

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 (1st 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]

JOB TASK:	6.00am – 7.00am				Notes: (Things to validate / preliminary solutioning)
	6.00	6.15	6.30	6.45	

JOB TASK:	7.00am – 8.00am				Notes: (Things to validate / preliminary solutioning)
	7.00	7.15	7.30	7.45	

JOB TASK:	8.00am – 9.00am				Notes: (Things to validate / preliminary solutioning)
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JOB TASK:	9.00am – 10.00am				Notes: (Things to validate / preliminary solutioning)
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JOB TASK:	10.00am – 11.00am				Notes: (Things to validate / preliminary solutioning)
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JOB TASK:	11.00am – 12.00pm				Notes: (Things to validate / preliminary solutioning)
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JOB TASK:	12.00pm – 1.00pm				Notes: (Things to validate / preliminary solutioning)
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JOB TASK:	1.00pm – 2.00pm				Notes: (Things to validate / preliminary solutioning)
	1.00	1.15	1.30	1.45	

JOB TASK:	2.00pm – 3.00pm				Notes: (Things to validate / preliminary solutioning)
	2.00	2.15	2.30	2.45	

JOB TASK:	3.00pm – 4.00pm				Notes: (Things to validate / preliminary solutioning)
	3.00	3.15	3.30	3.45	

JOB TASK:	4.00pm – 5.00pm				Notes: (Things to validate / preliminary solutioning)
	4.00	4.15	4.30	4.45	

JOB TASK:	5.00pm – 6.00pm				Notes: (Things to validate / preliminary solutioning)
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ADDITIONAL NOTES

[illegible]

[Job Role 2]

JOB TASK:	6.00am – 7.00am				Notes: (Things to validate / preliminary solutioning)
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JOB TASK:

7.00am – 8.00am

Notes:

(Things to validate / preliminary solutioning)

7.00

7.15

7.30

7.45

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