

TAKE A WALK IN MY SHOES

A Unique Job Shadowing Experience



IN THE BEGINNING...

In 2007, Windsor Regional Hospital recognized that with baby boomers now approaching retirement age, the depletion of our healthcare talent pool would have a significant impact on our staffing and recruitment.

A recent report by the Canadian Nurses Association states that Canada will experience a shortfall of almost 60,000 full-time registered nurses within the next 12 years.



IN THE BEGINNING...

The "Take a Walk in My Shoes Program" was created by Windsor Regional Hospital to:

- Foster interest in healthcare careers
- Target staff, students & individuals in the community considering a career change
- Expand our talent pool
- Aid in recruitment & succession planning



IN THE BEGINNING...

The program was created to allow staff, students, and individuals from the community, to literally walk in the shoes of a healthcare professional.



IN THE BEGINNING...

- The program provides individuals with one-on-one experiential learning opportunities
- Designed to help individuals explore various health career options
- 4-hour education & job shadowing experience
- A realistic view of the technical, academic & personal skills necessary to excel in their career of choice
- An opportunity to experience the workplace setting & duties performed by a health care worker



OUR GOAL TODAY

Take A Walk In My Shoes is a new and innovative job shadowing program that has the potential to be easily adopted into any organization.

Today we will provide you with:

- An overview of WRH's approach
- Process to implement the program in your organization
- Program Results
- Lessons Learned



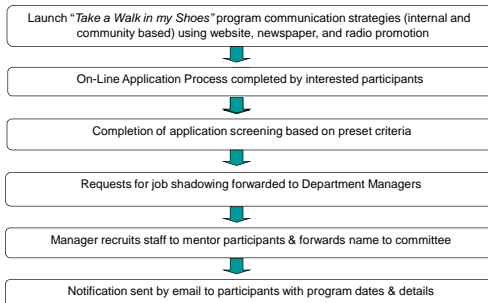
WRH'S APPROACH

The "Take a Walk in My Shoes" program is a Job Shadowing experience that provides a bridge between education & the workplace. It's an opportunity for partnership between schools & the community which results in:

- An opportunity for students to see a relationship between their educational experience & career choice;
- Observe the daily routines of the healthcare profession;
- Begin to identify career interests/specialties in healthcare;
- Gain an understanding that different health careers have cultures & work environments that can be unique to a particular profession



PROGRAM PROCESS - ENROLLMENT



PROGRAM PROCESS – DAY OF EVENT

Participants sign-in & attend a 15 minute Welcome/Orientation session focusing on Privacy & Confidentiality issues, what they can & can't do, what they can expect from the experience, etc.

While participants attend Orientation Session, Staff Mentors attend a 15 minute training session on their roles & responsibilities during job shadowing.

Participants & mentors are matched up and depart on a 4 hour Job Shadowing experience.

Participants & Mentors attend Luncheon for Debriefing, Program Evaluation, and awarding of Program Certificate.



PARTICIPANT GUIDELINES

All Participants are provided with a letter confirming they are scheduled to attend the "Take a Walk In My Shoes" Program. The letter covers:

- RSVP Details
- How to Prepare For the Day
- Do's, Don'ts & Guidelines
- Who to Call if They are Sick or Unable to Participate
- What to Expect
- What to Wear
- Date & Time of Event
- Location of Event
- Where to Park



MENTOR GUIDELINES

Once the Mentors are identified, all are required to attend a brief orientation session & are provided with a document outlining the following:

- What to do on the day of Shadowing
- What to Expect
- Their Role as a Mentor
- Do's, Don'ts and Guidelines



PROGRAM RESULTS



Program Certificate

- WRH received an overwhelming response to the program from the community. The initiative was recognized by local TV stations & newspapers.
- Since its initial launch in March 2008, more than 400 individuals have participated.
- The program is offered in the Spring and Fall.
- Annual budget is under \$2,000.



PARTICIPANT FEEDBACK

During the luncheon, participants are asked to complete a program evaluation.

- 96% of participants responded that through the job shadowing experience, they increased their knowledge of daily routines & skills required in their career of interest.
- 94% said the experience was useful in helping them to identify whether they wished to pursue a career in healthcare.
- 94% gained a better understanding of the different organizational cultures & work environments that exist in healthcare.
- 100% found the job shadowing experience to be an enjoyable & educational experience.
- 100% would recommend the job shadowing experience at WRH to others.



MENTOR FEEDBACK

During the luncheon, mentors are asked to complete a program evaluation.

- 90% of mentors responded that the program was successful in promoting WRH as a desirable employer and feel this program should continue in the future.
- 88% of mentors responded that the kick off session provided to the mentors was useful in helping me understand the purpose, goals, and guidelines of the program.
- 88% of mentors responded that overall, the event was well organized and executed in a professional and efficient manner.
- 86% enjoyed the mentoring experience and would be willing to participate in the program again.

Some participants found it difficult to give the full attention to the participants and also maintain patient care and struggled with the amount of time allotted for the mentoring experience.



PROGRAM EVOLUTION

March 2008	September 2010
<ul style="list-style-type: none"> Community response was overwhelming with more than 100 participants in the initial launch. Began program in a very challenging economy. Some participants incorrectly assumed the program meant job opportunities were available. Paper-based enrollment process was slow & unreliable. Began only offering program once a year in 2009. 	<ul style="list-style-type: none"> Number of participants has decreased by 30%. Media attention has fallen. Economy has steadily improved with fewer unemployed. We are now able to narrow our focus with better and more qualified participants. Faster electronic enrolment process through website. Offered in Fall and expanded to offering program to high school students through the Boards.



LESSONS LEARNED

- A smart & cost-effective way to attract new employees to health care.
- Valuable experience for our staff mentors as it allows them to showcase their workplace, skills & experience. But finding good mentors can be a challenge.
- Last minute changes happen - people call in sick or don't show up.
- Patient Care is our first priority. The program must be flexible enough to meet the changing needs of the environment.
- Not every participant knows their limitations – some are uncomfortable in a hospital setting (ie. sight of blood, observing procedures)
- TV has glamorized working in a hospital. Most don't realize how physically & emotionally taxing some of the positions are.



VIDEO



QUESTIONS?

To learn more about the
"Take A Walk in My Shoes" Program,
please visit our website at

www.wrh.on.ca

or email us at

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PROJECT TEAM MEMBERS

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