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 educational observation experience. Novant Health allows observation experiences for high school and post-secondary students to participate in observation, as space and staffing permits. Maximum number of hours for observation cannot exceed 40 hours per year without approval with Student Program Director/Coordinator.

II. POLICY

Prior to entry of students into Novant Health (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 observation/high school students will be 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.

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 Team/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. Student must be at least 16 years old or older+
2. Be enrolled in high school or completed studies at High School or College and be recommended by a school representative or approved by Director of Student Programs/Designee. See below for additional information on observational experiences in the OR.
3. At least 4 weeks before the requested observation experience:
   - Requestor must complete the requirements for Observation as specified on the Student Web page located at the web address: http://www.NovantHealth.org/StudentPrograms
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 Student Programs Team to help facilitate the request appropriately. If permission is granted, the length of an observation period may vary but will not exceed 40 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 policy and/or procedure.

High School Students may not observe in the following areas due to the nature of the services provided:
- Behavioral Health
- Laboratory
- Labor and Delivery

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 educational institution in obtaining an agreement;
- Manage information as needed related to student observation or unpaid work experience and communicate scheduling conflicts to appropriate educational institution faculty;
- Forward required orientation information to appropriate educational institution faculty for student completion.
- Collaborate with faculty and department heads to schedule the student observation or unpaid work experience.
- Collaborate with the faculty, NH team members and student to resolve any student behavioral issue.
- Monitor feedback from students, educational institution and NH staff to identify trends and make improvements as needed.
• High School students will not be allowed to observe in these areas due to the nature of the services provided:
  o Behavioral Health
  o Laboratory
  o Labor and Delivery

**NH Department Head Responsibilities**

**The NH Department Head shall:**

• Refer problems, questions or concerns related to students or observation/unpaid work experience to the NH Director of Student Programs/Designee.
• Collaborate with the NH Director of Student Programs/Designee to assign staff to precept student; and
• Make decision regarding department’s ability to meet student’s educational objectives.

**NH Employee Responsibilities**

The NH employee shall:

• 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/Designee, educational institution faculty and the student to resolve any student behavioral issues.

**Facility Preceptor.** The department manager or designee 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.

**Educational Institution Responsibilities**

The Educational Institution shall:

• Communicate with the student programs team regarding educational needs;
• Provide signed letter of agreement and documentation listed on the student programs website for observation students;
• Identify a faculty member to manage student observation experiences and communicate with the Director of Student Programs/Designee.
• Notify NH Director of Student Programs/Designee at least 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/Designee 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 Student Programs Team, faculty, and students to identify areas where the experience went well as well as opportunities where the experience can be improved.

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 completed documentation 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/Designee and/or department head; and
• Collaborate with Director of Student Programs/Designee, NH staff and the student to resolve any student 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/Designee, NH staff and the educational institution to resolve any student issues.

Observation Experience Requirements: 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. Be supervised by a facility preceptor or designee at all times.
3. 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.
4. 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.
   o Observers will not interact with a healthcare professional in any way that impairs or impedes their practice.
5. Properly represent his/her status as an observer to patients and anyone else in the facility.
6. Follow the Novant Health’s dress code and the Observation Experience Agreement.
7. Perform proper hand hygiene and any other applicable infection control measures.
8. Follow the Confidentiality Agreement and treat as confidential all information.
learned directly or indirectly about patients, doctors or any facility staff members.
9. Not chart in a patient’s medical record or otherwise access a patient’s medical record.

**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.

**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.

**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.

**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.

**Exceptions** – Any exceptions to this policy must be approved by either the Chief Nursing Officer or Chief Medical Officer or designees.

**VI. DOCUMENTATION**

- Letter of agreement between School and Novant
- Signed Sponsor Contract or Agreement
- All documents on student [NH Student Programs](#)
- Addendum A: Guidelines for Observation Experience
- Addendum B: Observation Experience Agreement

**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, unpaid work, High School Students

XII. INITIAL EFFECTIVE DATE 4-12-1999
Date Due for Next Review September 2018
IGNATURE SHEET

| TITLE | High School Students and Observation Educational Experiences |
| NUMBER | NH-HR-8000 |
| TJC FUNCTIONS | HR, IM, RI |
| APPLIES TO | Novant Health: BMC, FMC (FMC Main, CMC, KMC & all other locations), FRMC, HMC, HAMC, MMC, MPH, PMC (PMC Main, COH & all other locations), PWMC, RMC, TMC, NHmg, Freestanding Imaging Centers, Freestanding Surgery Centers, Rehabilitation Centers, Caton Merchant House, Prince William Cancer Center |

| ACTION | Revised |

APPROVED BY:

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<td>VP Learning and Development</td>
<td>Debbie Kiser</td>
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<tr>
<td>Sr VP Human Resources</td>
<td>Janet Smith-Hill</td>
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COMMITTEES APPROVED BY:

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Addendum A

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 given to you with your teacher, guidance counselor, and/or parent/guardian prior to the scheduled experience and talk over any questions or concerns you may have.
- Schedule your experiences with the Director/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,” teacher, guidance counselor, and/or parent/guardian 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.
- Making or receiving personal calls and/or text messages during the observation experience, regardless of the phone used, may result in the student being removed from the facility. Please leave your cell phone with your personal belongings. You may make personal calls and send text messages on non-work time (breaks, lunch, etc.). Please make sure that your friends and family members are aware they should not call during the workday unless it is an emergency.
- If you have a fever, cough or think you may be ill, do not go to the healthcare 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.
- Treat our patients, guests and employees as you would like to be treated yourself.
- Respect patient/family privacy and confidentiality. Do not talk or write about people by name. Failure to adhere to this rule is grounds for immediate dismissal from your observation experience.
- Ask a lot of questions.
- Tell us how we can improve this type of experience for other students.
Addendum B

Observation Experience Agreement

Novant Health (Novant) allows certain individuals (“Observers”) to participate in observation experiences in Novant facilities in an effort to assist the Observer in achieving educational objectives and/or to promote interest in health careers. In order to protect the safety and welfare of the patients and employees, as well as myself, I agree as follows:

- I will treat patients, visitors, employees and physicians with respect. Patients have the right to refuse to allow me to observe their care and I will honor that.
- I will cooperate with Novant staff in arranging the dates, times and length of my observation experience.
- I will not touch any patient or equipment. I will not counsel or give a directive to any patient. I will not perform, or help perform, any patient care activity.
- I will follow the Confidentiality policies and Agreement and hold all information I learn about patients in strict confidence.
- I will follow the direction of my preceptor and remain with her/him at all times.
- I will work with my preceptor and others to make sure that my observation experience is successful.
- I will observe proper hand hygiene and other infection control measures.
- I will follow the Infectious Disease policies. If I have a fever, cough, or think I may be ill, I will call the department where I am scheduled to observe and cancel my observation experience.
- I will dress in business attire and will wear an Identification Badge prominently at all times during my observation experience.
- I will be on time. I will remember to bring money for lunch and parking fees.
- In the event I am involved in an accident on Novant property and need it, Novant will provide access to first aid or emergency care. If I am seen in the Emergency Department, I will be charged normal Emergency Department fees.
- I am responsible for my own actions while I am participating in the observation experience, including any negligent or intentional acts that may result in a claim against a Novant employee or facility.

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(observation for minor observed is required)

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