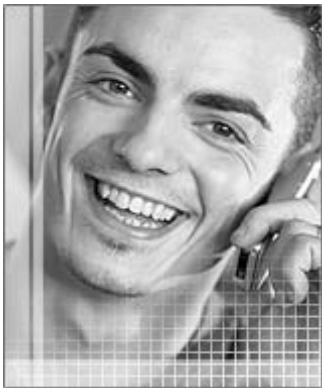




The Pennsylvania State University

Student Internship Manual



Department of Health Policy and Administration

Summer Internship Program

HPA 395

Background and Purpose

The purpose of the internship is to provide you with an opportunity to apply your developing knowledge and skills in a healthcare environment. The internship experience will allow you to meet other professionals in the healthcare field and gain an understanding of the workplace in a way that cannot be taught in a classroom. The internship is also intended to provide you with an opportunity to develop your own professional role through observation of others and by experiencing role-related tasks. The theories, concepts, and skills learned in the classroom are applied in appropriate settings under the guidance of an experienced practitioner known as a “preceptor.” Throughout the experience itself, you will participate in a self-assessment process in which you will define and redefine your goals and objectives, make informed choices, and evaluate your own personal and professional growth and development. At the completion of your internship, you will be able to identify additional skills that you will need to acquire to better prepare yourself for entering the healthcare environment.

HPA 395

During this course, students gain administrative training and experience for a minimum of 10 weeks full-time (400 hours) in a health services organization. In addition, students are required to complete a weekly log of activities and experiences, participate in web-based discussions, and write an internship paper.

Eligibility

You must have:

- a) Declared HPA as your major;
- b) Obtained a minimum GPA of 2.0 or higher - cumulative and major;
- c) Secured an internship that includes a primary focus on administration and/or policy;
- d) Completed the following courses with a C or better:

HPA 101

HPA 301
HPA 310

HPA 332
HPA 390

Steps to Completing the Internship Requirement

1. Register for HPA 395 for three (3) credits during the first summer semester only.
2. Read through *The Preceptor Guide* which is available on ANGEL.
3. Send *The Preceptor Guide* to your preceptor once you have secured an internship placement.
4. Contact your preceptor to schedule a meeting to discuss possible work assignments and learning opportunities.
5. During this meeting, complete the Workplan* (see Preceptor’s Guide) and obtain a copy of their resume.
6. Send the completed forms to:

Richard Shurgalla

Department of Health Policy and Administration

The Pennsylvania State University

604 Ford Building

University Park, PA 16802

Phone: 814-863-2670

Fax: 814-863-2905

**Internships will only be approved if a detailed workplan is submitted by mid-May. The Workplan must include at least one opportunity for you to make a presentation to a group of adults at the work site.*

7. Complete the student/preceptor information survey on ANGEL.

Important Information About Insurance and Safety

Some healthcare organizations require certain kinds of insurance to be in effect before they will permit a student on the premises to complete an internship. Be advised that Penn State does *not* provide this insurance, nor is it likely that your family homeowner's insurance does either. If the organization where you want to do an internship requires liability insurance, either they will need to waive the requirement or you will need to provide proof of your own insurance. Also, please understand that the University is not liable for accidents that may occur while commuting to and from your internship site.

If you believe you are in a place where harm will come to you or where harm will result from your activity, please vacate the premises or stop the activity. You should not be in an unsafe place, nor engage in any activity which you believe would result in harm to others. Should these occur, please contact your HPA 395 professor immediately. Likewise, you should never be subject to any form of discrimination regarding age, ancestry, color, disability, handicap, national origin, religious creed, gender or sexual orientation. Nor should you be subjected to harassment. If incidents such as these occur, you should contact your professor as soon as possible.

At the Start of Your Internship

- ✓ Be sure you and your preceptor have established a course of action for your internship. You should understand what is expected of you and what responsibilities you have as an intern.
- ✓ Familiarize yourself with the ANGEL message board. Throughout the summer, you will be required to participate in 10 online activities that involve researching certain areas of the organization and interviewing key individuals. Each activity relates to each week of your internship.
- ✓ Plan ahead. Some of the activities will require meetings with senior management which need to be scheduled early in the summer to accommodate vacations and other time commitments.

During Your Internship

- Follow all requirements and fulfill all responsibilities established by the preceptor. Be timely, dress appropriately, and act professionally and dependably.
- Take a photo of yourself at the work site that will be posted in the reception area of the HPA office. **Please e-mail your instructor a jpg file by week 8.** Make it interesting – not just a picture of you standing in front of a blank wall or sitting at a computer.
- Participate in the ANGEL message board and meet deadlines. Research the discussion topics and meet with the individuals needed to complete the assignments.
- Utilize the postings on the message board to stay in contact with your fellow students. This will enable you to share experiences, similar problems and advice with your fellow students.
- Keep a weekly log of your experience. Your log should include a brief summary of each day's activities typed and in a bullet format (example on next page). Each week should have a key learning experience that illustrates new information you have learned from that week. **Your preceptor should initial each page of your log.**
- Meet with your preceptor on a regular basis to discuss progress, any problems or questions you may have, and receive feedback on your performance.
- Within the first two weeks, make certain your preceptor is aware of the evaluation form that must be completed at the end of your internship.
- Take initiative! If you find that you are bored or have been assigned projects that are low-level and unchallenging, ask your preceptor for additional, more challenging work.

Sample Entry in Weekly Log

Monday, June 10th

- 8:00 - 12:00 pm:* Met with preceptor to discuss plans and review project progression.
Worked on patient satisfaction surveys and utilized Excel to create graphs.
Attended a meeting with senior-level management to discuss strategic planning measures to be enacted within the next month.
- 1:00 - 5:00 pm:* Helped co-worker organize and plan a professional development seminar.
Researched HIPAA regulations to update brochure.

Tuesday, June 11th ... Etc.

Key Learning Experience (Sample)

“This week I really learned a lot about strategic planning and an administrator’s role in the process. I also benefited from using various functions on Excel and feel more comfortable using the program. I now have a better understanding of what it takes to effectively plan a successful seminar.”

Note: Each week’s log should be no longer than one page in length.

At the Conclusion of the Internship

1. Reflect on your experience and write a two-to-four-page paper, first describing your internship site and its mission, vision, and key objectives. Then describe how you grew as a professional through your internship; the remaining pages should explain your main internship project(s). Be sure to staple a cover sheet with your name, course name, and the date of submission.
2. Have your preceptor review your log and paper. Be sure your preceptor’s initials are on both documents indicating that s/he has read and approved both assignments.
3. Meet with your preceptor to complete the Evaluation Form (see page 6) and mail all three items (Weekly Log, Internship Paper and Evaluation) by the end of week 10 to:

Your 395 Instructor Name (Shurgalla or Schreiner)

Department of Health Policy and Administration
604 Ford Building
University Park, PA 16802

4. Complete the internship fact sheet. NOTE: The fact sheet is now electronic and is the key component of an online database used by HPA juniors to search for internships. An email will be sent to you during the summer with the URL and password.

ATTENTION SENIORS: Graduating seniors may have to submit course materials early in order to be eligible for the August commencement. Please see ANGEL for specific instructions.

Final Items for Your Attention

1. Each intern must submit a draft Thank You letter by week 9 (see syllabus). Once your instructor has provided feedback and you have made any necessary changes, your letter is ready to send to your preceptor. The preferred delivery method is by U.S. mail upon the conclusion of your internship. The letter should be in a formal, three-paragraph format and include an expression of thanks for the opportunity to intern with the company, some specific examples of positive experiences, and a final note of appreciation.
2. Optional: Nomination for Preceptor of the Year (see appendix). Each year, the HPA department holds a Recognition Ceremony to honor an outstanding preceptor and intern. If you would like to nominate your preceptor, please complete the form and submit it to your instructor at the end of your internship. We will send a letter to all preceptors encouraging them to nominate interns as well.

Tips to Succeed in HPA 395

- Stay current with your daily log! Get into the habit of writing your log at the end of each day. This will enable you to complete a more accurate log and not have to play catch-up in August.
- Stay focused on the goals you set at the start of your internship and re-think your goals throughout the course of your internship. You want to learn as much as possible from this experience, including an ability to set and reach goals.
- Do not be afraid to ask questions! Asking questions is one of the most valuable tools you will have during your internship. You will be surprised how much more this will allow you to learn!
- Be on time – even early – to work and meetings! This exhibits a level of professionalism and respect.
- If you are bored, or find you have nothing to do, ask for more work! If you are going to be there anyway, why not learn and challenge yourself?
- Add value to your work. Build upon your background knowledge of healthcare and apply your best effort in everything you do.
- Do not get discouraged if you feel overwhelmed or confused. Meet with your preceptor to discuss any difficulties you may be facing. You can also talk to your 395 instructor.
- Stay in close contact with your preceptor.
- Be professional and appropriate at all times. Know how to behave professionally and with maturity in a comfortable, friendly manner.

**THE PENNSYLVANIA STATE UNIVERSITY
DEPARTMENT OF HEALTH POLICY AND ADMINISTRATION
INTERNSHIP EVALUATION**

Note to Preceptors: This form should be completed as though you were evaluating a new employee. Constructive feedback and open discussion of strengths and weaknesses are essential to the student's professional growth. Please remember to sign the form and initial that you have reviewed the student's weekly log and final paper.

Intern's Name: _____ Dates of Internship: _____ to _____

Evaluation prepared by: _____ Date of Performance Review: _____

Intern Performance Score:	Note if Not Applicable	Poor	Fair	Average	Good	Excellent
1. <i>Communication Skills</i>						
Oral		1	2	3	4	5
Written		1	2	3	4	5
Presentation Skills		1	2	3	4	5
Listening		1	2	3	4	5
2. Possesses basic knowledge of healthcare environment		1	2	3	4	5
3. <i>Ability to Work Independently</i>						
Completes individual assignments on time		1	2	3	4	5
Asks appropriate questions		1	2	3	4	5
Seeks assistance when appropriate		1	2	3	4	5
Organizes and analyzes information effectively		1	2	3	4	5
Identifies and solves problems as they arise		1	2	3	4	5
4. <i>Ability to Work as a Member of a Team</i>						
Can function professionally within groups		1	2	3	4	5
Can communicate and listen to ideas of others		1	2	3	4	5
Completes assigned group tasks		1	2	3	4	5
Values ideas and contributions of others		1	2	3	4	5
5. <i>Initiative</i>						
Willingness to undertake new tasks		1	2	3	4	5
Desire to learn		1	2	3	4	5
6. Ability to learn and apply new concepts		1	2	3	4	5
7. <i>Professionalism</i>						
Displayed professional demeanor		1	2	3	4	5
Reported to work on time		1	2	3	4	5
Completed tasks in a timely manner		1	2	3	4	5
Dressed neatly and appropriately		1	2	3	4	5
Accepted direction and feedback		1	2	3	4	5
8. Overall satisfaction with intern		1	2	3	4	5
9. Did intern fully complete the 400 hour full-time requirement?		<input type="checkbox"/> Yes		<input type="checkbox"/> No: Please Explain		

10. How likely are you to recommend this student for an entry-level position upon graduation? *Circle One:*

Very Likely

Likely

Neutral

Unlikely

Very Unlikely

ADDITIONAL COMMENTS:

What responsibilities was this intern capable of completing exceptionally well? What skills were very strong?

What skills does this intern need to acquire? What additional courses or experience would you recommend for this intern's continued development?

Intern's Signature: _____

Date:

Preceptor's Signature: _____

Date:

I have reviewed the Internship Paper and Log _____.
(Initial)

I am interested in taking on another intern next summer: **Yes** **No** *(If no, please explain)*

Final Comments:

OPTION 1:

Mail or fax form to:

Richard Shurgalla
Director of Professional Development
Department of Health Policy and Administration
604 Ford Building
University Park, PA 16802
Fax: (814) 863-2905

OPTION 2:

Email form to:

rns12@psu.edu

Thank you for your contribution to the professional development of students at Penn State!

REQUEST FOR NOMINATIONS OUTSTANDING PRECEPTOR AWARD

If you have a preceptor who is deserving of this special recognition, please submit a letter of nomination with your materials, describing the qualities and contributions they made to your professional development.

Criteria for your nomination could include:

- Demonstrated commitment to the role of preceptor
- Assessed your needs and provided relevant observation and participatory experiences
- Served as an outstanding role model for healthcare managers
- Effectively engaged others within the organization to participate in your overall professional experience

Your letters of nomination will be reviewed by a committee comprised of Health Policy and Administration students and faculty, and you will be notified in advance if your preceptor has been selected. It is our plan to have the nominating student present the preceptor with the award during a special internship program event.

Please make sure your name, your preceptor's name, and the organization's name are included in your nomination letter.

Thank you for your participation in our effort to recognize and show appreciation to preceptors.