures as directed by the health care provider.
- Silverton Hospital is a smoke-free campus. No smoking is allowed on any of the grounds.

Proper Staff Interaction

- Students will accept guidance and direction from the health care provider and staff members at all times.
- Student will be attentive to and respectful to the assigned health care provider and other staff members at all times.
- Student will wait until appropriate times (if unsure, ask the health care provider what would be a good time) to ask questions about care, career, equipment, etc.
- Student will notify the health care provider when they are ready to leave at end of experience.

Proper Patient Interaction

- Student will respect patient privacy, confidentiality, and comfort rights at all times.
- Student will interact with patients respectfully and appropriately (proper language, subjects, behavior).

Student Behavior Contract

I, _____, the student participating in the Career Exploration Program at Silverton Hospital, have read, understood, and agree to abide by the above and understand that failure to comply with the above requirements at any time will result in my being asked to leave the hospital and/or result in no longer being able to participate in the Career Exploration Program.

Signature: _____ Date: _____

Parent/Guardian Signature (required if student is under 18 years of age):

I understand the above Student Behavior Contract and consequences of student failure to comply with the above requirements.

Parent/Guardian Signature: _____ Date: _____

Silverton Hospital Career Exploration

CONSENT FORM

I hereby consent that _____ may participate in the Silverton Hospital Career Exploration Program.

The Career Exploration Program will include observing patients in a health care setting and observing, medical, laboratory, and/or business procedures. I do hereby release Silverton Hospital and their staff from any responsibilities of injury or accident as a result of the Career Exploration Program. Any medical expenses incurred as a result of injury or accident will be my responsibility.

I understand that in case of a medical emergency, every attempt will be made to contact me before medical action is taken.

This document is my consent as a parent or guardian of _____ (participant name) for emergency treatment and /or procedures necessary by the professional staff at Silverton Hospital.

Signature of Parent/Guardian (or participant if over 18)

Date

Understanding Confidentiality

Confidentiality means many things to many people and can be described in many different ways. In the healthcare environment, it means that everyone has a right to have his or her medical information protected or safeguarded from persons who do not have a need to know. In other words, if you don't have a need to know, then you shouldn't know. This includes written material as well as all other material or information.

This is so serious that there is a law in place that protects the patients or clients. This law says that if confidentiality is broken the person who breaks that rule can be fined several hundred dollars. The hospital could also be fined many more hundreds of dollars. To help you understand please read the following stories:

Example Story #1

A high school student was following a nurse and learning more about the nursing profession. She was in a health occupation class and needed to be with the nurse for several different nights, several hours each night. On one of these nights the student and the nurse were checking on a patient who was going to be having a baby soon. The new mother-to-be was having a lot of pain during the normal birthing process, and she was having a hard time dealing with the pain. She was yelling out and crying a great deal. It just so happened that the new mother-to-be was a teenager that the high school student knew from school. The next day at school, the student told everyone about the incident. How would you have felt if you had been the person she was talking about? Angry? Embarrassed? Ashamed?

We have to remember that we can't judge someone. We may not agree with their life style, but it is not our place to condemn or talk about them. We are here to help them in their time of need.

The correct thing for the student to do would have been to tell the nurse that she knew the patient and excuse herself from the setting. She could have asked permission from the patient to stay and the patient could have refused or agreed to allow her to stay. She should not have taken that information out of the hospital to school, home, or anywhere else. Talking about it to the nurse in a private place may have been acceptable if it were in a positive manner or in a learning type of situation. Talking about it anyone else should never have happened.

Example #2

One Sunday morning a friend of mine and I were having breakfast in a large restaurant when I observed a couple of nurses from the hospital where I worked. I didn't know the nurses, but had seen them a few times. It was very early in the morning and fortunately there was no one else in the restaurant except the employees. I overheard them talking about a patient who had died the night before. The patient was a very large man and his size made it somewhat difficult for them to perform CPR on him. The nurse talked about the situation in great detail. The conversation I overheard bothered me greatly. I kept thinking, "What if it were my dad or brother they had been talking about?" If I had been a relative, I could have sued each of them and the hospital. All the money in the world would not have erased the awful feelings of hearing someone talk about your expired relative in that manner. It bothered me so much that a few days later, I told the nurses' immediate supervisor about the incident and she spoke to the nurses. They could have both been fired from their jobs, but were given warnings.

Please talk to your parent(s) about this information. Ask questions to help you better understand and discuss the stories and how you might have felt. Thank you for taking time to learn about and practice confidentiality. Next, read the confidentiality form and review it with your parent(s). Then you both must sign the form and return it to the program coordinator.

Silverton Hospital
Non-Employee Confidentiality and Nondisclosure Statement

Name: _____
(Last, First, MI - Please Print)

SH Contact : _____

I understand that in the course of performing services on behalf of Silverton Hospital, I will have access to information not generally available or known to the public. I agree that such information is confidential information that belongs to Silverton Hospital. Confidential information includes but is not limited to patient, customer, member, provider, group, physician, employee, financial, and proprietary information, whether oral or recorded in any form or medium. I agree that information developed by me, alone or with others, may also be considered confidential information belonging to Silverton Hospital.

I will hold confidential information in strict confidence and will not disclose or use it except (1) as authorized by Silverton Hospital; (2) as permitted under written Agreement between Silverton Hospital and my employer or myself; (3) consistent with the scope of services I perform on behalf of Silverton Hospital and with applicable Silverton Hospital policies and practices; and (3) solely for the benefit of Silverton Hospital, its patients, members and other customers.

I understand that this Confidentiality and Nondisclosure Statement does not limit my right to use my own general knowledge and experience, whether or not gained while contracting with Silverton Hospital, or my right to use information which is or becomes generally known to the public through no fault of my own.

I will not access Confidential Information for which I have no legitimate need to know.

I understand my responsibility to become familiar with and abide by applicable Silverton Hospital policies and protocols regarding the confidentiality and security of confidential information.

I understand that Silverton Hospital electronic communication technologies are intended for benefit of Silverton Hospital. Internet usage is monitored and audited on a regular basis by Silverton Hospital management. Silverton Hospital management also reserves the right to monitor e-mail and telephone usage.

I understand that if I breach the terms of this confidentiality and nondisclosure statement or applicable Silverton Hospital confidentiality, privacy and/or security policies, Silverton Hospital may terminate my association with Silverton Hospital, including any written Agreements with Silverton Hospital. Further, Silverton Hospital will be entitled to all remedies it may have under written Agreement or at law, as well as to seek and obtain injunctive and other equitable relief.

Signature

Company or Affiliation

Date



HIPAA and Students:

What you need to know . . .

- ◆ As a student performing a clinical rotation at Silverton Hospital you will have access to confidential medical information.
- ◆ Federal and state laws protect this confidential medical information.
- ◆ It is illegal for you to use or disclose this confidential medical information outside the scope of your clinical duties at Silverton Hospital.
- ◆ Guidelines for the use of this information:
 - ◆ You may use this information as necessary to care for your patients.
 - ◆ You may share this information with other health care providers for treatment purposes.
 - ◆ Do NOT photocopy patient information.
 - ◆ Access the minimum amount of information necessary to care for your patient or carry out an assignment.
 - ◆ Do not record patient names, dates of birth, address, phone number, social security number, etc., on the assignments you will turn in to your instructor.
 - ◆ You may only access the confidential information of patients for whom you are caring.
 - ◆ Be aware of your surroundings when discussing confidential information. It is inappropriate to discuss patients in elevators, cafeteria, etc.
 - ◆ If you have questions about the use or disclosure of confidential health information, contact your instructor.

I have read and understand the information in this brochure. I realize that there are civil and criminal penalties for the unauthorized use and disclosure of confidential patient information. I will abide by the guidelines when completing my clinical rotation.

Signature of Student

Print Name

Date

Signature of Program Coordinator

Name of Affiliated School/Program

Remember...what you see here, say here, hear here, must stay here!

Student Evaluation Form

Please return to _____ High School by _____
 Fax _____ or mail to _____
 At this address _____

Student _____ Date _____
 Supervisor (please print) _____ Dept _____

Student Proficiency	(Circle one for each proficiency)										
	High										Low
Attendance	10	9	8	7	6	5	4	3	2	1	0
Punctuality	10	9	8	7	6	5	4	3	2	1	0
Meets hospital standards related to confidentiality	10	9	8	7	6	5	4	3	2	1	0
Meets hospital standards related to safety	10	9	8	7	6	5	4	3	2	1	0
Communication Skills/Ability to follow directions	10	9	8	7	6	5	4	3	2	1	0
Grooming/Dress	10	9	8	7	6	5	4	3	2	1	0
Cooperative/positive attitude	10	9	8	7	6	5	4	3	2	1	0
The student showed strength in these areas:											
The student could improve in these areas:											
Additional comments or suggestions:											
Signature of supervising HCP:											
Have you discussed this evaluation with the student?								Yes	No		

Silverton Hospital Career Exploration

SITE EVALUATION

Please fill out this evaluation of your experience at Silverton Hospital and return it to the Community Services Center at the hospital (deliver to 319 Fairview St. or mail to Judy Schmidt, DVS, 342 Fairview St, Silverton, OR 97381. Your feedback helps us to improve the Career Exploration Program.

Student Name: _____

School/Organization: _____

Date(s) and time of experience: _____

Assigned HCP Name: _____

Job titles(s) and Department(s): _____

1. What did you do during your experience?

2. What did you learn?

3. What did you like or dislike about the experience?

4. What could we have done to improve your experience?

5. I would rate my overall experience as:

Poor 1 2 3 4 GREAT!

6. I would recommend Career Exploration at Silverton Hospital to other:

No Maybe Yes

7. Additional Comments: