

HSA 6855, "Internship in Health Administration"

Summer 2014

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COURSE DESCRIPTION

The course consists of a **minimum of 10 weeks** of supervised full-time work in an area of health administration that allows the student to integrate and apply concepts and competencies from didactic studies. Specific requirements, including assessments of the experience by the intern and preceptor, are required to satisfy course objectives.

LEARNING OBJECTIVES

("At the end of the internship, students should be able to ...")

- Assess the clinical, operational, and managerial aspects of the internship organization.
- List and explain the tasks assigned and projects accomplished during the internship and how they contribute to the student's career goals.
- Identify and effectively use appropriate communication methods depending on audience characteristics and communication goals.
- Describe ways in which the internship has strengthened problem-solving, communication, and presentation skills.
- Identify key environmental factors affecting the internship organization.
- Understand and assess sources of power and authority and how they are distributed within the internship organization.
- Describe and evaluate the nature of the clinical staff and clinician relations in the internship organization or clinician executives in non-provider organizations.
- Explain how the internship contributed to the establishment of a network of professional relationships.
- Conduct oneself in a professional manner that cultivates confidence and trust.
- Complete a self-assessment of leadership effectiveness in the context of the individual's MBTI leadership and team behavior profiles

TARGETED COMPETENCIES

- ✓ Continually scan and interpret key trends and activities in the health care environment
- ✓ Use the principles and tools of human resources management, organizational behavior, and the leadership of change to achieve organizational goals.
- ✓ Measure and improve clinical and organizational performance and, as needed, redesign, organizational systems and processes.
- ✓ Understand and communicate the value of administrative, clinical, and decision-support technologies in improving organizational performance.
- ✓ Understand the roles and responsibilities of the governing board and identify effective techniques for establishing sound relationships between senior leaders and the board.
- ✓ Understand how leaders energize stakeholders with a compelling vision that fosters and sustains their shared commitment to organizational goals.
- ✓ Identify and effectively use appropriate communication vehicles based on audience characteristics and communication goals.
- ✓ Articulate, model, and promote professional values and ethics.
- ✓ Accurately assess individual strengths and weaknesses (including the impact that you have on others in teamwork and leadership situations) and engage in continual professional development including reflection and self-directed learning.
- ✓ Establish, build, and sustain a network of professional relationships.

TEXT BOOK

No text book is required for this course.

COURSE REQUIREMENTS and GRADING

The grade for the five-credit internship course is Satisfactory/Unsatisfactory. All the course requirements listed below **must** be completed in order to receive a grade of Satisfactory.

1. Summer Contact Sheet.

Due Date: April 25

You must submit this form at the internship briefing.

2. Internship Plan.

Due Date: Two Weeks after Start Date

Description of internship organization and proposed tasks and responsibilities.

The internship plan must include the following information:

- a. Preceptor's name, title, and contact information
- b. Brief description of the internship organization
- c. Your objectives for the internship (link objectives to targeted competencies and areas for improvement)

- d. Anticipated activities, assignments, and projects

You may submit this in person, via e-mail attachment, by mail, or by fax.

3. Internship Supervision: Phone Appointments.

Due Date: June 9-20

You must schedule two phone** appointments:

- a. First, a phone meeting between Preceptor and Ms. Toth
- b. Then, a phone meeting between you and Ms. Toth

Ms. Toth will send an email with appointment availability. You must then respond with requests for appointments for yourself and your Preceptor – first come, first served. In addition, Ms. Toth needs a copy of your Preceptor’s bio before my appointment with him or her. **Ms. Toth will be conducting some of the appointments in person, to be arranged by mutual agreement.

4. Internship Portfolio.

Due Date: August 8

The internship portfolio provides a record of activities and accomplishments during the internship. Use August 1 as your “cut-off” date and describe activities, etc. up to that point. Any major projects completed after August 1 can be documented and submitted as an addendum.

The portfolio must include the following:

- a. **Internship Plan**
Include the internship plan as prepared for requirement #2 above.
- b. **Weekly Journal: description of appointments, activities, projects**
The objective of the journal is to provide a “running record” of your activities, with the level of detail for the entries being largely your call. Past interns have found the journal to be quite useful and recommend that you take a few minutes to do this each week (or even each day).
- c. **Organizational Assessment: structured description of organization**
The format is up to you, but the assessment must include information regarding: organization name and location; ownership; services offered; licensing & accreditation; size; governance; organizational structure (including an organizational chart); mission, vision, values, etc.; external environment (market, key competitors, etc.); patient mix; payer mix; employees; medical staff; any other key characteristics.

d. **Personal Leadership Self-Assessment**

Using your MBTI and Strengths profiles , describe using personal examples of how you used your strengths and experienced leadership challenges in your internship. Explain how you “moved beyond your comfort zone” and grew in leadership effectiveness. Discuss coaching and mentoring feedback from your preceptor.

e. **Project Summaries: brief description of each of your projects**

The length of the written summary will depend on the amount of time and effort you devoted to the project. Use a separate page for each project. At a minimum, the summary should be 2-3 paragraphs long. You should also include other materials related to the projects as relevant (i.e., spreadsheets, slides for presentation, etc.).

Due to its size, you must submit the portfolio in person or by mail.

Ms. Toth will return the portfolio to you in the Fall semester, so that you can use it in preparing for your internship presentation and for placement interviews.

5. **Evaluation Forms.**

Due Date: August 1

The evaluation by the intern is due by August 1. We will use Qualtrics Survey Tool for the evaluation, and you will receive an e-mail with the link. The evaluation must be completed by this deadline in order to receive a Satisfactory grade for the course.

Your evaluation must be completed by August 1 to receive a Satisfactory grade for the course.

At the end of July we will send a letter to the Preceptor that includes a Certificate of Appreciation. We will use the Qualtrics Survey Tool for the Preceptor’s evaluation, which we request be submitted by August 1. (Completion of the paper form is NOT required if submitted electronically.) PLEASE monitor submission of the evaluation by the Preceptor.

Your preceptor’s evaluation must be completed by August 1 for you to receive a Satisfactory grade for the course.

Schedule a meeting with your Preceptor to discuss the evaluation and your performance in the internship.

6. **Attendance**

A minimum of 10 weeks of full-time, on-the-job experience is required. Work schedule is adjusted and negotiated by mutual agreement between the student and preceptor.

OTHER REQUIREMENTS

Some activities associated with the internship occur outside the summer semester.

❖ **Pre-Internship Briefing**

Meeting in spring semester of first year. First-year students will meet as a group with Ms. Toth in preparation for internship.

❖ **Internship Presentation**

Two Friday Seminars in the fall semester will be devoted to internship presentations by second-year students. Each student will present a brief summary of the internship experience. Instructions for the presentations will be provided in the Fall.

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 my disability-related needs, please let Ms. Toth know.

For disability-related internship information, access the Disability Resource Center website www.dso.ufl.edu/index.php/drc/grad-prep that offers resource information on choosing a site, things to consider in disclosing disability, etc.

ACADEMIC INTEGRITY

Statement of University's Honesty Policy (cheating and use of copyrighted materials)

Students are expected to act in accordance with the University of Florida policy on academic integrity (see Student Conduct Code, the Graduate Student Handbook or these web sites for more details:

<http://www.dso.ufl.edu/sccr/honorcodes/conductcode.php>

<http://www.dso.ufl.edu/studenthandbook/studentrights.php>

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

Cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

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

Counseling and Student Health

Students may occasionally have personal issues that arise in the course of pursuing higher education or that may interfere with their academic performance. If you find yourself facing problems affecting your coursework, you are encouraged to talk with an instructor and to seek confidential assistance at the UF Counseling & Wellness Center, 352-392-1575. Visit their web site for more information: <http://www.counseling.ufl.edu/>.

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, including primary care, women's health care, immunizations, mental health care, and pharmacy 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: www.health.ufl.edu/shcc

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.