



JOB ANALYSIS FORM

Organizing phases 1, 2, & 3 of the 7 Phase Sequence

COVER SHEET

EMPLOYEE:

Name Andrew Collins Job Focus Delivery

EMPLOYER INFO:

AGENCY INFO:

Name	SUNY, Stony Brook Hospital	Name	A.C.L.C
Address	Stony Brook, Long Island, NY	Job Supp. Name	Walter Fredricks
Contact	Mary Langdon	Phone #	222-222-2222
Phone #	111-111-1111		
JA Date	7-21-19		

CORE WORK TASKS: <i>(Identified by employer)</i>	EPISODIC WORK TASKS: <i>(Identified by employer)</i>
1. Delivery of computer printouts to departments	1. Receiving and cataloging of supplies
2. Delivery of heart pumps and IV pumps to patient rooms	2. On-call, while at work, for special deliveries to patient rooms
JOB-RELATED TASKS: <i>(Identified during Job Analysis)</i>	IMPORTANT CULTURAL RULES: <i>(Possible accommodations based on info in Profile)</i>
1. Lunch and one break	1. Wearing uniform (Hospital blues)
2. Clock in and out	2. Wearing security badge
3. Set up Bar-Code scanner	3. Washing hands with disinfectant soap
4. Prepare Charger's (companion dog) water and food	

JOB SUMMARY:

Andrew will deliver computer printouts to as many as 80 departments on 19 floors of the hospital. He will work for the Transport Department and his supervisor will be Mary Langdon. He will also deliver heart pumps and I.V. pumps as needed. He will start on the day shift, five days per week, from 9:00 AM until 1:30 PM. He will be paid \$5.70 per hour to start. Andrew will get 1/2 hour for lunch at 12:00 and a 15-minute break at 10:30.

JOB SUPPORTER:

Elissa Simpson

I. NATURAL WAYS OF THE BUSINESS:

A. METHOD

The job supporter should observe the manner in which each primary job task assigned to the new employee is performed. This is accomplished by assuming an unobtrusive observation position and carefully watching the employee(s) perform their duties. The job supporter should strive to make a "mental video tape" and if feasible an actual video tape to be used later as a standard of correctness and as a way to assist the supported employee to perform in a natural manner.

	Job Task Observed	Employee Observed	Date & Time
1.	Printout delivery	Tina Lawton	7/21/19, 9:45 – 11:45 AM
2.	IV delivery	Tina Lawton	7/22/19, 1:30 – 3:00 PM
3.	Cataloging supplies	Jim Edwards	7/22/19, 9:30 0 11:30 AM
4.	Special deliveries	Tina Lawton	7/23/19, (throughout full day)
5.			

B. SPECIFIC REQUIREMENTS IDENTIFIED BY EMPLOYER

(Check only critical items; Fully describe the extent of the demand and outline possible adaptations/accommodations are felt to be problematic for targeted employee.)

PHYSICAL DEMANDS:		SENSORY/COMMUNICATION:	
<input checked="" type="checkbox"/>	Lifting (Max. 5 lbs.)	<input checked="" type="checkbox"/>	Vision (Finding routes)
	Standing		Hearing
	Continuous Movement		Speaking
	Rapid Movement	<input checked="" type="checkbox"/>	Judgment (Identify departments)
<input checked="" type="checkbox"/>	Walking	ACADEMIC DEMANDS:	
	Climbing		Reading
	Stooping		Writing
	Crawling		Math

1. GENERAL STRENGTH/ENDURANCE REQUIREMENTS:

This job requires employees to lift at least 5 pounds and to deliver the data forms, equipment and supplies in a timely manner, throughout the shift.

2. PACE OF WORK:

Employees are required to work steadily, and the pace of work is moderate. There is little "downtime" as there is always something waiting to be done in the Transport Department. Supervisors expect employees to report if they are out of work.

3. **POTENTIALLY DANGEROUS COMPONENTS OF JOB:**
Employees must maintain a high standard of hygiene, especially hand washing. Strict standards and cautions are set for contact with blood and materials which contain blood. Employment in hospitals typically carries with it the possibility of infection by contagious diseases.
4. **CRITICALLY IMPORTANT COMPONENTS OF JOB:**
Timely and accurate delivery of data forms to the various departments. Dependable delivery of pumps to patient rooms. Availability, on call, for special deliveries.
5. **ESTABLISHED LEARNING CURVE OR PROBATIONARY PERIOD FOR JOB:**
The hospital maintains a 90-day probationary period in the Transport Department.

C. WORK SITE CONSIDERATIONS

1. **SPECIAL CLOTHING, UNIFORMS, SAFETY EQUIPMENT REQUIRED:**
Employees in the Transport Department must wear "hospital blues", provided by the department. Closed toe shoes, such as athletic shoes are required. Hats may not be worn. Security badges must be worn at all times.
2. **TOOLS TO BE USED:**
No tool use is required for this job.
3. **EQUIPMENT TO BE OPERATED:**
This position requires the use of a Light pen barcode scanner, used for data input of all deliveries. The employee must enter their name, employee #, date and department # each day.
4. **MATERIALS TO BE HANDLED:**
Andrew will handle bundles of computer printouts, approximately 1 1/2" thick. These items are delivered to various departments throughout the hospital. He will also handle heart and I.V. pumps, which weigh approximately 5 lbs. Occasionally, he will handle other lightweight items which can be placed in the basket of his scooter.
5. **SPECIAL TERMS USED AT WORK SITE:**
Each department name is a unique term, particular to hospitals. He will need to eventually learn 82 department names. "Daily Print-outs" -- the computer information to be delivered to departments.
6. **DESCRIPTION OF ENVIRONMENTAL CONDITIONS OF WORK SITE:**
All the work is performed inside the hospital, which is kept at a constant temperature of 76 degrees. The Transport Department is in the basement of a twin-tower, nineteen floor teaching hospital. There are seven separate banks of elevators. The hospital uses signs, rather than painted lines, for reference and directions. The halls are all approximately 10 ft. wide. The entire hospital is well-lighted. The burn unit requires special clearance for entry by the head nurse of the unit.

7. **IMPORTANT RULES STRESSED BY EMPLOYER & CO-WORKERS:**

The most important rules involve patient interactions and safety and health precautions. These rules are stressed in orientation and their violation can involve dismissal from the hospital.

8. **UNWRITTEN RULES UNIQUE TO THE SETTING:**

Possibly the most commonly discussed unwritten rule is that employees must be busy at all times during work hours. It seems that historically, workers in the transport department would lounge about between calls for assistance. Recently, however, workers have been directed to seek out work from their supervisor anytime there is a lull. It is critical to appear to be busy at all times.

D. POTENTIAL NEED FOR ACCOMMODATIONS (FROM PROFILE AND JOB ANALYSIS -- LIST EACH TASK or ACTIVITY FOR WHICH AN ACCOMMODATION MIGHT BE NEEDED)

1. **POTENTIAL FOR USE OF MODIFICATIONS IN WORK SITE:**

None noted.

2. **POTENTIAL FOR USE OF ADAPTATIONS IN WORK SITE:**

The most likely adaptation for Andrew is the use of a three wheeled, battery-powered scooter for ambulation. This should present no problem as many patients use such devices in the hospital. The transport dept. supervisor seems willing to consider any adaptations which would allow Andrew to better perform his job.

E. THE "CULTURE" OF THE WORK SITE

1. **EMPLOYER'S CONCERN FOR QUALITY:**

Quality is perhaps the most important concern in the transport department. It is crucial that the daily printouts be delivered to the correct area. Additionally, if a particular pump or other equipment is needed on a patient floor, the delivery must be correct.

2. **EMPLOYER'S CONCERN/NEED FOR PRODUCTIVITY:**

The transport supervisor expects steady, dependable performance rather than blazing speed. She constantly stresses accuracy over speed in her description of the job.

3. **FLEXIBILITY/RIGIDITY OBSERVED:**

The rules of the hospital are quite clear and rigid, especially concerning safety precautions and patient care. However, the transport department seems to offer a good deal of flexibility in the way a job gets done. Each employee brings an individual style to the procedures established by the supervisor.

II. THE MEANS USED BY THE EMPLOYER TO TRAIN AND SUPPORT NEW EMPLOYEES

A. DESCRIPTION OF THE COMPANY'S ORIENTATION PROCEDURES

Ask to review any written documents which describe typical orientation procedures. Discuss with a supervisor or decision-maker the flow of typical procedures. Ask employees about their experiences. If possible, and if it is felt to be necessary, ask to be taken through an orientation.

The transport department provides new employees with a two-day orientation common to all hospital employees. Employees attend classes on hospital personnel policies, benefits, safety procedures, CPR and basic patient care. After completing these classes, new delivery techs are assigned to an experienced employee for one or two days. The new tech accompanies the co-worker on deliveries throughout the hospital and is assisted to compile a "cheat sheet" for finding departments. New employees are introduced to reception staff in the departments by the co-worker. After the orientation period, the new employee is given a verbal quiz by the supervisor to determine if additional support is needed. If so, this is arranged on an individual basis by the supervisor.

B. DESCRIPTION OF THE COMPANY'S PROCEDURES FOR INITIALLY TRAINING AND SUPPORTING NEW EMPLOYEES

Follow the suggestions in II. A, above. Additionally, ask for training from the employer on at least one of the tasks to be performed by the supported employee. Use this training as an opportunity to assess the capacity and flexibility of the employer in reference to the needs of the supported employee.

The transport uses an experienced employee in a mentor-like role for the first few weeks of work. The relationship begins during the orientation and continues on a "as needed" basis for up to three weeks. The co-worker is responsible for getting their own work done and the new employee asks for assistance, after starting to work independently following orientation. The training basically involves demonstration and verbal explanations. Beginning early in the first day of work, the co-worker begins to encourage the new employee to make the deliveries and offers feedback on performance.

C. CONTENT STEPS

The job supporter should ask if the employer has step-by-step procedures for the job tasks observed on page 2. If so, these procedures should serve as the initial content task analysis for each task. If not, the job supporter should write content steps for each of the tasks above which would be appropriate for an average employee in the work site. These content steps should be presented to an appropriate decision-maker in the company for approval and refinement. (Refer to page 8, recording content steps for primary job tasks.)

D. DESCRIPTION OF ADDITIONAL SPECIFIC STRATEGIES USED BY THE EMPLOYER

This department relies primarily on demonstration and verbal explanations to teach new employees their jobs. They also use written "cheat sheets" as reminders for department locations and route finding.

III. PEOPLE: MANAGERS, SUPERVISORS, CO-WORKERS

1. WHO TYPICALLY PROVIDES NEW EMPLOYEES WITH TRAINING?

Experienced employees, assigned by the supervisor.

2. AVAILABILITY OF COMPANY TRAINER ASSIGNED TO EMPLOYEE:

The hospital does not have specialized trainers; however, each new employee has a co-worker assigned to them.

3. AVAILABILITY OF CO-WORKERS/SUPERVISORS AS TRAINERS:

The transport department supervisor is available to all employees on an individual basis, to be determined by the supervisor. It is not usual for co-workers to be assigned as on-going trainers; however, staff have been observed to offer informal assistance to each other often during the workday.

8. WILLINGNESS OF CO-WORKERS/SUPERVISORS TO PROVIDE SUPPORT AND ASSISTANCE:

Co-workers were willing during Andrew's non-school vocational experience to provide him with assistance and support. The supervisor seems very supportive and willing to assist. In general, employees in the transport dept. help each other whenever needed.

A. SUPERVISORS OF EMPLOYEE

	Name	Title
1.	Mary Langdon	Transport Department Supervisor
2.	Tina Lawton	Assistant Supervisor, Transport

B. CO-WORKERS OF EMPLOYEE

	Name	Position
1.	Tina Lawton	Assistant Supervisor
2.	Jim Edwards	Delivery Tech
3.	Gloria Johnson	Transport Tech
4.	Juan Alvarez	Transport Tech

C. EMPLOYEE SOCIAL GROUPS AND NON-WORK ACTIVITIES:

The employees of the transport department seem to be a close-knit group and socialize with each other, rather than with other employees. They meet after work on Thursday nights at a local restaurant/bar. They also participate in company-sponsored sports activities. They have a bowling team during the winter and a softball team in the summer.

D. LEADERS AND POTENTIAL ALLIES AMONG CO-WORKERS AND SUPERVISORS:

Tina Lawton, assistant supervisor, is clearly the emotional leader in the department. She bridges the gap between management and direct employees. She has also shown interest during Andrew's non-school vocational experience which preceded this job.

IV. JOB TASKS DESCRIPTION

SCHEDULE:

# OF DAYS OF WORK PER WEEK - 5			
DAYS: Monday		HRS: 9:00 AM	1:30 PM
DAYS: Tuesday		HRS: 9:00 AM	1:30 PM
DAYS: Wednesday		HRS: 9:00 AM	1:30 PM
DAYS: Thursday		HRS: 9:00 AM	1:30 PM
DAYS: Friday		HRS: 9:00 AM	1:30 PM

SEQUENTIAL CHRONOLOGY OF TYPICAL WORKDAY: (Include all tasks)

- 8:45 Report to work site, use toilet, feed & water Charger
- 8:55 Clock in
- 9:00 Get daily assignment from supervisor
- 9:05 Load basket and begin delivery rounds
- 10:30 Break
- 10:45 Continue delivery rounds
- 12:00 Lunch
- 12:30 Check with dispatcher for specialty deliveries or equipment deliveries
- 12:35 Make deliveries
- 1:30 Clock out
- 1:40 Meet taxi at transport entrance

CONTENT STEPS FOR PRIMARY JOB TASKS

Write content steps for each primary job task assigned to the new employee (core, episodic or job related). Content steps *should represent steps for a typical learner*.

CONTENT STEPS (Core) Delivery of data printouts to departments
1. Report to area supervisor for duty or additional assignment.
2. Receive department sheet containing delivery routing.
3. Locate cart with daily printouts.
4. Locate first department on list & match to department in cart.
5. Scan bar code with scanner to enter employee code and time.
6. Load first department in basket on scooter.
7. Check department off delivery routing sheet.
8. Repeat Steps 4 & 5 until basket is loaded.
9. When basket is loaded, proceed to first department.
10. At appropriate department, enter, and locate reception person.
11. Locate department's daily print-out from basket.
12. Scan the bar code to enter time delivered.
13. Exit department.
14. Repeat Steps 9 - 13 until basket is empty.
15. Return to Transport Department for restocking and repeat Steps 1 - 15.

(Chart is expandable to add as many lines as needed. Chart may also be duplicated if needed for additional core task or job related/episodic task)

CONTENT STEPS (Core) I.V. Pump Delivery
1. Report to area supervisor after lunch.
2. Receive delivery list for I.V. pumps.
3. Go to I.V. pumps storage shelves.
4. Count the total number of pumps to be delivered.
5. Select a pump from the shelf.
6. Check the pump to ensure that it has be cleaned and reconditioned.
7. Enter the patient room or hospital room # into the scanner.
8. Scan the bar code on the pump to enter data.
9. Repeat Steps 5 - 8 until eight pumps have been loaded into the basket.
10. When basket is filled, visually scan list to determine lowest floor and closest room.
11. Proceed to the nearest floor selected for delivery.
12. At appropriate room, determine nearest nurse's station.
13. Proceed to the nearest nurse's station and report a delivery to the attending nurse.
14. Enter the department code and room number into the scanner.
15. Scan the pump and give it to the attending nurse.
16. Repeat Steps 11 - 15 until basket is empty.
17. Return to Transport Department to refill basket.