

CAREER OBSERVATION ORIENTATION PACKET



Thank you for your interest in participating in a Career Observation at Altru! Altru supports career exploration through a variety of programs including but not limited to: volunteering, clinical placement and career conversations. Each year, Altru offers more than 10,000 clinical hours to students in advance practice programs, provides clinical placement to more than 400 undergraduate students, and welcomes more than 300 volunteers.

To apply for a Career Observation, you must review this packet and complete the knowledge assessment on the Career Observation Application. This packet serves as your orientation to Altru as a Career Observation participant. The following information will be covered:

- » Career Observation participant roles and responsibilities
- » Security and parking
- » Altru mission and behavior standard
- » Privacy and confidentiality
- » Infection control

If role or department specific orientation is needed, your guide will do this with you at the time of your observation.

WHAT IS CAREER OBSERVATION?

Career observations allow participants to spend time following a guide in their desired field. During this time, participants learn about healthcare careers by observing their guide's day-to-day routines, learn about the skills needed for their role and ask education and career focused questions.

WHAT IS A GUIDE?

A Career Observation guide is the person you will be partnered with during your observation. This person is an expert in their field and will spend the observation period teaching you about their role and answering questions you may have. You must remain with your guide at all times.



PARTICIPANT ROLES AND RESPONSIBILITIES

Career Observation participants should arrive for their observation with a passion for learning and an open-mind to explore their field of choice. We encourage participants to have questions and observation goals prepared for their guide at the start of their observations.

Example questions to ask your guide:

- » What did your education journey look like?
- » What is the best/worst part of your job?
- » What are your next steps or career goals?

Example observation goals to share with your guide:

- » What are the top two things you want to experience during your observation time?
- » Are there any take-aways you need to bring back to your school?

PLANNING YOUR VISIT

- » Arrive on time. It is important to allow yourself adequate time to find appropriate parking and walk into the building.
- » You will not be permitted to eat during your observation so ensure you eat before you arrive.
- » Wear business casual dress (no jeans or shorts) and closed toed, comfortable shoes. As a general rule, clothing should cover a person from shoulders to knees.
- » Do not use scented products, such as lotions or body sprays, the day of your observation.
- » Altru is not responsible for lost or stolen valuables, so we recommend leaving valuables at home.
- » Follow all instructions provided in your confirmation email.
- » Be prepared to take notes!

CANCEL OR RESCHEDULE

- » Please notify us 72 hours prior to your scheduled experience if you need to cancel or reschedule. We cannot guarantee our ability to reschedule with a certain time frame.
- » If participants develop symptoms of illness, including but not limited to fever, chills, body aches, vomiting, diarrhea, and loss of taste or smell, prior to your observation, they will need to reschedule their experience.
- » Should you begin to feel unwell, warm, nauseous, or faint during your observation, immediately sit in a chair or on the floor and notify your guide.



DURING YOUR OBSERVATION

- » Observation participants must adhere to Altru Behavior Standards (see page 5). Failure to meet these standards will result in the remainder of the Observation being cancelled.
- » Protect patient privacy and confidentiality.
- » Always remain with your guide.

- » Altru reserves the right to cancel or ask Observation participants to leave due to unforeseen circumstances. We will attempt to reschedule should this occur.

CONTACT INFORMATION

Email any questions to CareerObservation@altru.org. Allow up to two business days for a response.

SECURITY AND PARKING

For the safety of our staff, students, patients and visitors, it is important that Career Observation participants follow standard security guidelines.

- » Park in an assigned employee/student lot. The map applicable to your Observation site will be shared in your confirmation email.
- » Have a state issued ID and be prepared to present it to confirm your identity.
- » Wear your student ID if applicable.
- » Wear an Altru issued badge indicating that you are a Career Observation participant.
- » Always remain with your guide.
- » At the end of your Observation, you must leave the building.

ALTRU MISSION AND BEHAVIOR STANDARDS

Altru Health System is a community of over 3,500 health professionals and support staff, and we've been committed to caring for our region for more than 130 years. Serving over 230,000 residents in northeast North Dakota and northwest Minnesota, we offer a wide array of services to meet the needs of community members of all ages and levels of health.

MISSION

Improving Health, Enriching Life

VISION

Deliver world-class healthcare to the residents of our region.



VALUES

- » Our Patients: Meeting the needs and expectations of our patients is our highest priority.
- » Our Care: We provide quality care that is demonstrated to achieve the best results for patients.
- » Our Team: We work as a team and treat each other with honesty, loyalty and respect.
- » Our Communities: We are committed to improving the health of our communities.

BEHAVIOR STANDARDS

INTEGRITY <i>We will always do the right thing even when no one is watching.</i> » I will lead by example. » I will be honest and fair in all my interactions. » I will represent Altru in a positive light in the community even when I am not at work. » I will admit mistakes and take corrective action immediately. » I will be a good steward of all resources.	ACKNOWLEDGE <i>We will create a welcoming, healing environment.</i> » I will promptly greet people with a smile, give eye contact and use proper names. » I will walk a patient or visitor to where they need to go. » I will use AIDET – Acknowledge, Introduce, Duration, Explanation, Thank You » I will be sure all my interactions focus on the patient or visitor.	MEANINGFUL <i>We will provide an exceptional patient experience.</i> » I will treat each person as an individual and remember a health care experience is not routine or comfortable for everyone. » I will demonstrate that "I have the time." » I will be mindful of my tone of voice and convey that I am trying to understand. » I will keep others informed. » I will be compassionate and recognize that everyone is important.	ACCOUNTABLE <i>We will accept responsibility for our actions and behaviors.</i> » I will coach and give feedback to others who are not upholding standards. » I will be open to receiving feedback. » I will follow through on any work I am expected to complete. » I will always help others and do what needs to be done at the moment. » I will take pride in my appearance as well as the appearance of the health system.
LISTEN <i>We will listen and seek to understand.</i> » I will listen to show value and respect and make sure my body language is appropriate. » I will be intentionally present and focus my attention on the other person by removing distractions. » I will be patient while the other person is speaking and wait for my turn to talk. » I will put the other person at ease by asking open-ended questions and sitting down when possible.	TEAM <i>We will work together to deliver world-class care.</i> » I will be committed to the success of my team. » I will seek consensus with my teammates and openly support decisions. » I will display energy and enthusiasm and bring all my talents to the table. » I will be flexible when faced with change in my work environment.	RESPECT <i>We will treat others with respect.</i> » I will maintain confidentiality in all my interactions. » I will think before I speak and consider the impact of my words and actions. » I will be on time and be prepared. » I will always be polite and kind. » I will respect everyone's differences.	UNDERSTAND <i>We will seek to understand and respond genuinely.</i> » I will take a step back and put myself in the shoes of others. » I will make sure others understand by explaining things in simple terms. » I will ask questions to clarify understanding. » I will include the person in decision making by offering options.

PRIVACY AND CONFIDENTIALITY

Observation participants, encompassed as “staff” for the remainder of this packet, must abide by privacy and security standards that protect Protected Health Information (PHI) as set forth in the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH) and other federal and state statutes.

WHAT IS PHI?

Protected Health Information (PHI) is the identifiable health information about an individual's past, present or future physical or mental health or conditions. This information including but not limited to paper, electronic (including social media) or verbal. Examples of PHI include but are not limited to: name, address, diagnosis, name of provider, test results, vital signs, billing data.

To maintain PHI, Altru staff shall only access, view and use the minimum necessary private health information need to carry out essential functions. Generally, PHI may not be disclosed to a third party without authorization of the patient. Observation participants should never disclose PHI and defer to their guide if a request for PHI is made.

WHAT IS A BREACH?

A privacy breach may have occurred if PHI is accessed used or disclosed in a way that is not allowed under the HIPAA Privacy Rule. Violating HIPAA privacy may result in up to \$250,000 in civil penalties and up to 10 years in prison for criminal penalties.

INFECTION PREVENTION AND CONTROL

Infections are common and can be life-threatening. In healthcare, it is important to keep infections from spreading.

HANDWASHING

Observation participants must wash their hands in each of the below scenarios.

- » Before entering and upon leaving a patient room.
- » Before eating or drinking.
- » After using the restroom.
- » After contact with an inanimate object in the immediate vicinity of the patient.
- » Before wearing and after removing gloves.
- » Whenever the hands are visibly soiled.

Handwashing should occur using soap and water whenever the hands are soiled. When using soap and water, follow the below steps.

1. Wet your hands with warm water.
2. Apply soap to your hands.
3. Rub your hands together briskly for at least 20 seconds, covering all surfaces of the hands and fingers.
4. Rinsed your hands with water while pointing them downward.
5. Dry your hands thoroughly with a paper towel.
6. Use a new paper towel to turn off the water.

When hands are not visibly soiled, an alcohol-based hand rub (ABHR) can be used for handwashing purposes. Follow these steps when using an ABHR.

1. Apply the product to the palm of your hand.
2. Rub your hands together, covering all surfaces of the hand and fingers, until they're completely dry.

ISOLATION

Career Observation participants are not permitted in isolation rooms. Patients may be placed on isolation status due to highly contagious infections. Ask your guide how to identify isolation patients.

BIOHAZARD WASTE

Biohazard waste is disposed of in red biohazard trash bins. Biohazard waste includes but is not limited to items that saturated in blood or contain other bodily fluids/excretions. These items must be placed in red biohazard containers.

IF AN EXPOSURE OCCURS

- » Report the exposure to your guide immediately.
- » Thoroughly wash the area with soap and water.
- » Follow the guidance of your guide for next steps.

HOW TO PROTECT YOURSELF

- » Wash your hands frequently.
- » Refrain from touching your face, especially around your mouth, eyes and nose during your Observation.
- » If there is a potential for exposure to bodily fluids, do not enter the patient room.
- » If you have a safety concern, discuss it with your guide.

THANK YOU!

Thank you for choosing Altru Health System for your Career Observation needs! We are excited to support you as you further your career and education experience. As you continue this journey, we encourage you to continue seeking opportunities with Altru. We offer a variety of programs to support individuals throughout the education and career journey.

STUDENT EXPERIENCES

- » **Clinical Placement** – Altru partners with schools to provide clinical placement and practicum experiences to students in various programs.
- » **Earn & Learn** – With a variety of Earn & Learn programs, starting as young as 16 with our CNA Apprenticeship and School-to-Career Internships through to completing your BSN, you can earn a wage while furthering your education and career.
- » **Volunteer Program** – Our volunteer program is available to individuals 16 and older in a variety of healthcare settings.
- » **And more!** To learn more, visit Altru.org/careers/student-experiences.

JOIN OUR TEAM!

Take the first step to joining the Altru team by visiting Altru.org/careers and viewing our open positions today!

