



Orthopaedic Office Practice Experience Template Training in goShadow

- I. Group Admin to create new group and add shadowers to the group
 - A. "(Date) (Clinic Name)"
 - B. Ex. "10/04/18 Orthopedic Outpatient Clinic"
- II. After receiving the daily schedule prior to the day of shadowing, group admin will create experiences in a consistent naming convention:
 - A. Ex. "Appointment Time, Patient Initials, Appointment type"
- III. Identify and create the segments within the experience. A separate segment should be created for each piece of the experience. For example:
 - A. Waiting Room
 - B. X-Ray Room
 - C. Exam Room
 - D. Surgical Education
 - E. Checkout
- IV. Shadowers will add people, place and task timers within each segment to capture the quantitative details of the segment.
 - A. Waiting Room Segment
 1. Add location Timestamp: Waiting room
 - a) Add timestamp when patient leaves waiting room
 2. Add Person Timestamp: Patient
 - a) Add timestamp when patient leaves waiting room
 3. Add Task Timestamp: Registration
 - a) Add timestamp when registration ends
 - B. X-Ray Room Segment:
 1. Add Location Timestamp: X-Ray Room
 - a) Add Timestamp when patient leaves X-Ray room
 2. Add Person Timestamp: X-Ray Technician
 - a) Add Timestamp when X-Ray technician leaves X-Ray room
 3. Add Task Timestamp: X-Ray Test
 - b) Add Timestamp when X-Ray test is completed

This document is intended as a shadowing training guide. This example is for an Orthopaedic Outpatient Office visit. Your organization may use different naming conventions and/or have different staff members and processes involved in a similar experience. This guide will serve as a primer for shadowing and templating any outpatient experience.

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C. Exam Room Segment:

1. Add Location Timestamp: Exam Room
 - a) Add timestamp when Patient leaves exam roomAdd Person Timestamp: Physician
 - a) Add timestamp when Physician leaves exam room
2. Add Task Timestamp: Vitals
 - a) Add timestamp when vitals are completed
3. Add Task Timestamp: Physical Exam
 - a) Add timestamp when physical exam is finished

D. Education Segment

1. Add Location Timestamp: Education Desk
 - a. Add timestamp when patient leaves education desk
2. Add Person Timestamp: Surgical Educator
 - a. Add timestamp when surgical educator leaves room
3. Add Task Timer: Surgical Education
 - a. Add timestamp when surgical education is completed

E. Check Out

1. Add Location Timestamp: Check Out Desk
 - a. Add timestamp when patient leaves check out desk
2. Add Person Timestamp: Check Out Staff
 - a. Add timestamp when check out staff finishes check out
3. Add Task Timer: Check Out Process
 - a. Add timestamp when check out process is completed

V. Shadowers add qualitative notes within each segment:

- A. Include patient/staff/family insights, comments and questions
- B. Include shadower's own impressions
 1. Example impressions: Patient waited for 60 minutes before being seen and is now stressed about missing their bus
 2. Patient waited for 15 minutes in the exam room before being seen by the doctor
 3. Registration staff is extremely welcoming and friendly. Directions to office were simple to follow



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- VI. Shadowers can categorize their notes
 - A. Swipe left to flag a note with a thumbs up (accolade) or thumbs down (opportunity for improvement)
- VII. Shadowers can edit/delete notes, timers at any time
 - A. Swipe left to access edit screen to augment timer start/stop, edit notes and change categorizations
- VIII. Sync-ing
 - A. Syncing of all shadowing information happens continuously. No action needs to be taken to sync any data. If shadower is not in a cellular area, the data will be stored locally on the device until cellular connection is reestablished.