

**Western Kentucky University
Department of Public Health**



**Healthcare Administration Program
Internship Guidelines**

**Academic Requirements and Procedures for
Undergraduate and Graduate Internships**

HCA 449 and HCA 546

Academic Year 2012-2013

Western Kentucky University Program in Health Care Administration Internship Guidelines

This document contains the guidelines for students conducting their internship in the Health Care Administration program, Department of Public Health at Western Kentucky University, Bowling Green, Kentucky. Internship students, preceptors (responsible for supervising the student on site), and faculty advisors should refer to these guidelines for information relative to the types and scope of tasks/activities in which the student should be engaged in order to demonstrate competence and the ability to apply academic knowledge in an operational environment.

In addition, the guidelines provide Western Kentucky University requirements, program requirements, internship purpose, and objectives, in addition to other pertinent information relative to the internship experience.

Student interns and preceptors having questions concerning the internship program or desiring additional information, guidance, or clarification regarding any items contained within this guide should contact the program directors:

Dr. Gregory Ellis-Griffith, Director HCA Program, **Room AC 137**

Phone: 270-745-3076

Fax: 270-745-4437

Email: gregory.ellis.griffith@wku.edu

Dr. William Mkanta, Director MHA/EMHA Programs, **Room AC 127C**

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***** Helpful Tips to Prospective Interns *****

1. Students must read carefully and completely these guidelines to understand the requirements for HCA and MHA internships.
2. Initially, students should consult with program directors: Dr. Mkanta (MHA) or Dr. Ellis-Griffith (HCA) or their academic advisors at least one semester prior to their internships to discuss about and find internships sites. Students are allowed to suggest the sites of their choice that might be used if they meet program requirements - **Appendix A; Pages 13-15**. Otherwise the program can allocate students to sites previously used by the program. Dr. Ellis-Griffith can be contacted by phone at (270)-745-3076 or e-mail: gregory.ellis-griffith@wku.edu. Dr. Mkanta can be contacted by phone at (270)-745-5260 or e-mail: william.mkanta@wku.edu.
3. Every student has to ensure that their internship agency has a valid and current affiliation with both the program and university: Print and take the **Affiliation Agreement Form - Appendix A; Pages 13-15** to the agency for filling. Bring the filled and signed form to the program director for further processing.
4. Prior to the start of the internship, students are mandated to submit signed **Internship Responsibilities Form** to their respective program directors. The forms can be printed from this document - **Appendices B and C; Pages 16-17**
5. Every week, for all 12 weeks of internship, students are required to submit weekly internship reports. Use the **Internship Weekly Report Prompt Questions - Appendix D; Page 18** and **Internship Activity Log - Appendix E; Page 19** to help you in report preparation. The report should be one to two pages in length, typed and saved in a Word format. It should be sent every week without fail on Monday to the program director for records. You can email or fax (270-745-4437) the report. All reports must be reviewed and signed by the preceptor.
6. After completing the first two or three weeks of the internship, the student has to schedule a meeting with their preceptor to decide upon a project that has to be completed by the intern. The **Project Agreement Form - Appendix F; Page 20** has to be filled, signed and returned to the program director indicating the identification and initiation of the project.
7. The project report should be 7-10 pages (HCA), 10-15 pages (MHA) in length, typed and saved in Word format. The filled and signed **Project Completion Form - Appendix G; Page 21** has to be submitted with the project report.
8. At the conclusion of the internship, the following evaluations have to be completed.
 - I. The preceptor will evaluate the intern based on the responses to the **Intern Evaluation Form - Appendix H; Pages 22-24**. This evaluation has to be submitted anonymously to the program director.
 - II. The student will evaluate the program using the **Student Assessment of the Academic Program Form - Appendix I; Pages 25-27**. The completed evaluation form has to be submitted to the program director.

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ACADEMIC REQUIREMENTS

Each student in the health care administration (HCA) program is required to successfully complete a twelve week or 480 hour internship experience in an approved health care organization, health related organization, or a governmental agency that is associated with health care organization licensing, certification, or regulation. This can include, but is not limited to hospitals, long term care facilities, rehabilitation agencies, home health and hospice organizations, physician office practices, managed care organizations, reimbursement or financial intermediaries, medical suppliers, governmental agencies, research groups, pharmaceutical companies, information systems companies or health care consulting groups.

This is a mandatory prerequisite in order for the student to be eligible for graduation and awarding of a Bachelor of Science (BS) degree in Health Care Administration or Master of Science (MS) from Western Kentucky University. The internship experience may be completed in any academic semester provided the student meets all current requirements for internship placement. Program directors are responsible for reviewing and approving all applications for internship placement and for approving all internship sites.

PURPOSE

The purpose of the administrative internship experience is to provide the student with opportunities in an operational environment to:

1. Acquire and demonstrate competencies expected in a professional managerial environment within a health care organization as outlined above.
2. Integrate and apply the academic theory and knowledge acquired in the classroom to the actual practice of health care management.
3. Acquaint the student with various consumer, customer or client populations, organizational activities, scope of services, and required personnel within the internship organization.
4. Develop objective methods for evaluating responsibilities, decisions, and operations relative to effective and efficient management and organization of a health care organization.
5. Assess the external environmental factors which affect the strategic ability of the health care organization to operate such as: community organizations, advocacy organizations, civil rights organizations, federal and state regulatory agencies and regulations, reimbursement mechanisms and constraints, certification and accreditation procedures, public attitudes, consumers, competition, or unions.
6. Acquaint the student with the interrelationships and interdependencies of the various components of the health care delivery system and the interfaces to the internship organization.

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7. Observe and study the interrelationships and interdependencies within the health care organization.
8. Allow students to assess the suitability of his/her qualifications for and commitment to the profession of health care management.

GENERAL INFORMATION FOR STUDENTS

The internship experience consists of a series of tasks and activities that the student must successfully complete in order to demonstrate his/her competence in a particular area and exhibit the ability to apply academic knowledge. The preceptor may verify the student's competence by reviewing performance and completion of tasks and activities, by observation, or by oral or written tests. The student's success during the internship depends on individual motivation, and application. Student success can be achieved by each individual who is capable of applying the theories, concepts, principles, knowledge, and techniques learned and acquired through formal academic preparation to practical operational situations, and problems in the areas to which the individual student is assigned.

During the internship, the student must conform to the general policies, procedures, rules, and regulations of the organization in the same way that all personnel of the organization must do. Students must pay particular attention to and conscientiously observe the ethical directives specific to the organization. Students must not interfere with the operations of the organization. Further, students must observe strict confidentiality of all information as would any health care professional be expected to follow. Students will speak in a professional manner at all times in the presence of personnel, patients, customers, clients, families, visitors, community representatives or other guests of the organization. Students are absolutely forbidden to discuss any information relative to a patient's condition unless specifically authorized to do so. Students will follow the directions of the preceptor or the preceptor's designee at all times in matters pertaining to the organization.

The preceptor, program coordinator, or the organization supervisor may, singularly or collectively, require the student to be assigned to different work areas and different shifts on a rotational basis. In such instances, the student will be under the supervision of the individual assigned by the preceptor and the student will be required to perform a variety of tasks and activities. Students are encouraged to seek the advice, counseling, and guidance of the preceptor and others assigned as the student's supervisor. Students should perform all tasks and activities assigned to them effectively and efficiently and to continually seek better ways of applying themselves in the internship experience, perform assigned tasks as directed, and exhibit a cooperative attitude at all times.

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Students are reminded that the internship experience is an extension of the academic preparation and an opportunity to acquire experience in an operational environment. Students are also reminded remuneration by the University or the organization should not be expected or requested.

GENERAL INFORMATION FOR PRECEPTORS (Preceptor Responsibilities)

For students planning an internship with an organization that is not currently affiliated with the HCA internship program, a formal affiliation agreement must be established. It is requested that the chief executive officer (or authorized designee) of the organization complete and return an application for internship site affiliation [Appendix A; Pages 13-15](#), agreement to the HCA program director. In addition, it is requested that the appointed preceptor forward a curriculum vitae to the program director. The aforementioned are required by the University and various accrediting agencies.

Preceptors will be responsible for verifying the student's competence relative to required tasks and activities as outlined in these guidelines. **The preceptor, or designee, must initial all student assignments and reports before they are sent to the faculty supervisor. If reports are being sent electronically, the student should first submit the report(s) to the preceptor who will then forward the report(s) to the faculty supervisor. This method should ensure the preceptor sees and authorizes all reports prior to submitting to the faculty supervisor.**

The preceptor should meet with the student on a regular specified schedule in order to evaluate performance, apprise the student of strengths and weaknesses, identify problem areas, and modify, if necessary, the outlined program to reflect changes and altered needs of the student and the organization. Preceptors may formulate and administer oral and/or written examinations to verify student competence in a subject or particular area.

Preceptors may formulate their own individual student internship plan as long as the University's plan is incorporated. However, such plans should be submitted in outline form to the HCA program director either prior to or during the first week of the internship.

The preceptor will be required to complete and submit to the faculty supervisor an evaluation of the student intern at the end of the internship period ([Appendix- H; Pages 22-24](#)). The student will provide the preceptor with a copy of the evaluation form.

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STUDENT REQUIREMENTS

Internship students will be required to submit reports to the University program director/faculty supervisor as follows:

1. Complete and forward both the "Internship Weekly Report" See ([Appendix D; Page 18](#)) and the "Internship Activity Log" ([Appendix E; Page 19](#)) at the end of each week during the internship. Reports may be submitted via fax (270-745-4437), mail, or electronically. If reports are submitted by fax or mail, they should be signed (or initialed) by the preceptor. If reports are sent electronically, they should be submitted to the preceptor first, and the preceptor should then forward the reports to the faculty supervisor (this will indicate the preceptor's authorization of the material).
2. Consult with and determine mutually with the preceptor, any project, research study, etc., which will be commenced and completed during the internship period. Once the assignment(s) is determined, the student intern will be required to complete, and submit, an "Internship Project Agreement Form" ([Appendix F; Page 20](#)) in accordance with instructions contained on the form.
3. Upon completion of the project, a "Project Completion Form" ([Appendix G; Page 21](#)) should be completed by the student and authorized by the preceptor for submission to the program director/faculty supervisor.

In addition to the weekly reports and the project agreement form, student interns must:

1. Complete tasks and activities as outlined in these guidelines, and submit related reports, abstracts, etc., immediately upon completion.
2. All assignments and reports submitted by student interns shall be typewritten on quality bond paper or sent electronically, proof read for errors in spelling and grammatical construction, and initialed (or authorized) by the preceptor prior to forwarding to the faculty supervisor. **If reports are sent electronically, the intern should submit the report to the preceptor first. The preceptor will then forward the report to the faculty supervisor (this will ensure that the preceptor has had access to the material prior to submitting it to the faculty supervisor).** Assignments and reports not initialed by the preceptor will be returned. Erasable bond paper and oversized computer paper are unacceptable.
3. Faculty approval must be obtained for any deviation from the planned internship. Additionally, students will notify the faculty supervisor of any changes regarding work schedules, times, etc.

FACULTY SITE VISITS

The faculty supervisor will make one or more site visits during each internship period to confer with the student and preceptor jointly or with each on a private basis. The

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conferences will address areas relative to student's overall performances and evaluation thereof, student's abilities and capabilities, student's personal educational strengths and weaknesses, evaluation of internship experience, student's suitability for health care management, suggestions for student improvement, suggestions for program improvement, etc. The faculty supervisor will provide, in advance, each preceptor and student, with a schedule indicating the time and date of site visits. Other faculty visits may occur at unscheduled times.

STUDENT EVALUATION

The preceptor will be required to complete and submit to the faculty supervisor an evaluation of the student intern at the completion of the internship ([Appendix-I; Pages 25-27](#)).

PROGRAM PARAMETERS

The administrative internship period is twelve (12) weeks. The total number of clock hours associated with this period is approximately 480 hours; however, student interns will be required to complete additional hours as specified by the preceptor in order to provide the student with optimum opportunities for learning and acquiring operational experience. During this period of time, the student intern should be afforded the opportunity for exposure in all aspects of the organization operation including, but not limited to, the following:

1. Direct interaction with clients and families.
2. Contact with personnel in all of the organization's departments.
3. Involvement with the governing body.
4. Interaction with external environmental forces.
5. Exposure to organizational policies, procedures, planning, financing, etc.
6. Community involvement including seminars, conferences, meetings, professional association activities, etc.
7. Day and night shifts, weekends, holidays, etc.
8. Special assignments, projects, research, studies, etc.

OUTLINE OF PROGRAM

There are many organizations in which a student may perform an internship. The following outline is provided as an example of activities that might be undertaken in an acute care organization. If the student were in such an organization the following tasks and activities are representative of the expectations of the internship period. Hours are approximate and may be modified to meet needs of the organization or modified as situations and conditions dictate.

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1. Twenty four (24) hours devoted to orientation of the organization, administrative policies, personnel policies, patient care policies, organization mission and philosophy, services available, patient composition, organization, etc.

Objective: To acquaint the student with the organization, various policies, departmental personnel, organizational structure, etc.

Requirements: Student will submit a summary of the orientation activities including organizational chart of organization (no free hand drawings will be accepted.); budgeting process and procedures; census procedures and reports; and the preparation of balance sheet and income statement.

2. Forty (40) hours devoted to review of federal, state, and organization manuals, policies, procedures, etc.

Objective: To permit the student to acquire a wide variety of information concerning rules and regulations relative to organization operation.

Requirement: Student will submit an abstract of information contained in the manuals. Examples of relevant manuals are:

- Medicare and Medicaid reimbursement manual
- Patient care policies manual
- Administrative manuals such as the corporate by-laws or the Medical staff by-laws
- Accounting and financial manuals
- Safety manuals such as a fire and disaster manuals and procedures
- Utilization review manuals
- Pharmacy manuals
- Occupational Safety and Health Administration manuals
- Personnel development and in-service training manuals
- Dietary manuals containing regular, therapeutic, and special diets
- Plant engineering and maintenance manuals
- Personnel manuals
- Infection control and sanitation manuals
- Third party payer manuals
- The Joint Commission, state licensure, certification surveys
- Other manuals as deemed pertinent by the preceptor

3. Forty (40) hours devoted to survey of the organization relative to certification of organization to participate in Medicare and Medicaid programs.

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Objective: To acquaint the student with all aspects of the organization's services, responsibilities, requirements, standards, etc.

Requirements: Student will review previous surveys and submit summary of insights gained

4. Forty (40) hours devoted to survey of the organization's service area to identify all private, governmental, quasi-governmental programs and services available to qualified patients which the organization and patients may take advantage.

Objective: To provide the student with an opportunity to research and learn about the various programs and services that are available in the organization's service area.

5. Forty (40) hours devoted to assignment in business office.

Objective: To provide the student with an opportunity to acquire knowledge relative to total accounting and financial procedures regarding operation of the organization.

Requirement: Obtain knowledge and provide summary of the following: accounts receivable procedures, Medicare, Medicaid, third party, private pay credit, billing, and collection procedures; general ledger and subsidiary accounts; chart of accounts; patient admission and financial status procedures; invoice reconciliation and payment procedures; cost report and cost report preparation procedures.

6. Twenty-four (24) hours devoted to assignment in dietary area.

Objective: To acquaint the student with the procurement, preparation, distribution, storage, etc., of food in the organization. Also, with various diets and dietary requirements.

Requirement: Student must observe and submit a summary of: food preparation, patient tray preparation, nutritional programming; food procurement, receiving, storage and distribution system; cost control methods and procedures; consultation and contract services.

7. Forty (40) hours devoted to assignment in nursing service.

Objective: To provide the student a comprehensive orientation to nursing service duties and responsibilities for patient care.

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Requirement: Student will be required to summarize: staffing and staffing ratios; method of care planning and chart documentation; incident and accident procedures and reports; requisition of required supplies; drug and biological procurement, distribution, control, disposal, reports, etc.

8. Forty (40) hours devoted to assignment in engineering-maintenance area.

Objective: To familiarize student with the duties and responsibilities of the engineering department and with the preventive maintenance procedures, work request procedures, etc.

Requirement: Student must summarize: routine maintenance and emergency request procedures; preventive maintenance program and procedures; life safety code; contract services; staffing; licensing requirements; fire and disaster program and procedures; emergency generator procedures

9. Materials Management

Objective: To familiarize student with the procurement, receiving, issue, and distribution system of the organization relative to supplies and equipment necessary for operation.

Requirement: Student must summarize: Vendor selection, bidding and procurement systems for durable and nondurable supplies, standard and non-standard stock items, and major and minor equipment; receiving and stocking system; inventory reconciliation; requisition and distribution procedures; inventory system; records maintained, vendor appointments, and security procedures

10. Forty (40) hours devoted to assignment in personnel department.

Objective: To provide the student with knowledge of the various personnel functions and the laws and regulations which affect personnel administration.

Requirement: The student will be required to report: job analysis procedures; formulation of job descriptions; formulation of job specifications; recruitment procedures (internal and external); interview methodology and procedures; selection procedures; placement procedures; orientation procedures; training programs and procedures; personnel policies; wage and salary program and procedures; position control procedures; labor-management relations; grievance procedures; benefit programs and administration; laws affecting personnel administration; other pertinent information relative to the personnel function of the organization;

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11. Twenty-four (24) hours devoted to assignment in administrative office.

Objective: To acquaint the student with the duties and responsibilities of the chief executive/administrative officer and other top administrative personnel.

Requirement: The student will be assigned to observe the daily duties and routine of the chief executive/administrative officer and/or other top administrative personnel. Students will be required to submit a report on observations after review and consultation with the chief executive/administrative officer or other top administrative personnel.

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Appendix A: Application for Internship Site Affiliation

Agency Name: _____

Street

Address: _____

City, State,

Zip: _____

*** *** *** *** *** *** ***

President/CEO of Agency/or Signature Party: _____

Mailing Address: _____

Phone: _____ Fax: _____ e-mail: _____

Type of Organization:

- | | | |
|------------------------------|---|---|
| Hospital | 0 | If hospital, number of beds: _____ |
| Nursing Home | 0 | If nursing home, number of beds: _____ |
| Home health agency | 0 | If home health agency, visits per year: _____ |
| Ambulatory care center | 0 | If ambulatory care facility, visits per year: _____ |
| Professional group practice | 0 | If group practice, number of provider _____ |
| Insurance company | 0 | |
| Health related product sales | 0 | |
| Community agency | 0 | |
| Government Office | 0 | |
| Other | 0 | Specify: _____ |

Type of licensure held: _____

Type of Accreditations: _____

Preceptor name: _____

Preceptor title: _____

Preceptor department: _____

Phone: _____ Fax: _____ e-mail: _____

* * * * * * *

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Signature of person completing this form or if completed by student, name of agency
contact person providing information: _____

Title: _____

Print Name: _____ Phone: _____

Date: _____

Criteria for Internship Site Affiliation

The following criteria have been established for approval as an internship site for the Health Care Administration program, Department of Public Health, Western Kentucky University.

The organization must be prepared to perform the following:

1. Where appropriate, the organization must be:
 - a. Licensed by the State
 - b. Accredited
 - c. Certified for participation in Medicare or Medicaid
2. Be committed to contributing to the educational preparation of health care administration students.
3. Provide the operational environment necessary for the student to demonstrate application of acquired knowledge, competence, and opportunity to acquire and refine managerial skills.
4. Assign an appropriate individual who is both educationally and experientially qualified to function as a preceptor for the student.
5. Evaluate the student using the educational objectives and performance criteria as described in the Internship Guidelines.
6. Review and approve student assignments prior to the submission of assignments to the faculty supervisor.

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7. Assist University faculty in planning and evaluating operational learning experiences of the student.
8. Review student progress and confirm outcomes of the student's learning process.
9. Participate in preceptor or adjunct faculty meetings relative to the internship program.
10. Appoint an individual (can be preceptor) to function as a liaison between the internship site and Health Care Administration Program.
11. Conform to the University statement of compliance in that no discrimination shall take place on the basis of age, race, color, religion, sex, national origin, or disability.

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Appendix B: HCA 449 Healthcare Administration Internship – Responsibilities:

I, _____ have read all the documentation concerning the Healthcare Administration Internship including the internship guide, sample rotation plan, and sample weekly report. I understand that I must submit a 2-3 page weekly report detailing the work and observations made during the week and to submit it to the Faculty Advisor for the internship course along with the Site Affiliation Information Form, the Project Initiation form, the Project Completion form, the actual written internship project paper (approximately 7-10 pages), the twelve (12) weekly reports for the internship period of 12 weeks – 480 hours of work (there may be more reports if an intern needs to stretch the internship beyond 12 weeks at 40 hours per week), the student’s evaluation of the program, the Preceptor’s evaluation of the student, and the contact information sheet. I understand that I received a complete and detailed briefing on the requirements of the internship. I also understand that I must submit the weekly reports each week after completing the rotations and that I must submit the other reports in a timely fashion in order for the materials to be reviewed with reasonable time. I understand that I cannot submit the majority of materials at the last week of the semester. If this occurs, I understand that it is highly likely that I will not graduate at the end of the internship semester and the internship period will carry over to the next semester, ultimately delaying my graduation to the end of that next semester. For Fall semester internships, all materials must be delivered to the Faculty Member of Record no later than the Friday of the first full week in December. For spring semester internships, all materials must be delivered to the Faculty Member of Record no later than the Friday of the first full week of May. For summer semester internships, all materials must be delivered to the Faculty Member of Record no later than the Friday of the first full week of August.

I have read all the above statements and understand that if I fail to comply with these internship requirements, then I will probably not graduate during that semester and would receive my degree and diploma at the end of the next semester date.

Student Signature

Date

Print Student Name

Faculty Member Signature

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Appendix C: HCA 546 Graduate Internship – Responsibilities:

I, _____ have read all the documentation concerning the Healthcare Administration Graduate Internship including the internship guide, sample rotation plan, and sample weekly report. I understand that I must submit a 2-3 page weekly report detailing the work and observations made during the week and to submit it to the Faculty Advisor for the internship course along with the Site Affiliation Information Form, the Project Initiation form, the Project Completion form, the actual written internship project paper (approximately 10-15 pages), the twelve (12) weekly reports for the internship period of 12 weeks – 480 hours of work (there may be more reports if an intern needs to stretch the internship beyond 12 weeks at 40 hours per week), the student’s evaluation of the program, the Preceptor’s evaluation of the student, and the contact information sheet. I understand that I received a complete and detailed briefing on the requirements of the internship. I also understand that I must submit the weekly reports each week after completing the rotations and that I must submit the other reports in a timely fashion in order for the materials to be reviewed with reasonable time. I understand that I cannot submit the majority of materials at the last week of the semester. If this occurs, I understand that it is highly likely that I will not graduate at the end of the internship semester and the internship period will carry over to the next semester, ultimately delaying my graduation to the end of that next semester. For Fall semester internships, all materials must be delivered to the Faculty Member of Record no later than the Friday of the first full week in December. For spring semester internships, all materials must be delivered to the Faculty Member of Record no later than the Friday of the first full week of May. For summer semester internships, all materials must be delivered to the Faculty Member of Record no later than the Friday of the first full week of August.

I have read all the above statements and understand that if I fail to comply with these internship requirements, then I will probably not graduate during that semester and would receive my degree and diploma at the end of the next semester date.

Student Signature

Date

Print Student Name

Faculty Member Signature

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Appendix E: Internship Activity Log

Student: _____ for the dates of: _____

Day of Week	Activities or assignments	Time spent in each activity
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Other		

COMMENTS:

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Appendix F: Project Agreement Form

Student Name: _____ Internship Site: _____

Preceptor: _____ Date: _____

Title of Project:

Description and Purpose of Project:

Objectives (Expected results, use measurable indicators or quantify if possible):

Methods (Describe how you intend to accomplish/complete project):

Preceptor Approval: _____

Expected Completion Date: _____

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Appendix G: Project Completion Form

Student Name: _____ Internship Site: _____

Preceptor: _____ Date: _____

Title of Project:

Description and Purpose of Project:

Objectives Achieved:

Acquired Benefit (i.e., what did you learn?):

Preceptor Approval: _____

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Appendix H: Intern Evaluation Form (By Preceptor)

Student Name: _____

Internship Site: _____

Preceptor: _____

Dates of Internship: _____

The following evaluation is based on a five point scale. Please circle the number you believe most accurately portrays the student's performance or behavior. Space for additional observations or comments is provided at the end of the evaluation.

The student arrives to the site when expected.

Almost Never					
1	2	3	4	5	Almost Always

When changes in the student's schedule occur, the student informs all affected by the change.

Almost Never					
1	2	3	4	5	Almost Always

The student can be expected to conduct his or her activities without constant supervision.

Almost Never					
1	2	3	4	5	Almost Always

The student fosters comfortable and communicative atmosphere with others.

Almost Never					
1	2	3	4	5	Almost Always

Student prepares required reports and written assignments that are focused and free from errors.

Almost Never					
1	2	3	4	5	Almost Always

Student prepares required reports and written assignments on time.

Almost Never					
1	2	3	4	5	Almost Always

The student conforms to the organization dress code as appropriate for the activities of the day.

Almost Never					
1	2	3	4	5	Almost Always

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Intern Evaluation Form Cont'd

The student tries, despite difficulties, to accomplish assignments or planned activities. For example: willingness to stay beyond normal hours to complete work.

Almost Never				Almost Always
1	2	3	4	5

In interacting with employees, visitors, customers, etc., the student demonstrates an awareness of the organizational or departmental procedures.

Almost Never				Almost Always
1	2	3	4	5

Overall, how would you rate the student's performance on the internship project required of them during the internship experience?

Ineffective				Very Effective
1	2	3	4	5

Do you believe the project was a valuable learning experience for the student?

Strongly Disagree				Strongly Agree
1	2	3	4	5

How valuable do you think the project was to your organization?

No Value				Very Valuable
1	2	3	4	5

Would you hire this person to work in your organization if you had the opportunity?

Yes ___ No ___ If your answer is no, please state your reasons.

Remarks: (additional comments about the student's performance during the internship period)

Academic Preparation.

In your opinion, and in the opinion of others with whom the student has interacted, how would you rate the academic preparation and knowledge base of this student?

Inadequate _____ Adequate _____ Good _____ Excellent _____

Academic Suggestions. In what areas do you think our students need more knowledge or preparation?

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Appendix I: Student Assessment of the HCA/MHA Program (By Intern)

SA = Strongly Agree

A = Agree

N = Not Sure or Neutral

D = Disagree

SD = Strongly Disagree

Based on your course work in the Health Care Administration Program, how would you rate your ability to understand and/or perform for the following circumstances using the above definitions for your responses?

	SA	A	N	D	SD
.....					
1. Understanding of problem solving process.	<input type="checkbox"/>				
2. Appropriate behavior with others in a team-based setting	<input type="checkbox"/>				
3. Communication with others in a team-based setting or in a similarly structured environment	<input type="checkbox"/>				
4. Determine the links between causal factors and the resulting quality problem.	<input type="checkbox"/>				
5. Use the appropriate tools for organizing and analyzing data, and evaluating and presenting corrective actions in a CQI process	<input type="checkbox"/>				
6. Complete an in-depth research activity related to a quality issue beginning with an appropriate research question to the final report.	<input type="checkbox"/>				
7. Understand the historical background of the following :					
* The healthcare delivery system	<input type="checkbox"/>				
* The public health system	<input type="checkbox"/>				
* The financing of healthcare services	<input type="checkbox"/>				

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Student Assessment Cont'd	SA	A	N	D	SD
8. Understand the relationships among the healthcare sectors.	<input type="checkbox"/>				
9. Understand the relationships among the healthcare consumers, providers and payers.....	<input type="checkbox"/>				
10. Be able to describe data appropriately	<input type="checkbox"/>				
11. Be able to use graphs and tables to present data appropriately.....	<input type="checkbox"/>				
12. Be able to interpret basic statistics appropriately	<input type="checkbox"/>				
13. Be able to form simple hypotheses	<input type="checkbox"/>				
14. Be able to test simple hypotheses	<input type="checkbox"/>				
15. Be able to perform basic inferential statistics	<input type="checkbox"/>				
16. Be able to read professional journals more intelligently.....	<input type="checkbox"/>				
17. Be able to apply economic theories and concepts to the healthcare Delivery system in the U.S.....	<input type="checkbox"/>				
18. Be able to analyze, synthesize, and evaluate economic policies and concepts	<input type="checkbox"/>				
19. Be able to incorporate the theories and concepts into your decision-making processes concerning individual, institutional, and system wide conflicts or issues	<input type="checkbox"/>				

Western Kentucky University Program in Health Care Administration Internship Guidelines

Student Assessment Cont'd	SA	A	N	D	SD
20. Be familiar with the general legal principles as they relate to health care organizations.	<input type="checkbox"/>				
21. Recognize illegal or unethical behavior within an organization	<input type="checkbox"/>				
22. Assist in strategic planning efforts within my organization and have a basic understanding of how information management works within healthcare organizations	<input type="checkbox"/>				
23. Able to compute the reimbursement from different reimbursement models	<input type="checkbox"/>				
24. Able to review and understand income statements and balance sheets	<input type="checkbox"/>				
25. Able to understand management techniques to increase collections of accounts receivables.	<input type="checkbox"/>				
26. How satisfied were you with the advising you received at WKU?	<input type="checkbox"/>				