

HSA 6855 - Internship in Health Administration

Summer 2023

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COURSE DESCRIPTION

The course consists of 400 hours of supervised 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 profile

TARGETED COMPETENCIES

- ✓ Continually scan and interpret key trends and activities in the healthcare 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 your impact 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.

TEXTBOOK

No textbook 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: By May 5

2. Internship Plan.

Due Date: One Week after the 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, mail, or fax.

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

Due Date: June 5-July 21

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), to be arranged by mutual agreement.

4. Internship Portfolio. (Electronic Versions are Acceptable)

Due Date: August 4

The internship portfolio provides a record of activities and accomplishments during the internship. Use July 31 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 the 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 specific examples, describe 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: 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 in preparing for your internship presentation and for placement interviews.

5. Evaluation Forms.

Due Date: August 4

The evaluation by the intern is due by August 4. 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 4 to receive a **satisfactory** grade by the summer deadline for grading. If the material is not received in time, an incomplete will be given 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 4. (Completion of the paper form is NOT required if submitted electronically.) PLEASE monitor the submission of the evaluation by the Preceptor.

Your evaluation must be completed by August 4 to receive a satisfactory grade by the summer deadline for grading. If the material is not received in time, an incomplete will be given for the course.

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

6. Attendance

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

OTHER REQUIREMENTS

❖ Internship Presentation

In Fall Semester, there will be an MHA Internship Showcase held during the professional skills seminar. Each student will present a summary of the internship experience via poster board. 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 selecting internship sites or opportunities that afford a good match for my disability-related needs, please let Dr. Benson 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 a 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 websites 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 website for more information: <http://www.counseling.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.