

University of Florida
College of Public Health & Health Professions Syllabus
HSA 6855, Internship in Health Administration (5-credit hour)
Semester: Year: Summer 2024
Course Website via canvas

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COURSE OVERVIEW

The course consists of 400 hours of supervised work in health administration, allowing students 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. (1 credit)

LEARNING OBJECTIVES

- Assess the internship organization's clinical, operational, and managerial aspects.
- 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 the internship has strengthened problem-solving, communication, and presentation skills.
- Identify critical 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.
- Conduct oneself in a professional manner that cultivates confidence and trust.

TARGETED UF MHA COMPETENCIES

During the internship, students may work on the development of all fourteen UF MHA Competencies. However, the competencies listed are targeted explicitly during the internship:

- ✓ HEC-1 Perform needs assessments and environmental analyses in support of program and organizational development
- ✓ BAT-1 – Describe project management techniques and systems thinking to plan and manage initiatives involving resources, scope, and impact
- ✓ BAT-3 – Evaluate and make recommendations for clinical and organizational performance using statistical and qualitative management techniques and procedures

- ✓ LP-2 – Apply effective and appropriate oral and written communication skills
- ✓ LP-3 – Assess individual strengths and weaknesses and engage in continual professional development
- ✓ LP-4 – Model professional behavior, values, and ethics

TEXTBOOK

No textbook is required for this course.

ACADEMIC REQUIREMENTS AND GRADING

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

Assignments

1. Summer Contact Sheet.

Due Date: By May 21 – will be completed in Canvas

2. Internship Plan.

Due Date: One Week 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, or by mail.

3. Internship Supervision: In-person/Zoom/Phone Appointments.

Due Date: June 8-30

You must schedule two In-person/Zoom/Phone** appointments:

- a. First, a meeting between Preceptor and Dr. Benson
- b. Then, a meeting between you and Dr. Benson

Dr. Benson 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, Dr. Benson needs a copy of your Preceptor's bio before the appointment. **Dr. Benson will conduct some of the appointments in person (if possible), arranged by mutual agreement.

4. Internship Portfolio. (Electronic Versions are Acceptable)

Due Date: August 13

The internship portfolio provides a record of activities and accomplishments during the internship. Use August 6 as your “cut-off” date and describe activities, etc., up to that point. Any significant projects completed after August 7 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 essentially your call. Past interns

have

found the journal to be quite helpful 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**

Describe how you used your strengths and experienced leadership challenges in your internship using specific examples. Explain how you “moved beyond your comfort zone” and grew in leadership effectiveness. Discuss coaching and mentoring feedback from your preceptor.

e. **Project Summaries: a 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.).

Dr. Benson will return the portfolio to you in the fall semester so that you can use it to prepare for your internship presentation and placement interviews.

5. Evaluation Forms.

Due Date: August 12

The evaluation by the intern is due by August 12. 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 to receive a Satisfactory grade for the course.

Your evaluation must be completed by August 12 to receive a **satisfactory** grade for the course.

At the end of July, we will send the Preceptor a letter including a Certificate of Appreciation. We will use the Qualtrics Survey Tool for the Preceptor's evaluation, which we request be submitted by August 12. (Completion of the paper form is NOT required if submitted electronically.) PLEASE monitor the submission of the evaluation by the Preceptor.

Your Preceptor's evaluation must be completed by August 12 for you to receive a satisfactory grade for the course.

Schedule a meeting with your preceptor to discuss the evaluation and your performance during the internship.

6. Attendance

Four hundred (400) hours of in-person or remote on-the-job experience is required. The work schedule is adjusted and negotiated by mutual agreement between the student and preceptor.

GRADING

Requirement	Due date	% of final grade (% must sum to 100%)
Summer Contact Sheet	May 21	5%
Internship Plan	One week after the start date	20%
Internship Supervision	June 8-30	5%
Internship Portfolio	August 13	60%
Intern Evaluation of Preceptor	August 12	5%
Preceptor Evaluation of Intern	August 12	5%

OTHER REQUIREMENTS

Internship Presentation - The Internship Showcase is held during the professional development seminar in the Fall Semester. Each student will present a summary of the internship experience via poster board. Instructions for the presentations will be provided in the Fall.

STUDENT EXPECTATIONS, ROLES, AND OPPORTUNITIES FOR INPUT

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. 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.”

Your responsibility is 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 further details: <https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>
<http://gradschool.ufl.edu/students/introduction.html>

Please remember that cheating, lying, misrepresentation, or plagiarism is unacceptable and inexcusable.

SUPPORT SERVICES

Accommodations for Students with Disabilities

If you require classroom accommodation because of a disability, it is strongly recommended that you register with the Dean of Students Office <http://www.dso.ufl.edu> within the first week of class or as soon as you believe you might be eligible for accommodations. The Dean of Students Office will provide you with documentation of accommodations, which you must then give to me as the course instructor to receive accommodations. Please do this as soon as you receive the letter. Students with disabilities should follow this procedure as early as possible in the semester. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health

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

- The Counseling and Wellness Center 352-392-1575 offers various support services such as psychological assessment, intervention, and math and test anxiety assistance. Visit

their website for more information: <http://www.counseling.ufl.edu>. Online and in-person help is available.

- U Matter We Care website: <http://www.umatter.ufl.edu/>. If you feel 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 leading Student Health Care Center on Fletcher Drive. Student Health at Shands offers a variety of clinical services. The clinic is on the Dental Tower's second floor in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the website 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>
- University Police Department: [Visit the UF Police Department website](#) or call 352-392-1111 (or 9-1-1 for emergencies).
- UF Health Shands Emergency Room / Trauma Center: For immediate medical care, call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; [Visit the UF Health Emergency Room and Trauma Center website](#).

Please 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 be bold and ask for assistance.

Inclusive Learning Environment

Public health and health professions are based on the belief in human dignity and respect for the individual. As we share our personal beliefs inside or outside of the classroom, it is always with the understanding that we value and respect diversity of background, experience, and opinion, where every individual feels valued. We believe in and promote openness and tolerance of differences in ethnicity and culture and respect differing personal, spiritual, religious, and political values. Celebrating such diversity enriches the quality of the educational experiences we provide our students and enhances our own personal and professional relationships. We embrace The University of Florida's Non-Discrimination Policy, which reads, "The University shall actively promote equal opportunity policies and practices conforming to laws against discrimination. The University is committed to nondiscrimination concerning race, creed, color, religion, age, disability, sex, sexual orientation, gender identity and expression, marital status, national origin, political opinions or affiliations, genetic information, and veteran status as protected under the Vietnam Era Veterans' Readjustment Assistance Act." If you have questions or concerns about your rights and responsibilities for the inclusive learning environment, please see your instructor or refer to the Office of Multicultural & Diversity Affairs website: www.multicultural.ufl.edu