



Policy Administration Console

Policy:	Observer (Medical and Non-Medical)		
Policy Owner:	Integrated Director, Medical Affairs		
SLT Sponsor:	Integrated Vice President, Medical Affairs and Medical Education		
Approval By:	Medical Advisory Committee	Date:	2018-10-10
Effective Date:	Reviewed Date:	Revised Date:	
2008-12-01	2018-09-10	2018-09-10	

This policy applies to: All St. Joseph's Health Care London Locations

Similar policy at LHSC: **Policy Name:** Observer Policy (Medical and Non-Medical)
Policy Owner(s): Director, Medical Affairs

POLICY

St Joseph's Health Care London (St. Joseph's) is committed to teaching and to offering learning experiences to individuals who are not staff or [affiliates](#) of St. Joseph's. These individuals, called [Observers](#) are offered an opportunity to attend at the organization to gain knowledge and expertise about health care and/or the functioning of the organization. This may involve the opportunity to observe specific procedures and/or patient care processes.

Approval of Observership

Approval from the relevant Department Chief, Division Chief, Site Chief, Director, Coordinator must be obtained prior to agreeing to the presence of the Observer, and the individual approving the Observership must consider whether the Observership is consistent with and based on:

- The mission and values of the organization
- Ensuring the safety of, the patient (if the patient is capable with respect to the treatment) or the patient's [Substitute Decision Maker \(SDM\)](#) if the patient is incapable with respect to the treatment (hereafter referred to as patient/SDM)
- Respecting and maintaining the privacy of the patient and his/her family
- Protecting the confidentiality of patient information and confidential business information of the organization

Observer Role

An Observer is **not** permitted, in any circumstances, to provide any patient care. This prohibition includes but is **not limited to**:

- Taking a medical history
- Conducting physical examinations
- Diagnosing or treating patient's condition
- Ordering, preparing or administering drugs
- Documenting on patients' health records, either in electronic or hard copy format
- Having independent access to health records, either in electronic or hard copy format
- Performing or assisting in surgical procedures, or diagnostic patient interventions
- Obtaining consent
- Interacting directly with patient/SDM
- Providing health care advice

Observer Contact with Patients

If it is anticipated that the Observer will be present during any contact with a patient/SDM, the [Sponsor](#) must:

- Request verbal consent from the patient/SDM to allow the Observer to be present at the time of the clinical visit, procedure or other patient service
- Introduce the Observer to the patient/SDM and explain the reason for the observership

- Document patient/SDM consent in the patient's health record

Duration of Observership

Attendance by an Observer should not exceed twelve (12) weeks unless an extended period is deemed necessary by the Department Chief (or Division Chief), Sponsor and the Observer. Reapplication is required if the observership is longer than 12 months.

An Observer is not considered an employee or affiliate of St. Joseph's and therefore is not:

- Entitled to salary, benefits, reimbursement of expenses or other forms of compensation
- Covered under the Workplace Safety and Insurance Board (WSIB)
- Covered under the organization's liability insurance
- Entitled to receive educational credit or certification from the organization for time spent observing
- Entitled access to Occupational Health Services

Custom tours for researchers, scientists, physicians, hospital administrators and staff from other hospitals, health care agencies and government have a Sponsor who must comply with the procedure and rules as outlined below. Any request for a custom tour involving more than one program must ensure that all programs are notified prior to the agreed upon tour date.

St. Joseph's may terminate an Observership at any time at its sole discretion. Concerns regarding the appropriateness of the Observer will be addressed by the Sponsor and, if necessary, by the Sponsoring department/program chief/leader. Concerns regarding the appropriateness of an Observer in Perioperative Care will be dealt with by the Coordinator, Perioperative Services, the Chief of Surgery, and the Chief of Anesthesia.

PROCEDURE

1. At least two weeks prior to the Observership:

- 1.1. Responsibilities of Sponsor:
 - 1.1.1. Provide Observer with [documentation package](#) (refer to Appendices) to complete and submit to the Sponsor at least two weeks prior to the planned attendance of the Observer.
 - 1.1.2. Review completed documentation submitted by Observer to ensure that information provided is complete, forms signed and the request for Observership is compliant with this policy.
 - 1.1.3. Forward the completed and signed documentation to the appropriate leaders (i.e., Department Chief, Division Chief, Site Chief, Clinical Director, Coordinator of the program where the Observer will be sited if the Observer is not a physician or dentist) for their review and approval/support.
 - 1.1.4. Once approved/supported by appropriate leaders, submit all required documentation, one week prior to start date, to:
 - a. Medical Affairs, if the Observer's Sponsor is a physician or dentist
 - b. Relevant Leader if the Observer's Sponsor is not a physician or dentist
- 1.2. Responsibilities of Observer:
 - 1.2.1. Review the documentation
 - 1.2.2. Complete and sign
 - a. [Observer Request Form](#) (Appendix A)
 - b. [Observer Confidentiality Agreement](#) (Appendix B)
 - c. [Medical and Non-Medical Observers Self Screening Health Evaluation](#) (Appendix C)
 - d. [Infection Prevention and Core Competency Training](#) (Appendix D)
 - 1.2.3. Forward all documentation requirements to the Sponsor at least one week prior to the requested date of attendance.
- 1.3. Responsibilities of Department Chief, Division Chief, Site Chief, Director, Coordinator :
 - 1.3.1. Review the Observer's completed documentation and provide support/approval for the Observership, or decline the Observer's request if the request is not consistent with this policy.
- 1.4. Responsibilities of Medical Affairs, Coordinator:
 - 1.4.1. Notify relevant leader(s) and/or staff members for all departments/programs/services/area of which the Observer will be attending by identifying the Observer's name and Sponsor (e.g. inform the Coordinator, Perioperative Services if the Observer will be in the OR).
 - 1.4.2. Retain all Observer documentation for a minimum of six (6) years after the completion of the Observership.

2. On the Observer's arrival date:

- 2.1. Responsibilities of Sponsor

- 2.1.1. Validate the Observer's photo identification (e.g. Passport photo, valid Driver's License), where applicable.
- 2.1.2. Ensure receipt of any outstanding documentation information, i.e. credentialing or certification requirements are obtained, if necessary.
- 2.1.3. Facilitate Observer obtaining a St. Joseph's visitor badge by signing-out one of the generic/visitor badges in the Security office where the Observership is affiliated, where applicable.
 - a. Sponsor must sign-out the ID badge and is responsible for returning the ID badge when the Observership ends.
 - b. If an Observer has a valid photo ID from another health care organization (or educational institutional badge), he/she must wear this ID while on St. Joseph's premises.
- 2.1.4. Provide orientation to the Observer, including:
 - a. Overview of observing events and times
 - b. Physical layout of department/program/service area
 - c. Safety training, including use of Personal Protective Equipment (PPE), as applicable
 - d. Any applicable departmental policies or procedures
- 2.1.5. Ensure that the Observer is under the responsibility of a St. Joseph's staff or affiliate at all times.
- 2.2. Responsibilities of Observer:
 - 2.2.1. Wear ID badge at all times and PPE when appropriate while in the organization (or recognized educational/organizational ID).
 - 2.2.2. Respect that unforeseen events may interfere with the Observership, and in this case, the Observer will recognize that his/her Observership may be terminated at the request of the Sponsor, other leaders in the department or the organization.

3. Completion of the Observership (last day):

- 3.1. Responsibilities of the Sponsor:
 - 3.1.1. Ensure that the St. Joseph's visitor badge is returned upon completion of Observership.
 - 3.1.2. Where desired, obtain feedback/evaluation from the Observer regarding his/her overall experience to ensure on-going positive relations and quality assurance.

DEFINITIONS

Affiliates – Individuals who are not employed by the organization but perform specific tasks at or for the organization, including appointed professionals (e.g., physicians, dentists), students, volunteers, researchers, contractors or contracted staff who may be members of a third-party contract or under direct contract to the organization and individuals working at the organization but funded through an external source, (e.g. research employees funded by Western University).

Observer – An individual attending at the organization for the specific purpose of gaining knowledge and expertise about health care and/or the functioning of the organization. An Observer may be:

- Medical professionals from other hospitals
- Nursing professionals from other hospitals
- Allied Health professionals from other hospitals
- Other individuals not affiliated with the organization

The individuals below are **not considered Observers** and are managed through alternative processes/policies. Please refer to the appropriate department/policy for information about having such individuals attend at St. Joseph's.

- Student, resident, fellow or research fellow who is completing an education placement at the organization as part of a program offered by an educational institution affiliated with the organization.
- [Volunteer](#)
- [Employee of St. Joseph's](#)
- [Pharmaceutical Representative](#)
- [Industry Representative](#)

Sponsor – A St. Joseph's Health Care London staff or a physician or dentist who is credentialed at St. Joseph's Health Care London.

Substitute Decision-Maker (SDM) – As defined by the [Health Care Consent Act, 1996 \(HCCA\)](#) is a person who is authorized to give or refuse consent to a treatment on behalf of a person who is incapable. The SDM must be capable, willing and available. The SDM must make a decision that is consistent with the patient/client/resident's previously expressed wishes and values. In the absence of previously expressed wishes the SDM must follow the principle of best interest. If a person is incapable with respect to a treatment, consent may be given or refused on his or her behalf by a person described in one of the following:

1. The incapable person's guardian of the person, if the guardian has authority to give or refuse consent to the treatment.
2. The incapable person's attorney for personal care, if the power of attorney confers authority to give or refuse consent to the treatment.
3. The incapable person's representative appointed by the Board under section 33, if the representative has authority to give or refuse consent to the treatment.
4. The incapable person's spouse or partner.
5. A child or parent of the incapable person, or a children's aid society or other person who is lawfully entitled to give or refuse consent to the treatment in the place of the parent. This paragraph does not include a parent who has only a right of access. If a children's aid society or other person is lawfully entitled to give or refuse consent to the treatment in the place of the parent, this paragraph does not include the parent.
6. A parent of the incapable person who has only a right of access.
7. A brother or sister of the incapable person.
8. Any other relative of the incapable person.
9. If two or more persons who are described above and who meet the requirements disagree about whether to give or refuse consent, and if their claims rank ahead of all others, the Public Guardian and Trustee (PGT) shall make the decision in their stead.
10. If no person described above meets the requirements, the PGT shall make the decision.

REFERENCES

Related Corporate Policies

[Civility in the Workplace](#)

[Consent to Photography, Videography and/or Sound Recording](#)

[Industry Representatives](#)

[Workplace Violence Prevention](#)

Legislation

Government of Ontario (1996) [Health Care Consent Act, 1996](#)

Other Resources

Pharmacy Services [Pharmaceutical Representatives Guidelines](#)

[St. Joseph's Human Resources \(HR\)](#)

[St. Joseph's Volunteer Services](#)

APPENDICES

Appendix A

Medical Affairs (2018) [St. Joseph's Observer Request Form](#) (Rev. 2018-10-10)

Appendix B

Medical Affairs (2009) [St. Joseph's Observer Confidentiality Agreement](#) (Rev. 2009-11)

Appendix C

Medical Affairs (2009) [St. Joseph's Medical and Non-Medical Self-Screening Health Evaluation](#) (Rev. 2009-11)

Appendix D

Medical Affairs (2016) [Infection Prevention and Control Core Competency Training](#) (Rev. 2016-09)

Please refer to the On-line Corporate Policy Manual for the most up to date version of this policy. SJHC cannot guarantee that hard copy versions of policies are up-to-date.

OBSERVER REQUEST FORM**Must be completed and approved one week prior to start date**

Full Name of Observer: (print) _____ (Attach a current C.V or resume).

Category of Observer:

[] Physician [] Dentist [] Midwife [] Other (*please specify*) _____**Purpose of Visit:**

Explain what learning outcomes you expect to accomplish during your Observership

Start and End Dates of Observership:

Please indicate your anticipated start and end date (yyyy/mm/dd).

Start: _____ End: _____

Sponsor Information:

Your Observership must be sponsored by a staff member or physician at the organization (a signature is required on page 2 of this document).

Sponsor's Name: _____ Ext: _____

Sponsor's Title: _____

Department(s)/Program(s) of Observership:

List all programs and departments, including specific divisions/areas you wish to observe, if known:

Observer Location(s):

Please check all hospitals that apply to your request for Observership.

St. Joseph's Health Care, London:

[] St. Joseph's Hospital [] Parkwood Institute Main Building [] Mount Hope
[] Parkwood Institute Mental Health Building [] Southwest Centre for Forensic Mental Health Care**Please continue to read the Agreement & Acknowledgement of Role & Accountabilities.**

1. The Observer **will not**, under any circumstances, be involved in any form of direct patient care. Patient care involves, but is not **limited to**:
 - taking a medical history,
 - conducting physical examinations,
 - diagnosing or treating patient's condition,
 - ordering, preparing or administering drugs,
 - documenting on patients' health records, either in electronic or hard copy format,
 - having independent access to health records, either in electronic or hard copy format,

- performing or assisting in surgical procedures, or diagnostic patient interventions
 - obtaining consent,
 - interacting directly with patient/SDM.
 - providing health care advice.
2. All Observers must comply with St. Joseph's Health Care policy, *Observer (Medical and Non-Medical) (EDU014)* and any other relevant development policies and procedures as discussed with the sponsor.
 3. All Observers are required to maintain patient confidentiality regarding all cases observed. **(You must read and sign the *St. Joseph's Observer Confidentiality Agreement* included in this package, Appendix B).**
 4. Your sponsor must obtain a patient's verbal consent for your presence prior to any patient contact. A patient's right of refusal is to be respected at all times.
 5. You must complete the *Medical and Non-Medical Self-Screening Health Evaluation* (Appendix C) and return it with your documentation package. You must acknowledge that you have completed and agree to comply with the information presented on the form.
 6. You must complete the *Infection Prevention and Control Core Competency Training* (Appendix D) and return it with your documentation package. You must acknowledge that you have completed and agree to comply with the information on the form.
 7. You must attach a current version of your CV (or resume). A short version is acceptable.

Observer:

- I have read and fully understand the information provided in this documentation package.
- I am aware of and agree to comply with the aforementioned roles and accountabilities.
- I have read and signed the St. Joseph's Observer Confidentiality Agreement.
- I have completed and confirm my compliance with the Medical and Non-Medical Self-Screening Health Evaluation Form.
- I have completed and confirm my compliance with the Infection Prevention and Control Competency Training.
- I have attached a current copy of my C.V (or resume)

I am under the age of 18 Yes__ or No__(if you answered yes, signature required below)

Signature: _____

Date: _____

Parent/Guardian (if applicable) Name: _____

Signature: _____

Phone Number: _____

Sponsor:

I agree that it is safe and appropriate for the above individual to assume an Observer role and acknowledge the aforementioned roles and accountabilities.

Printed name _____

Signature: _____

Date: _____

Department Chief/Clinical Director/Professional Practice Leader:

I support the above Observership and acknowledge the aforementioned roles and accountabilities.

Printed name _____

Signature: _____

Date: _____



OBSERVER PRIVACY AND CONFIDENTIALITY AGREEMENT
St. Joseph's Health Care London

All patients, residents, and clients under the care of St Joseph's Health Care, London (St. Joseph's) and all staff/affiliates have a fundamental right to have their personal health information/personal information treated in confidence.

This Agreement confirms that:

1. I commit to hold in confidence all information about patients, residents, clients, and their families, staff and affiliates, as well as the confidential business information of St. Joseph's, which comes to my attention while carrying out my duties as agreed within the organization.
2. I commit to continue to respect and maintain the confidentiality of patients, residents, clients and their families, and staff and affiliates of St. Joseph's, as well as the confidential business information of the organization even after my affiliation with the organization ends.
3. I will only use personal health information, personal information or confidential business information required for the performance of my role as an observer.
4. I will comply with the Canadian and provincial privacy legislations and regulations.
5. I understand that I must maintain all professional obligations, including adherence to the standards of practice.
6. I understand that I may consult my hospital sponsor or the Privacy and Risk office for information regarding this Agreement.
7. I understand that misuse, failure to safeguard, or the disclosure of confidential information without appropriate approvals may be cause for action, up to and including the loss of affiliation with St. Joseph's.

Printed Full Name of Observer: _____

Signature of Observer: _____

Date (YYYY/MM/DD): _____

Sponsor Name: _____

Sponsor Department: _____

NOTE: For Observers visiting patient care areas – verbal consent must be obtained from the patient before the Observer approaches the patient.



Medical and Non-Medical Observers
SELF-SCREENING HEALTH EVALUATION

In a hospital setting there are several childhood and communicable diseases, which may pose a health risk to patients and/or staff members (eg. chicken pox, influenza, viral diarrhea, etc.). We would appreciate your answering these questions before your visit to the hospital.

INSTRUCTIONS:

The content of this evaluation is strictly confidential. This questionnaire is for self-screening purposes only, and is to be completed and retained by the Observer.

1. Complete prior to the date of your observership in the hospital.
2. Answer the questions listed below.
3. If you answer "yes" to any of the questions listed below, you will not be able to observe at the hospital as scheduled.

DURING THE PAST MONTH, HAVE YOU BEEN EXPOSED TO ANYONE WHO HAS THE FOLLOWING DISEASES:

	YES	NO
MEASLES (RED MEASLES)	()	()
MUMPS	()	()
CHICKEN POX	()	()
RUBELLA (GERMAN MEASLES)	()	()
WHOOPING COUGH	()	()

IN THE PAST 48 HOURS, HAVE YOU EXPERIENCED:

A COLD	()	()
A SORE THROAT	()	()
DIARRHEA	()	()
VOMITING	()	()
COLD SORE	()	()
FEVER	()	()
PINKEYE	()	()
A RASH	()	()
ITCHY SKIN	()	()

If you answered 'Yes' to any of the above, you will not be able to observe at the hospital as scheduled. You must notify your Sponsor to make alternate arrangements for your observership.

Approved – Joint MAC September 3, 2008
Revised: November 2009

INFECTION PREVENTION AND CONTROL CORE COMPETENCY TRAINING

To ensure the safety of the observer, patients, and staff, you are required to complete the Infection Control Core Competency training modules. These are three e-learning modules that will enhance your knowledge of infection control. When you have completed the modules you will be asked to provide log-in information. That step is not necessary. Exiting from the module and signing this appendix is confirmation of completion.

- 1) Hand Hygiene:
https://medicalaffairs.lhsc.on.ca/hand_hygiene/
- 2) Chain of Transmission:
<https://medicalaffairs.lhsc.on.ca/chain/>
- 3) Routine Practices:
<https://medicalaffairs.lhsc.on.ca/routine/>

I have reviewed all three of the above Infection Control modules and agree to follow the proper steps required to ensure both the safety of myself and the patient throughout this observership.

Printed Full Name _____

Signature _____

Date (YYYY/MM/DD) _____

Sponsor Name _____

Sponsor Department _____