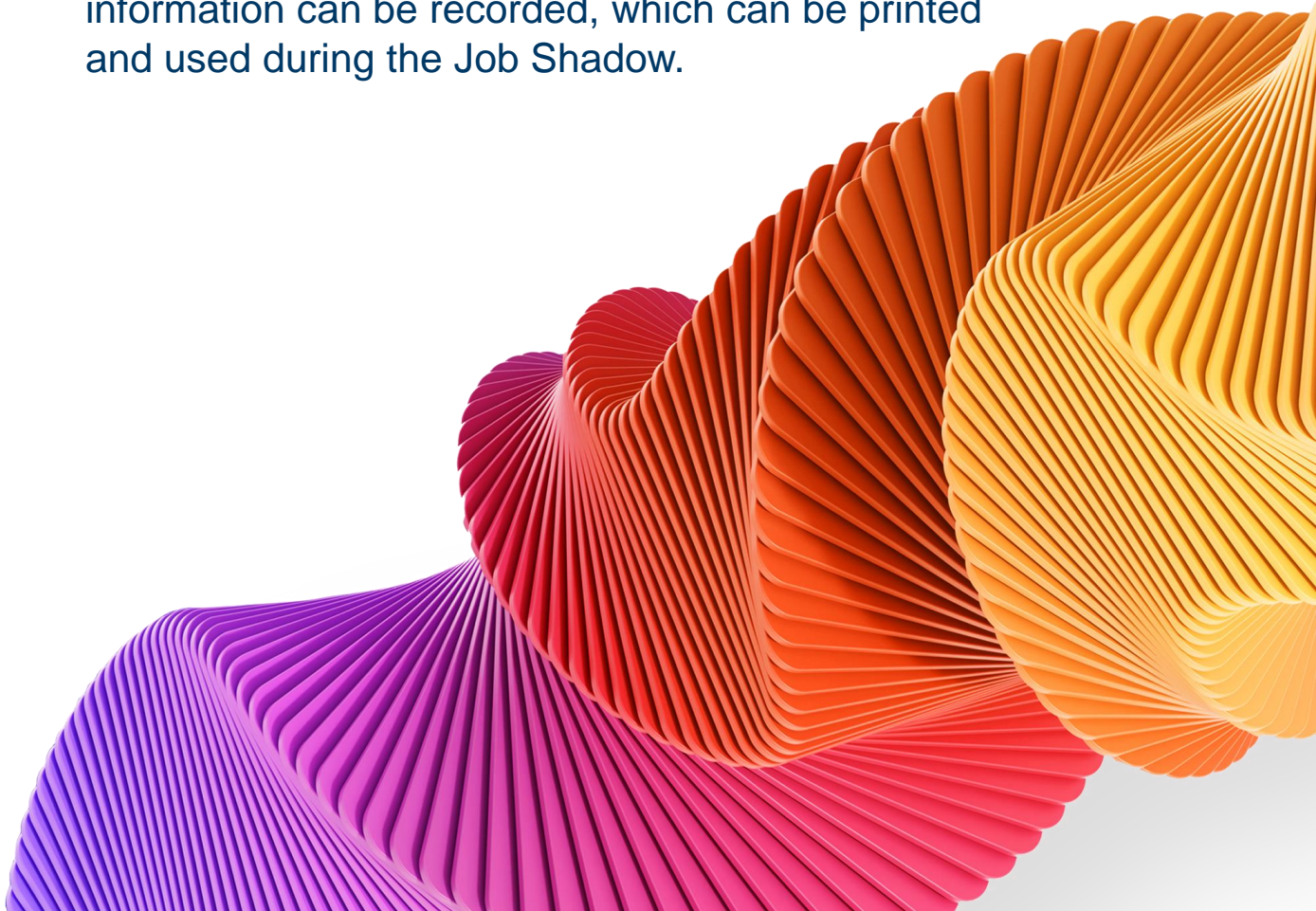


# Job Shadow Data Collection Template

The purpose of this template is to provide CCOs with guiding principles on observations to take note of during a Job Shadow.

This document also contains a template of how information can be recorded, which can be printed and used during the Job Shadow.



# GUIDING QUESTIONS

- For the given zone / areas, identify senior vs. staff ratio and breakdown of roles
- Chart out broad activity workflow as much as possible
  - Focus on key roles, while balancing the need to identify interactions / touchpoints with adjacent roles
  - Split your time by roles (1<sup>st</sup> 3 hours – Role 1)
  - Are there different peaks for different roles? (e.g. HCA is busy in the morning, EN is busy in the afternoon)
- Identify technologies / equipment used, and by which role (\*do a checklist against tech & non-tech scan)
- Any best practices witnessed?
- Any inefficiencies in workflow? (e.g. multiple handoffs)
- Any workspace constraints?
- Any multiple signatories required?

# [Job Role 1]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]



[illegible]

[illegible]

[illegible]

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**ADDITIONAL NOTES**

[illegible]

# [Job Role 2]



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ADDITIONAL NOTES


# [Job Role 3]

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## ADDITIONAL NOTES

[illegible]

