

# Health Services Administration



## Student Internship Experience Handbook

**Bachelor of Health Science/Allied Health**

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## Introduction

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Welcome to the HSA Internship Experience (IE)!! The IE is a challenging, but exciting part of your educational journey. What you take away from this experience will largely depend on your dedication, attitude, and professionalism. The IE serves as a culminating experience for students with minimal healthcare background majoring in the Bachelor of Health Science (BHS) degree in Health Services Administration (HSA). The IE is a unique opportunity for the BHS student allowing students to apply and integrate didactic knowledge in a community setting.

It will be important to familiarize yourself with the information in this handbook and complete all requirements for the IE. This handbook outlines the information you will need to prepare and participate in the IE. Students are encouraged to seek clarification of information early in the internship process if any concerns arise.

The IE will allow you to gain basic job entry skills and will complete the experience under the supervision of a qualified and experienced health care professional in the community setting. You are afforded the opportunity to grow professionally while under the supervision of an expert in their field who recognizes the distinct contribution that can be made by an intern.

You are encouraged to demonstrate an active role to seek and secure an internship placement or you may choose from those currently available in the BHS program. Please, note all placement opportunities must be approved by the BHS Internship Coordinator.

### Internship Experience Summary

#### Eligibility

- Current HSA student
- GPA 2.5 or greater
- Completed a minimum of 18 credit hours in the BHS curriculum

#### Minimum Time Investment

##### Fall/Spring

- 1 credit hour = 3.5 to 6.5 onsite hours/week
- 2 credit hours = 7.0 to 9.5 onsite hours/week
- 3 credit hours = 10 or more onsite hours/week

##### Summer

- 1 credit hour = 6.25 to 12.25 onsite hours/week
- 2 credit hours = 12.5 to 18.5 onsite hours/week
- 3 credit hours = 18.75 or more onsite hours/week

#### Location

- Any department, agency or organization that provides opportunities for practical experience relevant to Healthcare Administration.

#### Key Components

- An internship application with references is required. Application approval will be determined by the BHS faculty.
- Internship placements require approval by the BHS Internship Coordinator and Site Supervisor/ Preceptor.
- Direct supervision is provided by a qualified Internship Site Supervisor
- While enrolled in the course for the Internship Experience the student will complete coursework in addition to onsite responsibilities. This course is a planned, supervised, and evaluated experience that provides the opportunity for students to integrate their classroom learning into community experiential learning.

## **BHS Mission Statement**

The BHS degree prepares professionals and pre-professionals for leadership and management positions in health-related organizations.

The **Vision** of the BHS program is that all graduates are:

- committed to lifelong learning and improvement, adapting to the ever-changing health care environment
- critical thinkers who can analyze, synthesize and lead change in an organization to ensure successful performance.
- sensitive to cultural diversity and support the delivery of competent care.
- clear and concise communicators who can establish and maintain relationships and facilitate constructive interactions.
- ethical, professional, and prepared to lead at all levels of an organization.
- knowledgeable of the business and technological aspects of the health care industry.
- leaders who demonstrate a commitment to collaboration, mutual respect, and integrity.

## **Objectives**

The internship is designed and implemented to ensure that students achieve the following objectives:

- The IE will aid in the development of competencies that align with the expectations of employers in the health care field.
  - Enhance knowledge of the healthcare system and healthcare management
  - Further develop effective and appropriate soft skills including interpersonal communications
  - Facilitate critical thinking, problem-solving, and analysis
  - Build upon management and leadership abilities
  - Reinforce overall professionalism and ethical standards

## **Determine Readiness to Apply for an Internship**

### **Purpose & Goals**

#### **Purpose**

The primary purpose of the internship experience is to provide HSA students with minimal background in healthcare an opportunity to gain awareness and practical application of the knowledge acquired from didactic teachings.

#### **Goals**

Internships provide students with the opportunity to demonstrate abilities and apply knowledge in a real work setting. Students **MUST** approach the opportunity as professional employment.

-General goals of the IE are:

- Engagement and interaction with the healthcare community
- Apply current knowledge and attain practical professional experience
- Enhance and facilitate understanding of healthcare management
- Establish communication and contacts with the healthcare community

## **Planning**

- Students are advised to make an application for an Internship near the end of the academic program (a minimum of 18 credit hours must be completed) to extrapolate information from classroom knowledge to apply and integrate into the IE.
- Consider feasibility when choosing a semester for the IE to coincide with coursework and/or personal responsibilities (i.e. WU sports commitments, employment obligations, family responsibilities, etc.)
- Review and consider financial sustainability, transportation, or child care, when considering the timing and scheduling of the IE.
- Plan to enroll in 1-3 credit hours of AL 360VA: Independent Study
- Participate in meetings either online or face-to-face with the instructor and complete associated assignments.
- Examine career goals and what type of IE might be best to facilitate preparation for the desired position after graduation
- Consider goals focused on developing skills pertaining to work as an HSA
- Discuss ideas with your BHS academic advisor
- Consider two professional references for the application. Contact information must be provided when completing the application.
- Prepare a short essay
- Prepare a resume' to provide to the placement site prior to the start of IE.

## **Essential Information**

- All activities required during the IE both in the course and onsite must be educational.
- The student's IE is not intended to replace paid workers at the chosen site; however, students are not precluded from arranging a paid internship.
- Student and site supervisor evaluations are required at the end of the student's IE.
- Students are responsible for ensuring transportation, parking, meals, and any other necessary personal items for the duration of the IE.
- Students are responsible for completing all training (including safety and security) or other activities required by the IE site.
- Students must have personal health insurance. Washburn University provides professional medical liability insurance for all students.

## **Verified Credentials Document Review Service**

- Because of the unique requirements of a healthcare IE that utilizes health facilities and organizations, all students must pass specific medical screenings and a criminal background check.
- Washburn University utilizes the Verified Credentials Document Review Service to facilitate the collection, review, and approval of all student required documents (immunization records, background checks, insurance records and physical forms etc.) for the IE. Students who are unable to complete these requirements will not be permitted to complete the IE. Also, each work site may have unique requirements which the student is responsible for fulfilling.
- Expenses incurred for the Professional Practice Experience include a Background Check, immunizations, physical examination, student health insurance, name tag, and travel.

## Possible IE Placement Sites

- ❖ Healthcare Facilities
  - Hospitals
  - Physician offices (primary care and specialty)
  - Student/University Health Care Centers
  - Nursing homes or other long-term care facilities
  - Home health care agencies
  - Outpatient services
  
- ❖ Public Health Agencies
  - Free clinics
  - Local, state, or federal public health departments
  
- ❖ Government Agencies
  - Department of Health and Human Services (Medicare/Medicaid)
  - Veterans Affairs

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## Application

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### Eligibility for Application

-You **MUST** meet the following criteria prior to completing an application for the IE

-**Current BHS-HSA** student with minimal or no experience in healthcare

-Complete **18 credit hours** in the HSA curriculum

-Minimum **GPA of 2.50** on a 4.0 scale

AL 366 Legal & Regulatory Issues for the Health Care Professional

AL 367 Health Care Quality Improvement

AL 375 Health Care Policy

AL 399 Health Information Systems

AL 400 Supervisory Practices for the Health Care Professional

AL 405 Financial Issues in Health Care

AL 406 Financial Issues in Health Care II

AL 420 Current Issues in Health Care

AL 430 Essentials of Public Health Management

AL 450 Knowledge Management in Health Care

AL 460 Research in Health Care

AL 480 Seminar in Health Care

## Meet with your BHS Academic Advisor

- Meet with your **BHS Academic Advisor** regarding your interest in an internship experience.
- If eligibility requirements are met complete an internship application with the Health Services Administration department prior to the deadline using the BHS internship online application
- Students interested in the Internship experience must complete the online internship application on the Washburn University HSA website. Application including a short essay and two professional references to be considered for placement no later than the dates below:

*February 15 Summer Internships*

*April 15 Fall Internships*

*September 15 for Spring Internships*

- The deadlines are created to allow the BHS faculty adequate time to interview, review and approve applications and secure an Internship experience. Affiliation Agreements must be in place prior to student participation in the internship experience. This may take several months and therefore, time is of the essence in completing and applying for the IE.

## Application, Approval and Referral Process

Students should plan their schedules to accommodate the IE. Students should inform the faculty of any limitations regarding transportation to and from the internship site. BHS Internship coordinator will work with the student regarding distance from campus or home to the internship site to minimize drive time.

### STEP 1:

- Once your application has been approved, a **meeting** will be scheduled with the BHS Internship coordinator, within 1-2 weeks of approval of the application.
- The BHS Internship coordinator and the student will discuss their academic knowledge, strengths, and weakness to align the student with an IE to meet their goals, interests, and academic readiness.
  - Assess academic preparation
  - Clarify and work with the student to set goals for the IE
  - Align the knowledge and skills of each student with a site/organization
  - Agree on time commitment
  - Review internship preparation
  - Assist with the Verified Credentials process
- **The student must come to the meeting prepared with the following:**
  - 1) Read and understand the contents of this handbook
  - 2) Bring an updated copy of their resume and SWOT analysis (see link below)
  - 3) Identify areas of interest and preferred community setting(s)
  - 4) Present ideas of possible Internship sites or contacts
  - 5) Three to five goals for learning outcomes

[Personal SWOT Analysis - Career Planning from MindTools.com](#)

[Personal SWOT Analysis Worksheet.pdf \(mindtools.com\)](#)

## **STEP 2:**

The student will be directed to begin the required medical screenings, documents and background check through Verified Credentials. Although CPR certification is not required for the IE, it is highly recommended for all students seeking work in the health care field. Also, including the certification on your resume is helpful to employers as many require CPR as part of the requirements for employment.

## **STEP 3:**

- Upon approval for the Internship experience the student will register for the online AL360VA Independent Study course.
- Internship start/end dates coincide with the beginning and end of the corresponding semester.
- Students will be required to meet weekly and complete classroom assignments/activities in addition to assigned projects/activities assigned by the site supervisor for the IE.
- Students will be expected to develop goals, maintain a work log and weekly journal, attend class meetings, submit a pre-reflection and a final reflection paper and evaluation forms (student and site supervisor).
- Students are required to check their WU email often and contact the instructor for the AL 360 Independent Study course with questions or concerns.

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## **Onsite Student Guidelines & Expectations**

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During the IE the student is representing the BHS program, the Allied Health department, the School of Applied Science, and Washburn University. Therefore, the utmost professionalism and ethical conduct are always expected. All placement sites should be considered a potential future employer. Students are advised to reflect on their verbal/written communication and ethical conduct both professionally and personally. Employers often conduct background checks, review social media channels, and professional platforms or networks to gain additional information about the prospective employee.

### **Attendance**

Absenteeism and tardiness are considered unprofessional and undesirable traits. While there may be times when a student may be absent due to illness or other valid reasons, it is the student's responsibility to make up the time, per the school policy and at the discretion of the site.

- If a student is unable to work on a specified day, it is their responsibility to notify and set up arrangements to make up the missed time with both their IE site supervisor and BHS Internship coordinator.
- Although every effort should be made to arrive at the site on time, if a student is running late, they must contact the IE site supervisor and give them an estimated arrival time.
- A student should not ask to leave early. Students are expected to complete a minimum number of hours in the field to fulfill the IE. If departing early, be sure the arrangement is agreed to by the IE site supervisor, and that a later visit is arranged to make up missed hours. Should the site suggest early departure due to a lack of activities, students are expected to offer suggestions such as reviewing department policies/procedures so as not to lose on-site hours.

- Excessive absenteeism and tardiness will likely adversely affect the student's grade for the IE course.

## Student Conduct at Facility

Students are representing Washburn University and are expected to conduct themselves in a professional manner with the highest standards of personal ethics. Any violations of professional conduct and/or standards of ethical behavior will be grounds for removal from the Internship site and a failing grade in the Independent Study course.

Students are expected to demonstrate the following ethical and behavioral conduct:

- Demonstrate honor, trustworthiness, and respect
- Exhibit professionalism through accountability, goal-orientation, reliability and collaborations
- Display integrity and compassion in their relationships with others
- Exude dedication by avoiding conducting personal business during work hours
- Demonstrate fairness, cooperation and consideration when dealing with others
- Employ respectful, attentive communication skills including listening and asking appropriate questions
- Remain drug and alcohol free
- Maintain confidentiality abiding by HIPAA policies/requirements
- Be helpful and courteous, looking for opportunities to help others or contribute.
- Seek feedback from supervisors, accepting constructive criticism in a professional manner to improve and broaden your perspective.
- Adhere to work schedule, organizational policies, and all assigned duties
- There may be times when clinical personnel are unavailable to work with the students. During those times students should use the initiative to interview staff, maintain an IE log of activity, review policy manuals, and complete assigned project work.
- Students may receive supervision by other department managers/directors as activities are delegated to other individuals within the department; as such, the student should take direction just as they would with their IE site supervisor.
- Students should not use cell phones during working hours, including texting. They should make personal calls and texts only during breaks and lunchtime. Additionally, the use of other electronic devices and applications is generally considered unprofessional in the IE setting.
- Web access should be limited to the scope required by the organization and within the assigned project.
- Students should utilize *professional communication*.
  - ❖ They should contact their IE site supervisor before their IE to make introductions, obtain driving and parking information, and ask questions related to appropriate attire.
  - ❖ They should be cognizant of the professional titles used in the healthcare setting. Medical professionals, patients, and coworkers should always be addressed appropriately (for example, Doctor Jones, Mrs. Smith, or Mr. Johnson).
  - ❖ Students should always maintain professional relationships and be appreciative of facility personnel at all skill levels and job classifications.

## Appearance

- Adhere to the facility's dress code dress in suitable business casual or office attire. For example, wear blouses, dress shirts, skirts, dresses, or dress slacks with hose or socks. Jeans,

shorts, sneakers, and tee-shirts should not be worn—avoid extremes in jewelry, hairstyles, body piercing and tattoos, and make-up.

- Students are working near the professional staff, and as such must be aware of personal hygiene. Issues such as the use of strong perfumes/colognes, tobacco odors, deodorant issues and the like must be considered.
- Students should wear an identification badge, at all times.
- If students have questions regarding proper attire and appearance, such questions should be discussed with the BHS Internship coordinator or IE Site Supervisor.

## Ethics and Confidentiality

Students are expected to:

- Adhere to the ethical guidelines set forth by the American College of Healthcare Executives [ACHE Code of Ethics | American College of Healthcare Executives](#)
- Abide by Washburn University's Code of Student Conduct & BHS Student Handbook (located in D2L) [Student\\_Conduct\\_Code.pdf \(washburn.edu\)](#)
- Abide by the applicable site/facility policies and procedures.
- Abide by HIPAA and other regulations, as appropriate.
- Read and sign BHS Confidentiality Statement (See **Appendix II**) and any additional requirements by the IE site

## Discrimination/Harassment

Students should not feel they are being harassed or discriminated against in any way. If a situation should arise the student is advised to contact the BHS Internship Coordinator for further direction.

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## **Preparing for the Internship Experience**

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- The BHS coordinator will assign the IE site to the student and the site supervisor contact information. The student is responsible for reaching out to the site supervisor (by email or phone) to introduce themselves and discuss a tentative schedule for the IE beginning at the onset of the semester.
- The student should acquire instructions such as location, parking, and requirements for orientation (if not previously provided by the BHS Internship coordinator).
- The student should prepare and send a letter with resume to their site supervisor prior to their first day of the IE. This will allow the site supervisor to begin to plan activities and projects based on your interests. The BHS Internship Coordinator will provide guidance for the letter and resume.

## Research IE Site

Before contacting your affiliation site, and certainly before your arrival, begin researching the facility online. All facilities and healthcare systems have web pages that provide information on their institution often including changes that are happening or the focus of their care/business. The site will think highly of a student who takes the time to prepare for their affiliation adequately.

## Method of Instruction

IE Onsite Assigned Project(s) & Activities

- You will be working within the department on a day-to-day basis, and you are expected to assist with different tasks, in addition to an assigned project (See **Appendix IV & V**)
- Students shall perform services for patients only when under the supervision of a member of the health care organization staff that the student is teamed with.
- Students may perform assignments and participate in ward rounds, clinics, staff meetings, and in-service educational programs at the discretion of their site supervisor(s) as designated by the health care organization. At no time shall any student replace a health care organization's staff member. Any concerns should be discussed with the BHS Internship coordinator.

## **Progress and Site Supervisor Evaluation of the Student**

Your IE Site Supervisor has been asked to periodically discuss the status of expectations, needs, and interests with you. Updates should serve to keep both of you on the right track. The IE Site Supervisor will be requested to submit an evaluation after your IE. All completed evaluations will be sent to your instructor. Additional evaluations may be requested if your progress is unsatisfactory. Upon request, a copy will be provided to the student. \*An unsatisfactory evaluation could result in an academic warning. Under severe circumstances, the student may withdraw from the IE.

## **Method of Evaluation**

The student should refer to the course syllabus in D2L for instruction regarding grade determination. Regardless of these requirements, deliverables should be completed as if holding a position within the facility and therefore must be professional in appearance and free from errors such as grammar and spelling.

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## **At the Conclusion of the IE**

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### **Thank You Note/Letter**

Students are encouraged to send personal, handwritten thank you notes to their IE site. Your notes can include your highlights from your visit and list things that expanded your HSA understanding. Be certain to mention individuals during your IE that contributed to your experience. Send these specific individuals personal, handwritten thank you notes and share how they contributed to your experience.

### **Networking**

Once your IE has concluded, take advantage of opportunities to network with health professionals whenever they are available. If your state association has in-person meetings that you can attend, you may see those whom you have met at your site. You may also seek out regional associations that can provide the same opportunities in your local communities. . Be fully aware of all social media avenues that the association and its members utilize. Meet, network connect and get involved.

### **Disclaimer**

Do not expect these individuals to offer you a job. Utilize this opportunity to familiarize yourself with them, their jobs and companies. Meet and network with their contacts. Be fully aware of all social media avenues that the association and its members utilize. Connect and get involved. Even if they have no job to offer, they know others who might.

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## Required IE Classroom Components D2L

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### IE Daily Log

The Internship daily log (See Appendix III) is a detailed account of your daily activities

- Entries should briefly summarize each day's events including interesting and challenging experiences, description of meetings or special events attended, and any training received.
- The student and the supervisor must sign and date the forms daily.
- The student must upload the document to D2L each day and provide weekly summary in the DB: IE Journal located in D2L.

### Classroom Meetings, Mid Term and Final Review

Class meetings are outlined by the AL 360VA Independent Study-Internship instructor. These sessions provide an opportunity to exchange ideas and experiences as well as provide support. The instructor and student will examine any internship related issues and engage in problem-solving.

Class meetings will vary and be a joint decision by the student and instructor to accommodate the IE schedule. The student is responsible for coordinating a time with the AL 360 Independent Study instructor for a mandatory Mid-term and Final Review. Class meetings, Mid-term and Final Reviews may take place by phone, face-to-face live, or via Zoom meetings.

### Classroom Professional Development

Students are expected to review the syllabus for the associated course and discuss all aspects with the instructor. IE learning objectives will assist students to bridge the didactic teachings with the experience from the community setting of the Internship. Outcome measures are incorporated to assess learning using assignments to guide the student's exploration of how the IE has impacted knowledge gained, enhanced current skills/develop new skills and ways the experience shaped their future goals and aspirations as a Health Services Administrator.

### Site Professional Development

Students are expected to complete activities/projects as designated by the IE site supervisor. The various activities will be decided in consultation with the site supervisor. The site supervisor will familiarize the student with the overall function and activities of the site.

### Evaluation

The student will be required to complete weekly journal entries, a Mid-Term paper and Final Oral Presentation. See the instructions in D2L for requirements.

Mid-term and Final Review with the Site Supervisor is required. Evaluation forms must be completed.

### Grading

A grade will be recorded upon completion of the IE hours and all requirements.

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## Appendix I

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### Bachelor of Health Science Health Services Administration Internship Experience

#### Student IE Checklist

 Task	
	Meet with BHS advisor to review understand required criteria and overall for IE Must be a current HAS student; Minimum GPA 2.5; completed at least 18 credit hours in BHS curriculum
	Read and understand IE Student Handbook, BHS Student Handbook, Washburn Student Conduct Code and ACHE code of ethics.
	Consider two references and outline short essay for application
	Complete Internship Application/Await Approval
	Upon approval meet with BHS Internship Coordinator -Establish preferred IE site
	Enroll in AL 360VA Independent Study and contact instructor to review course expectations
	Begin Verified Credentials Process
	Complete and send letter and resume to IE site
	Contact IE site supervisor to inquire about orientation and forms that must be completed prior to the first day. -Confirm date of start, name badge, parking, tentative schedule and other requirements, see IE student handbook
	Sign IE Student Handbook/Academic Integrity Pledge in D2L at course start.
	Sign Confidentiality Statement in the IE Student Handbook and provide to course instructor. Note the IE site may have additional confidentiality or other documents that must be signed.
	Create a portfolio binder for all logs, project forms, copy of Student IE Handbook and other pertinent documents or assignments per the instructor or site supervisor
	Meet with course instructor to review syllabus and internship experience

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## Appendix II

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### **Bachelor of Health Science Health Services Administration Internship Experience**

#### **Confidentiality Statement**

In the health care field, health professionals have a responsibility to guard and protect patient personal health information (PHI). PHI is defined as any information found in a patient's medical record pertaining to their personal identification, care, treatment or condition.

While onsite and off the student will avoid discussing a patient's medical condition with other personnel, friends or families. Any unauthorized disclosure by students could render the facility or organization and Washburn University liable for damages on grounds of defamation or invasion of the right to privacy.

Any student who violates the confidentiality of medical information is subject to disciplinary action, up to and including dismissal from an affiliation site and/or failing grade for of the course.

I have read and understand this confidentiality statement and agree to uphold all confidentiality policies. My signature acknowledges familiarity with HIPAA and agreement to comply with its requirements.

I understand and agree to the professional code of ethics outlined by the American College of Health Care Executives, Washburn University Student Conduct Code and the academic integrity expectations of the Bachelor of Health Science program.

The student's signature below acknowledges review of the code of ethics and agreement to adhere to and abide by the guidelines.

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Student Signature & Date

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## Appendix III

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### Bachelor of Health Science Health Services Administration Internship Experience Daily Log

**Student Name:**

**IE Location:**

Start/Stop	Tasks Performed	Resources Utilized	Comments
8:00-9:00			
9:00-10:00			
10:00-11:00			
11:00-12:00			
12:00-1:00			
1:00-2:00			
2:00-3:00			
3:00-4:00			
4:00-5:00			
Total Hours			
Additional Comments:			

\_\_\_\_\_  
Student Signature & Date

\_\_\_\_\_  
Site Supervisor & Date

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## Appendix IV

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### **Bachelor of Health Science Health Services Administration Internship Experience Project Approval Form**

**Student Name:**

**IE Location:**

**IE Project:**

Student Name:	
IE Site:	
Site Supervisor:	
Date IE Started:	
Expected Date of Completion:	

Briefly state your project objectives:

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Student Signature & Date

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Site Supervisor & Date

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## Appendix V

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### Bachelor of Health Science Health Services Administration Internship Experience

#### Project Completion Form

**Student Name:**

**IE Location:**

Student Name:	
IE Site:	
Site Supervisor:	
Date IE Started:	
Date of Completion:	

Attach your project report to this cover form. Include a response to the following information:

1. Provide a summary of learning experiences
2. Brief analysis of any problems observed, new experiences, insights gained.
3. State any problems that arose.

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Student Signature & Date

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Site Supervisor & Date

## Appendix VI

### Bachelor of Health Science Health Services Administration Internship Experience Student Evaluation Form

**Student Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Site Supervisor/Department** \_\_\_\_\_

**Organization** \_\_\_\_\_

**Do you permit the site supervisor to receive a copy of this evaluation?** Yes No

	Excellent	Good	Fair	Average	Poor	N/A
Provided appropriate assignments/tasks						
Available when had questions/needed clarification						
Adequate training received to perform tasks for which you had no previous preparation						
Provided adequate and constructive feedback						
Degree to which your knowledge and abilities were utilized						
Overall degree of satisfaction with your IE experience						
Describe the assignments, projects, and tasks you completed during the IE.						
What are the site's strengths?						
What are suggested areas for improvement?						
Please provide additional feedback about the IE project.						

Thank you very much for completing this evaluation of your IE site. We take your comments very seriously. The program faculty will review the completed form to provide feedback to the site. Unless permission is granted above, the site will not receive a copy of this document. Please, submit the evaluation to D2L.

The Bachelor of Health Science faculty hope you will find the Internship Experience not only a great learning experience to compliment your education but that you will take away valuable insight, knowledge and practical skills to apply to your career as a Health Service Administrator.

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