**Master of Health Administration**

## Administrative Internship Guidelines

# Purpose

The Indiana University Master of Health Administration Administrative Internship Program (Program) is a unique opportunity for our graduate students to gain hands-on health administration experience in a health service organization. This learning experience is typically 12 to 15 weeks in duration (minimum of 300 hours) and 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 their first academic 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 the 5

Program 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 provides 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 administrative 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 academic year of graduate study. Internships may be taken at other times; however, ***all administrative internships must be approved in advance 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 rate of pay or 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 if needed.

### Process needed to complete Internship

1. At the start of the internship, the student must complete the Contact Sheet and Internship Objectives Form. The Preceptor must approve the Internship Objectives.
2. The student must complete a minimum of five (5), one (1) page (or more) journal entries and submit to the Faculty Instructor. Each journal entry should be written and submitted to the Faculty Instructor approximately every two (2) weeks or thereabouts and include the number of hours worked for the time period reported. Journal entries should be based upon activities, observations, experiences, lessons learned, and related activities that create student learning, growth and development. The student may compare and contrast the content from their classroom experience versus the organization’s approach to problems encountered, issues addressed, and decisions made, implemented and evaluated.
3. There will be a mid-internship phone conversation or email between the Faculty Internship Instructor and the Preceptor if needed, with pertinent comments placed in the student’s file.
4. The Preceptor will submit a final evaluation of the student’s performance.
5. The student will submit a final report evaluating his/her administrative internship experience.

**Pass/Fail Course**

The administrative 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 administrative 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@iu.edu](mailto:stbreed@iu.edu)

Indiana University – Purdue University Indianapolis

Richard M. Fairbanks School of Public Health

1050 Wishard Blvd., RG 5139

Indianapolis, Indiana 46202-2872

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

##### Administrative 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 administrative internship experience.

### What are the objectives for the internship experience? What role and responsibilities will the Student have?

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

Leadership

MHA 1: Develop leadership approaches that are effective for communicating a vision, motivating stakeholders, building consensus, and leading organizational change

MHA 2: Work cooperatively with others; create, contribute to, and lead teams

**Professional and Social Responsibility**

MHA 3: Demonstrate professional values and ethics including sensitivity to the importance of workforce diversity and cultural competency in the delivery of healthcare

MHA 4. Establish a commitment to continuous learning, self-assessment, and self-improvement

MHA 5. Contribute to the profession through coaching, advising, and mentoring

**Communications and Relationship Management**

MHA 6. Write in a clear logical manner for effective business communications

MHA 7. Demonstrate effective oral communication and presentation skills

MHA 8. Demonstrate effective interpersonal skills and the ability to develop and maintain positive professional relationships

**Health and Healthcare Environment**

MHA 9. Understand how decisions are made within the private, non-profit, and government sectors

MHA 10. Explain important issues in healthcare including the need for reform, major changes that have occurred, and proposals being considered for the U.S healthcare delivery system

**Business and Analytical Skills**

MHA 11. Use quantitative information for effective organizational decision-making

MHA 12. Use financial skills for effective stewardship of resources

MHA 13. Understand and appropriately use information technology to support business and

clinical functions

MHA 14. Apply appropriate business strategies in the development of business plans and effective project management

1. How will the objectives, skills, and competencies be developed, achieved and evaluated?

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

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

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Intern’s Signature Date

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

Preceptor’s Signature Date

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

Faculty Internship Instructor’s Signature Date

**CONTACT SHEET**

**PRECEPTOR CONTACT INFORMATION:**

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

**STUDENT CONTACT INFORMATION:**

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

## IU MHA Administrative Internship Final Preceptor Evaluation Form

**Preceptor** **Intern**

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

**Basic/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. **Leadership** |  |  |  |  |  |
| MHA 1. Develop leadership approaches that are effective for communicating a vision, motivating stakeholders, building consensus, and leading organizational change. |  |  |  |  |  |
| MHA 2. Work cooperatively with others; create, contribute to, and lead teams. |  |  |  |  |  |
| 2. **Professional & Social Responsibility** |  |  |  |  |  |
| MHA 3. Demonstrates professional values and ethics including sensitivity to the importance of workforce diversity and cultural competency in delivery of healthcare. |  |  |  |  |  |
| MHA 4. Establish a commitment to continuous learning, self-assessment, and self-improvement. |  |  |  |  |  |
| MHA 5. Contribute to the profession through coaching, advising and mentoring. |  |  |  |  |  |
| 3. **Communications and Relationship Management** |  |  |  |  |  |
| MHA 6. Write in a clear logical manner for effective business communications. |  |  |  |  |  |
| MHA 7. Demonstrate effective oral communication and presentation skills. |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Rating** | **Proficiency** | **Working Knowledge** | **Awareness** | **Not Applicable** | **Not Observed** |
| MHA 8. Demonstrate effective interpersonal skills and ability to develop and maintain positive professional relationships. |  |  |  |  |  |
| 4. Health and Healthcare Environment |  |  |  |  |  |
| MHA 9. Understand how decisions are made within the private, non-profit, and government sectors. |  |  |  |  |  |
| MHA 10. Explain important issues in healthcare including the need for reform, major changes that have occurred, and proposals being considered for the U.S. healthcare delivery system. |  |  |  |  |  |
| 5. **Business and Analytical Skills** |  |  |  |  |  |
| MHA 11. Use quantitative information for effective organizational decision-making. |  |  |  |  |  |
| MHA 12. Use financial skills for effective stewardship of resources. |  |  |  |  |  |
| MHA 13. Understand and appropriately use information technology to support business and clinical functions. |  |  |  |  |  |
| MHA 14. Apply appropriate business strategies in the development of business plans and effective project management. |  |  |  |  |  |

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@iu.edu](mailto:stbreed@iu.edu) | **Indiana University – Purdue University Indianapolis**  **Richard M. Fairbanks School of Public Health**  **1050 Wishard Blvd., RG 5139**  **Indianapolis, Indiana 46202-2872** |

## IU MHA Administrative Internship Final Self-Evaluation

**Intern**

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

**Basic /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. **Leadership** |  |  |  |  |  |
| MHA 1. Develop leadership approaches that are effective for communicating a vision, motivating stakeholders, building consensus, and leading organizational change. |  |  |  |  |  |
| MHA 2. Work cooperatively with others; create, contribute to, and lead teams. |  |  |  |  |  |
| 2. **Professional & Social Responsibility** |  |  |  |  |  |
| MHA 3. Demonstrates professional values and ethics including sensitivity to the importance of workforce diversity and cultural competency in delivery of healthcare. |  |  |  |  |  |
| MHA 4. Establish a commitment to continuous learning, self-assessment, and self-improvement. |  |  |  |  |  |
| MHA 5. Contribute to the profession through coaching, advising and mentoring. |  |  |  |  |  |
| 3. **Communications and Relationship Management** |  |  |  |  |  |
| MHA 6. Write in a clear logical manner for effective business communications. |  |  |  |  |  |
| MHA 7. Demonstrate effective oral communication and presentation skills. |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| MHA 8. Demonstrate effective interpersonal skills and ability to develop and maintain positive professional relationships. |  |  |  |  |  |
| 4. Health and Healthcare Environment |  |  |  |  |  |
| MHA 9. Understand how decisions are made within the private, non-profit, and government sectors. |  |  |  |  |  |
| MHA 10. Explain important issues in healthcare including the need for reform, major changes that have occurred, and proposals being considered for the U.S. healthcare delivery system. |  |  |  |  |  |
| 5. **Business and Analytical Skills** |  |  |  |  |  |
| MHA 11. Use quantitative information for effective organizational decision-making. |  |  |  |  |  |
| MHA 12. Use financial skills for effective stewardship of resources. |  |  |  |  |  |
| MHA 13. Understand and appropriately use information technology to support business and clinical functions. |  |  |  |  |  |
| MHA 14. Apply appropriate business strategies in the development of business plans and effective project management. |  |  |  |  |  |

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

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

**Checklist for Completion of Administrative Internship**

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

2. Contact Sheet completed and emailed to Faculty \_\_\_\_\_\_\_\_\_\_

Internship Instructor

3. Internship Objectives approved by

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

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

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

Instructor (only if needed)

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

1. Preceptor Final Evaluation completed and emailed to \_\_\_\_\_\_\_\_\_\_

Faculty Internship Instructor

6. Student Final Evaluation completed and emailed to \_\_\_\_\_\_\_\_\_\_

Faculty Internship Instructor