**Master of Health Administration**

## Administrative Internship Guidelines

# Purpose

The Indiana University Master of Health Administration Internship Program is a unique opportunity for our graduate students to gain hands-on health administration experience in a health service organization. This 12 to 15 week learning experience assists our students/future health care executives with the development of their leadership philosophy and style, as well as understanding the complex problems associated with planning, organizing, managing, leading, financing and evaluating the delivery of health services in numerous settings. The internship is mutually beneficial to both the student and the preceptor due to the valuable project contributions that students will make to the organizations they serve.

# Coursework Preparation

Prior to enrolling in the internship program, students will have completed a variety of health-related courses and acquired numerous technical skills during the first year. Courses typically completed include:

|  |  |
| --- | --- |
| Health Care Systems (H501) | Health Care Economics (H514) |
| Organizational Behavior (H507) | Statistical Methods (H518) |
| Managerial Accounting & Finance (H508) | Human Resources (H523) |
| Long-term Asset Finance (H509) |  |

**Competencies**

The administrative internship experience is a unique opportunity for the student to apply

competencies learned in class during the first half of their MHA Program in a real health service

organization and setting. The Program recognizes that each administrative internship

experience is unique; however, the initial Internship Objectives, along with the Final Internship

Evaluation, shall account for appropriate program competencies exercised, developed,

enhanced, demonstrated and assessed during the administrative internship experience.

# Guidelines

Every internship is viewed as a unique opportunity for the student and the preceptor. The following are some guidelines, which may be useful for the internship experience:

* At the start of the internship the student, in collaboration with the preceptor, should identify objectives for the internship experience. Both the faculty instructor and preceptor must approve the proposed learning objectives (see form included for this purpose).
* Students should have an opportunity to rotate through the organization to gain a broader, more complete picture of the services provided and the complexity of the organization.
* Students should have an opportunity to work closely with a variety of upper level executive managers, and observe different leadership styles and organizational decision making processes.
* Students should have an opportunity to attend a broad variety of meetings, including one or more board meetings, if possible. Students can be involved in such meetings by taking minutes or fulfilling other comparable duties.
* An important portion of the internship pertains to the student’s ability to participate in projects with specific value to the organization. Projects should involve approximately 50 percent or more of the student’s time during the internship period.
* Students should periodically discuss their work, experiences and progress with their preceptor and seek feedback.
* Students should be involved in learning experiences that are normally not available in the classroom, but are essential parts of health administration training.
* Students should have an opportunity to test the validity and applicability of classroom learning in the professional setting.
* Students should have an opportunity to enhance their professional development and self-confidence, and develop habits for continued career learning and professional development.
* Students should be exposed to ethical issues that will help them develop professional values and ethics.

# Design and Evaluation

The internship typically occurs between May 15 and August 15 following a student’s first year of graduate study. Internships may be taken at other times with approval by the Faculty Internship Instructor and Preceptor. The typical length of a summer internship is 480 hours, generally during 12 or more weeks. ***Internships must be a minimum of 300 hours***. Since students typically provide services that benefit the organization, the institutions are encouraged to provide a reasonable stipend.

Each preceptor is asked to evaluate the intern at the conclusion of the internship by using the Final Evaluation Form. Each student is asked to complete a self-evaluation on the internship experience as well using the Final Evaluation Form. The Faculty Internship Instructor may contact the Preceptor via telephone call or email around the mid-term period of the internship to inquire about the internship experience and performance of the student.

### Process needed to complete Internship

1. At the start of the internship, the student must complete the Internship Objectives Form. The Faculty Internship Instructor and Preceptor must approve these.
2. The student must complete a minimum of five (5), one (1) page journal entries and submit to the faculty instructor. Each journal entry should be written approximately every two (2) weeks or thereabouts and include the number of hours worked for that time period. Journal entries should be based upon activities, observations, experiences, lessons learned, and

related activities that create student learning and development. The student may compare the content from their classroom experience versus the organization’s approach to problems encountered, issues addressed, and decisions made, implemented and evaluated.

1. There will be a mid-internship phone conversation or email between the Faculty Internship Instructor and the Preceptor, with pertinent comments placed in the student’s file.
2. The Preceptor will submit a final evaluation of the student’s performance.
3. The student will submit a final report evaluating his/her internship experience.
4. The student and Faculty Internship Instructor will meet to review the internship.

**Pass/Fail Course**

The internship is a formal part of the MHA curriculum, and is considered a “Pass – Fail” course. All internships must first be approved by the Faculty Internship Instructor, and then the student can register for the H702 Internship Course. It is recommended that students registered for H702 for the semester in which they plan to complete all internship requirements. Students successfully completing all requirements will be awarded an “S” for satisfactory completion of the internship experience.

**If there are any questions regarding the internship, please contact:**

Steven B. Reed, FACHE

Faculty Internship Instructor

(317) 697-4467 (cell)

[stbreed@iupui.edu](mailto:stbreed@iupui.edu)

Indiana University – Purdue University Indianapolis

Richard M. Fairbanks School of Public Health

Graduate Program in Health Administration

714 N. Senate, Suite 250

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#### **Graduate Program in Health Administration**

##### Internship Objectives

This form must be completed and signed by the Student, Preceptor, and Faculty Internship Instructor, at the start of the internship. These objectives become the basis by which the student and Preceptor develop the specific details of the internship experience.

### Please briefly describe the duties and responsibilities for this internship experience.

### What are the specific skills and competencies the student will focus on developing during the internship? Check all that apply.

* **Context of healthcare system**

1. Understanding of how decisions are made within the private, non-profit, and government sectors; understand connections across these sectors.
2. Demonstrates a broad knowledge of economic contexts for health administration.

* **Leadership/professionalism**

1. Demonstrates verbal and written communication and negotiation skills
2. Understanding of the principles of effective management leadership.
3. Demonstrates skills in relationship/team building.
4. Understands unique criteria of ethical standards and values for the profession.
5. Understands the process of organizational development and change management.

* **Decision making (Strategic Management and Operations Management)**

1. Understands the principles of effective recruitment and personnel management.
2. Identifies the most appropriate business strategies, develops business plans around these strategies, and follows through with effective project management.
3. Sensitive to diversity in the population and its implications for health care delivery.

* **Technical Skills/Quantitative Skills**

1. Working knowledge of statistical analysis.
2. Able to measure and assess health status and health risks.
3. Evaluates health care process improvements and performance.
4. Demonstrates analytical skills for effective decision making and economics.

* **Financia**l

1. Demonstrates command of the basic skills of accounting and financial management (e.g. prepares and manages budgets).
2. Understands principles of sound capital investment decisions.

* **Information Technology**

1. Understands and appreciates how information technology supports business and clinical security and issues.

* **Self-Development**

1. Self-assessment and external assessment
2. How will the objectives, skills, and competencies be developed, achieved and evaluated?

### Starting date of the internship \_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Projected end date of the internship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Intern’s Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preceptor’s Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Faculty Internship Instructor’s Signature Date

**PRECEPTOR CONTACT INFORMATION:**

|  |  |
| --- | --- |
| **Name & Title** |  |
| **Address:** |  |
|  |  |
|  |  |
| **Work Phone :** |  |
| **Cell Phone:** |  |
| **E-mail:** |  |

**STUDENT CONTACT INFORMATION:**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
|  |  |
|  |  |
| **Work Phone:** |  |
| **Cell Phone:** |  |
| **E-mail:** |  |

**Graduate Program in Health Administration**

## Internship Final Evaluation

**Preceptor** **Intern**

Please evaluate the intern’s performance for the following competency areas listed below by placing an “X” in the appropriate category.

**Introductory/awareness**

Student demonstrates a basic foundation of awareness, understanding and appreciation for the competency and how it interrelates with others concepts.

**Intermediate/working knowledge**

Student demonstrates a general foundation of awareness, understanding and appreciation for the competency and a general command of its appropriate application.

**Advanced/proficiency**

Student demonstrates a complete awareness, understanding and appreciation for the competency, and the ability to proficiently and effectively apply it in professional practice.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Rating** | **Proficiency** | **Working Knowledge** | **Awareness** | **Not Applicable** | **Not Observed** |
| 1. **Context of healthcare system** |  |  |  |  |  |
| 1. Understanding of how decisions are made within the private, non-profit, and government sectors; understand connections across these sectors. |  |  |  |  |  |
| 1. Demonstrates a broad knowledge of legal and economic contexts for health administration. |  |  |  |  |  |
| 1. **Leadership/professionalism** |  |  |  |  |  |
| 1. Demonstrates verbal and written communication and negotiation skills |  |  |  |  |  |
| 1. Understanding of the principles of effective management leadership. |  |  |  |  |  |
| 1. Demonstrates skills in relationship/team building. |  |  |  |  |  |
| 1. Understands unique criteria of ethical standards and values for the profession. |  |  |  |  |  |
| 1. Understands the process of organizational development and change management. |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Rating** | **Proficiency** | **Working Knowledge** | **Awareness** | **Not Applicable** | **Not Observed** |
| 1. **Decision making (Strategic Management and Operations Management)** |  |  |  |  |  |
| 1. Understands the principles of effective recruitment and personnel management. |  |  |  |  |  |
| 1. Identifies the most appropriate business strategies, develops business plans around these strategies, and follows through with effective project management. |  |  |  |  |  |
| 1. Sensitive to diversity in the population and its implications for health care delivery. |  |  |  |  |  |
| 1. **Technical Skills/Quantitative Skills** |  |  |  |  |  |
| 1. Working knowledge of statistical analysis. |  |  |  |  |  |
| 1. Able to measure and assess health status and health risks. |  |  |  |  |  |
| 1. Evaluates health care process improvements and performance. |  |  |  |  |  |
| 1. Demonstrates analytical skills for effective decision making using economics and management science. |  |  |  |  |  |
| 1. **Financia**l |  |  |  |  |  |
| 1. Demonstrates command of the basic skills of accounting and financial management (e.g. prepares and manages budgets). |  |  |  |  |  |
| 1. Understands principles of sound capital investment decisions. |  |  |  |  |  |
| 1. **Information Technology** |  |  |  |  |  |
| 1. Understands and appreciates how information technology supports business and clinical security and issues. |  |  |  |  |  |
| 1. **Self-Development** |  |  |  |  |  |
| 1. Self-assessment and external assessment |  |  |  |  |  |
| 1. **Professional Development** |  |  |  |  |  |
| 1. Professional demeanor |  |  |  |  |  |
| 1. Professional attire |  |  |  |  |  |
| 1. Reported to work on time |  |  |  |  |  |
| 1. Completed tasks on time |  |  |  |  |  |
| 1. Satisfaction with intern |  |  |  |  |  |

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

### Were there areas for improvement? Which skills need improvement?

Would you be willing to sponsor interns in the future? Yes No

Additional Comments:

Preceptors are expected to provide the intern with an official evaluation of the internship experience. The final evaluation should be completed during last two weeks of the internship experience. Students will not receive credit until the final evaluation is completed and returned.

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Preceptor’s Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Intern’s Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Organization

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address of Organization

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please return the completed form to:**

|  |  |
| --- | --- |
| **Steven B. Reed, FACHE**  **Faculty Internship Instructor**  [**stbreed@iupui.edu**](mailto:stbreed@iupui.edu) | **Indiana University – Purdue University Indianapolis**  **Richard M. Fairbanks School of Public Health**  **Graduate Program in Health Administration**  **714 N. Senate, Suite 250**  **Indianapolis, Indiana 46202** |

#### **Graduate Program in Health Administration**

##### Internship Final Evaluation Form

**Name**: **Date**:

***This form is to be completed by the Intern and submitted to the Faculty Internship Instructor.***

#### What level of success did you achieve in attaining your objectives?

1. Describe your major learning activities during the internship.
2. What level of support did you receive from the Preceptor(s), institutional personnel, and Faculty Instructor?
3. What were the strengths and weaknesses of the internship?

### What skills and competencies were learned or improved during the internship? Check all that apply.

* **Context of healthcare system**

1. Understanding of how decisions are made within the private, non-profit, and government sectors; understand connections across these sectors.
2. Demonstrates a broad knowledge of economic contexts for health administration.

* **Leadership/professionalism**

1. Demonstrates verbal and written communication and negotiation skills
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2. Understands principles of sound capital investment decisions.

* **Information Technology**

1. Understands and appreciates how information technology supports business and clinical security and issues.

* **Self-Development**

1. Self-assessment and external assessment

6. Would you recommend this as a site for future internships?

**Signature**: **Date**:

**Checklist for Completion of Internship**

1. Site approved by Faculty Internship Instructor \_\_\_\_\_\_\_\_\_\_

2. Internship Objectives approved by

- Preceptor \_\_\_\_\_\_\_\_\_\_

- Faculty Internship Instructor \_\_\_\_\_\_\_\_\_\_

3. Mid-internship call, site visit or email by Faculty Internship \_\_\_\_\_\_\_\_\_\_

Instructor (optional)

4. Five Student Journals sent to Faculty Internship Instructor \_\_\_\_\_\_\_\_\_\_

5. Preceptor Final Evaluation \_\_\_\_\_\_\_\_\_\_

6. Student Final Evaluation \_\_\_\_\_\_\_\_\_\_