

**University of Florida**  
**College of Public Health & Health Professions Syllabus**  
HSA 6855: Internship in Health Administration  
Semester: Summer 2015  
Delivery Format: On-Site at Affiliating Organization

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Instructor Name: Cynthia M. Toth, MBA, MHS  
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Phone Number: 352-273-6073  
Email Address: cmtoth@phhp.ufl.edu  
Office Hours: Monday-Friday, By Appointment  
Preferred Course  
Communications: Email and Phone Appointment

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### **Course Overview**

The five-credit internship consists of a minimum of 10 weeks of supervised, full-time work in an area or setting in health administration that is of particular interest to the student. Expected to be self-directed and increasingly independent, the student contributes to projects and initiatives of the organization.

### **Relationship to Program Outcomes**

The summer internship is a requirement of the UF MHA degree and is usually completed at the end of the first year of study. The internship enables students to apply entry-level competencies, acquired during the first two semesters, to relevant work in a healthcare business setting. Preparing to become a self-directed professional learner, the student develops his/her own learning objectives that align with one of the MHA behavioral-based competencies. With the preceptor, the student identifies projects and activities to satisfy those objectives. The faculty internship coordinator provides counsel and guidance, as necessary over the course of the summer, to both the student and preceptor. At least one formal internship “check in” is scheduled as a conference call or in-person visit to assess progress.

## Course Objectives and/or Goals

The objectives of the course are designed to contribute towards mastery of key competencies for the MHA program. Projects and activities encountered in the internship are linked to the learning objectives and competencies. The Learning Activities associated with each objective are determined by the student in conjunction with the internship site's operational and strategic projects and priorities. These are detailed by the student in the individual internship plans and personal journal.

Course Objective	MHA Competency	Assessment
Cite examples of evidence-based improvement programs in the organization.	Incorporate evidence-based approaches and external assessments in the design and implementation of programs that improve population health, and organizational, financial, and clinical performance (HOP-2)	Journal
Complete (or substantially contribute to) 3 projects.	Implement project management techniques and systems thinking to plan and manage initiatives involving significant resources, scope and impact. (BAT-1)	Project Summaries Preceptor Evaluation
Practice relevant analytical tools and procedures.	Evaluate clinical and organizational performance using statistical and operations management techniques and procedures. (BAT-3)	Project Summaries Preceptor Evaluation
Facilitate project team(s) or focused initiatives.	Articulate the criteria to assemble a team with balanced capabilities and utilization of effective group processes to hold team members accountable individually and collectively for results. (LP-2)	Leadership/Professionalism Reflections #2 and #3 Preceptor Evaluation
Evaluate how the internship has developed communication skills.	Apply effective and appropriate oral and written communication vehicles (LP-3).	Leadership/Professionalism Reflection #5 and #6 Preceptor Evaluation
Formulate a current personal asset profile based on internship experiences.	Assess individual strengths and weaknesses (including the impact that you have on others) and engage in continual professional development including reflection and self-directed learning (LP-4).	Internship Plan Leadership/Professionalism Reflection #1 Leadership/Professionalism Reflection #4 Preceptor Evaluation
Conduct oneself in a professional matter that cultivates confidence and trust.	Establish and engage a network of professional and community relationships. (LP-1)  Model professional values and ethics (LP-6)	Journal Preceptor Evaluation

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## COURSE CONTENT

### Course Readings and Materials

There is no assigned textbook. Additional resources and readings may be posted to the course website under labelled modules in Canvas. Students are encouraged to access resources and publications consistent with the industry segment in which they are working. Lynda.Com, available through the UF E-Learning site, is an excellent “just-in-time” resource for Excel tutorials.

### Course Schedule

There are no on-campus meetings during the summer. The internship start date is flexible and typically begins on, or within 2 weeks of, the first week of the Summer C Semester. The start date is mutually negotiated between the intern and the preceptor in order to ensure a full 10-week internship. The internship plan, developed between the intern and the preceptor during the first two weeks of the internship, provides the guiding framework for the internship.

### Course Materials and Technology

Course materials are housed and available on CANVAS e-learning site.

For issues with technical difficulties for E-learning please contact the UF Help Desk at:

- [Learning-support@ufl.edu](mailto:Learning-support@ufl.edu)
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>  
<http://www.crc.ufl.edu/students/students.html>

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## ACADEMIC REQUIREMENTS AND GRADING

The course grade is Satisfactory/Unsatisfactory. Students must achieve 80% or greater of possible points to receive a Satisfactory grade for the course.

Satisfactory achievement in the course depends on completing:

1. A minimum of 10-weeks of full-time on-the-job experience in a professional healthcare business setting.
2. All required assignments
3. Summer Contact Information and 3 online assessments (provided as Qualtrics survey links)
4. Internship Supervision phone or office appointment with preceptor and Ms. Toth

All assignments are detailed in Canvas and should be submitted online through Canvas.

### Grading

Required Assignments	Due Date	Points
<b>Pre-Internship Competency Self-Assessment</b>	April 17, 2015	5 points
<b>Summer Contact Information</b>	First Week of Internship	5 points
<b>Internship Plan</b>	August 3, 2015	20 points
<b>Internship Journal</b>	August 3, 2015	25 points
<b>Project Summaries</b>	August 3, 2015	60 points (3 summaries @ 20 points)
<b>Leadership Reflections</b>	August 3, 2015	48 points (6 reflections; points vary)
<b>Post-Internship Competency Assessment</b>	August 3, 2015	5 points
<b>Post-Internship Evaluation</b>	August 3, 2015	5 points
<b>Internship PowerPoint Presentation</b>	August 28, 2015	Presented at Fall Friday Seminar (Points awarded in HSA 6105)

Letter Grade	S	U
Grade Points	100% to 80% of total possible points	79.9% or less of total possible points

Greater than 80% of Possible Points = **Satisfactory**

Less than 80% of Possible Points = **Unsatisfactory**

For greater detail on the meaning of letter grades and university policies related to them, see the Registrar's Grade Policy regulations at:

<http://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

### Exam Policy

There are no examinations in this course.

### Policy Related to Make up Seminar Attendance and Assignments

All assignments must be submitted to achieve a satisfactory grade for the course. If for any reason there are missing assignments, the student will receive an **Incomplete** grade with the expectation that the missing assignment (s) be completed and submitted prior to the end of the Fall Semester, 2016.

## **Policy Related to Required Class Attendance**

Except for the internship briefing at the end of the Spring Semester in preparation for the internship and Internship Power Point Presentation during the Friday Seminar in the fall semester, the course does not require formal class attendance.

Faculty are bound by the UF policy for excused absences. For information regarding the UF Attendance Policy see the Registrar website for additional details:  
<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

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## **STUDENT EXPECTATIONS**

### **Expectations Regarding Professionalism and Personal Conduct**

Students on internships are expected to model the HSRMP Department Values of: **Excellence, Integrity, Social Responsibility, Continuous Improvement, Diversity, Life-Long Learning, Collaboration, Professionalism** and abide by the ACHE Code of Ethics in health care administration. Furthermore, students shall conduct themselves as professional representatives of the University of Florida at all times. Additionally, students shall follow the working guidelines of the internship organization including but not limited to: dress code, work hours, policies and procedures, and state and federal regulations impacting the organization. Students are expected to put forth their best effort as an expression of respect for the internship preceptor and organization, and signs of personal integrity and professional conviction to the profession.

### **Communication Guidelines**

Students shall communicate with the preceptor at the internship site in a timely manner on issues that may prevent attendance or completion of tasks. Students are expected to contact Ms. Toth as soon as possible regarding any concerns, issues or personal matters that impact or prevent successful completion of the internship. If the internship is not working out well for any reason, this should be communicated to Ms. Toth or the MHA program director as soon as possible by the student and/or preceptor. Most concerns can be successfully remedied with timely coaching and collaboration with the student, preceptor and the MHA program.

## Academic Integrity

Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge:

**“We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity. “**

You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied:

**“On my honor, I have neither given nor received unauthorized aid in doing this assignment.”**

It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code or the Graduate Student Website for additional details:

<https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>

<http://gradschool.ufl.edu/students/introduction.html>

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

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## SUPPORT SERVICES

### Accommodations for Students with Disabilities

If you would like to discuss internship accommodation needs or require advice in the selection of internships sites or opportunities that afford a good match for your disability-related needs, please let the internship coordinator know. For disability-related internship information, access the Disability Resource Center website [www.dso.ufl.edu/index.php/drc/grad-prep](http://www.dso.ufl.edu/index.php/drc/grad-prep) that offers resource information on choosing a site, things to consider in disclosing disability, etc.

### Counseling and Student Health

Students sometimes experience stress from academic expectations and/or personal and interpersonal issues that may interfere with their academic performance. If you find yourself facing issues that have the potential to or are already negatively affecting your coursework, you are encouraged to talk with an instructor and/or seek help through University resources available to you.

- The Counseling and Wellness Center 352-392-1575 offers a variety of support services such as psychological assessment and intervention and assistance for math and test anxiety. Visit their web site for more information: <http://www.counseling.ufl.edu>. On line and in person assistance is available.
- You Matter We Care website: <http://www.umatter.ufl.edu/>. If you are feeling overwhelmed or stressed, you can reach out for help through the You Matter We Care website, which is staffed by Dean of Students and Counseling Center personnel.
- The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services. The clinic is located on the second floor of the Dental Tower in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the web site at: <https://shcc.ufl.edu/>
- Crisis intervention is always available 24/7 from:  
Alachua County Crisis Center:  
(352) 264-6789

<http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx>

BUT – Do not wait until you reach a crisis to come in and talk with us. We have helped many students through stressful situations impacting their academic performance. You are not alone so do not be afraid to ask for assistance.

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