



Job Shadowing

What is Job Shadowing?

Job shadowing is a unique opportunity to see a “typical” day in the workplace and learn the varied aspects in a variety of jobs. A participating teacher will observe the latest techniques and technologies used in the workplace, allowing them to update their skills and knowledge. By gaining insight into the needs of employers, teachers will be able to facilitate this information back to the classroom by enhancing their lessons with this newly acquired knowledge. They will also be able to answer that infamous question from the student, “when will I ever use this in real life”. The job shadowing experience will give them the ammunition needed to answer this and many more questions.

Criteria for Job Shadowing

- ❖ The job shadowing experience must be directly related to the course(s) that you teach.
- ❖ The job shadowing site chosen should be one that you haven’t already used before, for your job shadowing experience.
- ❖ You must shadow a minimum of 6 hours, excluding lunch to get 6 hours of professional development credit, which is also equal to one day.
- ❖ It is possible to shadow more than one person during the job shadowing experience. Your job shadowing experience may involve rotating through different departments of the business/site; If so, be sure your responses are reflective of those experiences.
- ❖ Remember to obtain approval from your campus principal.
- ❖ Don’t forget to fill out the job shadowing questionnaire completely and turn in one copy to your principal and another copy to me. (It’s a good idea to have a copy of the questionnaire on hand as you job shadow, to cover all parts of the questionnaire and write down your responses.



Job Shadowing Teacher Questionnaire

Teacher Name: Amy Conner	Campus: RSS	Related Course: Biomedical Innovations
Company Information		
Business Name: Dr. John Ngo		
Business Address: 4201 Garth Rd. Ste 210		
Business Phone: 281-420-7280		
Employee Information		
Person(s) Observed: Dr. Ngo		
Job Title(s): Medical Doctor specializing in pain management		
Job Shadowing Information		
Date: 6-3-25	Arrival Time: 9:00 AM	Departure Time: 3:00 PM
1. What is the main purpose of this business? His goal is to design a multimodal and comprehensive treatment plan for each patient that meets their need for addictive pain medications to give them the best chance to live an active life, as long as possible. I strive to deliver personalized care while utilizing the most advanced interventional pain medicine techniques to offer an unparalleled patient experience.		
2. What does this department do within the company? (If appropriate) He evaluates and treats patients who are having some type of issue with pain.		

3. What is the business's responsibilities?

Houston Methodist's mission is to provide high quality, cost-effective health care that delivers the best value to the people we serve in a spiritual environment of caring in association with internationally recognized teaching and research.

4. What is a typical day for a person in this occupation?

He will normally see patients in the morning, answer emails, return calls, throughout the day he will do Peer to Peers with the insurance company, in the afternoon he will have virtual appointments. Mondays and Wednesdays he is scheduled for procedures.

5. What does the person like most and least about his/her job?

Most – seeing the results of the problem being fixed with minimal invasiveness

Least – patients may come to him for the wrong reason (just wanting medication), also dealing with the insurance company

6. What other people does he/she work with in the organization, departments, etc.?

He has to be able to work with the office staff, surgery center, hospital, insurance companies/billing department.

7. Would this person recommend others to choose this career field?

Yes, he loves helping people.

Describe the amount and level of basic skills and knowledge needed in this position and tell how someone in this position uses them?

8. Reading

They need to be able to read patient charts and business forms.

9. Writing

Most of their work is done on the computer so they aren't physically writing much but they have to know how to write notes should the system go down.

10. Mathematics

There is math in the business aspect of it with overhead, profit, and loss. It is also used to calculate medication dosages and when measuring angles of deviation or compression on imaging.

11. Listening

You need to be able to communicate with your patients and listen to any questions/concerns they have, with your staff, insurance companies, other doctors, and the surgery center.

12. Speaking

You need to be able to talk to the staff and patients. He has to be able to thoroughly explain the options and procedures to the patients.

What technical skills are necessary to perform this job well and how are they used?

13. Using computers

Must be proficient with the computer as their medical records are all digital. Need to learn software for reading the medical imaging and using the dictation program.

14. Operating office machines (such as phones, fax machines, and copiers)

They use phones, computers, and copiers more than they do fax machines.

Which of the following problem-solving skills are needed and how are they applied?

15. Organizing and planning

They need to know the timing of follow ups and procedures, but their staff does the scheduling and planning for those appointments.

16. Interpreting and communicating information

They need to be able to interpret and understand the medical imaging and other doctor's office notes.

17. Thinking creatively

Not all patients are textbook patients and sometimes he has to think outside of the box to help a patient after a treatment has failed.

18. Making decisions

They have to be able to decide what would be best for that particular patient.

19. Analyzing problems

Not all patients are textbook patients, and he may have to troubleshoot if it doesn't work like a treatment is supposed to.

What interpersonal (or "people") skills are needed, and how are they used?

20. Serving customers

They must be able to effectively communicate with patients, physicians, family members and co-workers in a manner consistent with a customer service focus and application of positive language and principles.

21. Participating as a team member

The office can only be successful if everyone works as a team and does their part.

22. Teaching

They have medical students sometimes and then training for new employees. He does a lot of research as well.

23. Leading

He is the boss and owner of the practice, so he is the main leader but also has to know when to delegate tasks.

24. Resolving conflict

Sometimes there might be issues with an unhappy patient or with conflict within the office between the employees that he has to address.

25. Working with cultural diversity

He sees all cultures and treats every patient the same. He is in a very diverse area, so he sees all different demographics.

Required education and training

26. What education and training is required before starting work at the company and what new skills has she or he had to learn since then?

He is a medical doctor and is a board certified anesthesiologist, he completed an anesthesia residency, board certified in pain management, fellowships in pain management, continuing education, training on new equipment and procedures being developed.

Trends
27. How might this job change in the next five years, and will current technology advances threaten this job? Technology won't be able to replace his role. He does think they will be able to start making pain management stimulators smaller.
28. The next ten? AI will start to help not only as a second set of eyes when reading medical imaging, but also could be used for medical transcription.
Application

29. What will you do differently in the classroom as a result of this experience? Give a specific example of a lesson that will change/ be developed as a result of this experience.

I plan on asking him to come in and speak to the class about the pain management stimulator. We discuss different medical innovations and this could help the students think outside of the box when thinking of problems that need to be solved and the solutions available for them.