

**METROPOLITAN STATE UNIVERSITY
of DENVER**

**Department of Health Professions
Health Care Management Program**

**HEALTH CARE MANAGEMENT
INTERNSHIP HANDBOOK**



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WELCOME

The Internship is a vital component of the Health Care Management curriculum at Metropolitan State University of Denver. It provides an opportunity for students to integrate their didactic course work into a real world situation. Students are given the chance to apply the principles, theories and techniques learned during coursework to actual health care management situations. It is crucial that students use the internship experience as a way to gain insight and experience in the field. Completing a field experience is a requirement of all graduating students at MSU Denver. Furthermore, AUPHA requires that students in all certified Health Care Management programs complete a faculty supervised field internship. The Health Care Management Internship (HCM 4610) is the senior experience that serves as the culmination of the Health Care Management Program.

Prior to registering for the Health Care Management internship (HCM 4610), students must complete all general studies courses, HCM support courses, and the majority of the course requirements for the HCM major and their chosen minor. Specifically, students must complete HCM 2500, which is the foundational course for the major and the HCM internship.

HCM 2500 – Health Care Management Foundations, Professionalism, and Applications. The purpose of this course is to provide industry specific skills to students enrolled in the Health Care Management (HCM) program as well as lay a foundation for the internship. Students will review course curriculum, department rules for participation in prescribed courses, preparation for the internship experience, use of available resources, i.e., writing and research, etc., networking and industry experience. Elements of professional conduct in both university courses and the internship will be examined along with techniques for the use of technology in the industry and for completing assignments.

HCM 4610 – HCM Internship II; This capstone course provides students with the opportunity to integrate and operationalize previously learned health care management knowledge and skills. The internship provides an opportunity for students to learn first-hand about working with others in a professional setting. Students complete management projects in a health-related organization. The student must be enrolled in HCM 4610 during the Internship period and actively work with the Internship site during this time. A total of 150 hours will be completed during this time. The student will complete a variety of deliverables including but not limited to: an internship proposal, journals documenting the experiences gained throughout the internship, a presentation illustrating the internship outcomes, outcomes evaluation surveys, and a final portfolio.

Goals of the Internship – The intern will complete objectives (projects) in the area of health care management and not just assigned daily administrative tasks, like filing. Ideally, the objectives should be something meaningful that will help the organization, as well as help the student. The intern should be exposed to the functioning and administration of as much of the organization as

possible. The Internship experience should expose students to real world situations prior to launching their career in health care management.

Duration and Timing – During the internship process student must complete a minimum of 150 field hours. Please note that this represents the minimum number of hours that must be completed. It is possible that a student may need or want to do more and this is acceptable. This hour total applies regardless of the semester in which the student does the Internship.

Responsibilities of Participants in the Internship Experience

Responsibilities of the Student

- Complete required paperwork of the organization – immunization records, background checks, or other required documents.
- Adhere to the policies and procedures of the organization. This includes being on time and complying with dress codes. Remember conducting oneself in the manner of a professional is expected.
- Communicate with the instructor and preceptor regarding work hours, absences and other measures of accountability.
- Dress and conduct themselves in a manner that meets accepted professional standards during internship experiences.
- Ensure respectful and productive relationships with preceptors, supervisors, co-workers, volunteers, other members of the organization and clients.
- Adhere to absolute confidentiality about the organization, staff and clients.
- Use the internship as a learning experience. Participate actively, ask questions, take initiative and accept assignments willingly.
- Submit all internship deliverables and assessments in a timely manner as required per the instructor.

Responsibilities of the Preceptor

- Provide overall supervision of the internship experience.
- Insure that the internship experience is meaningful by assigning projects and assignments that will enable growth. To include the student in meetings or seminars, as feasible.
- Serve as a mentor and meet with the intern on a regular basis to discuss progress and issues, to provide information and answer questions.
- Communicate to the MSU Denver HCM faculty any concerns or problems regarding the student on a timely basis.
- Complete and return the preceptor evaluation form(s).

Responsibilities of the Faculty Member

- Assist the student and the preceptor in completing a successful internship experience.
- Address questions and concerns of the student or preceptor.
- Provide information to students and preceptors regarding projects, assignments and deadlines.
- Evaluate the student's internship performance.

Finding an Internship Site

Students interested in registering for the internship have two options when searching for an internship.

Option A: Students can gain access to The Internship Program (TIP) database. The Internship Program is housed in the Applied Learning Center located on campus in the Administration Building, office #325. You can explore TIP and learn about signing up to view the database by accessing their webpage: click this link [The Internship Program](#). If you find your internship utilizing the TIP database, you will follow the TIP processes. This includes submitting a completed “Report an Internship” form to your TIP contact (included in this handbook). The TIP office will keep your internship instructor informed and a TIP staff member can provide approval that will allow you to register for HCM 4610.

TIP contact information can be found within the above web link and below:

Metropolitan State University of Denver
Applied Learning Center / The Internship Program

E-mail: internships@msudenver.edu

Phone: (303) 556-3290

Fax: (303) 556-2091

Office Hours: Monday-Friday, 8:00am to 4:30 pm and after 4:30 by appointment.

Option B: Students who have external connections do not have to use TIP. For example, some students might already work in the health care field or have volunteer experience at a local health care organization. These connections can be very helpful when searching for an internship. Students can also work with HCM faculty or an HCM advisor to explore internship options. If you secure an internship site on your own, great! You will need to work with your internship preceptor on 3-4 internship projects (objectives) and a timeline to complete your 150 hours. Once the details are agreed upon, please complete the “Report an Internship” form (included in this handbook) and submit the form to your TIP contact at the Applied Learning Center (see above for contact information).

All internships must be within a health care organization. Completing your internship at your place of employment is *highly* discouraged. The only time this is *ever* considered a possibility is if you work for a very large organization and you are able to find an internship in a different department/office, completing projects/objectives that have nothing to do with your current job, and with a preceptor who is not your boss or responsible for your employment in any way.

Students can start their internship hours (150 hours) once the semester in which you have registered for the internship has begun. And, it is highly suggested that you save the last 2-3 weeks of the semester to work on your final internship portfolio. In other words, do NOT stretch your internship hours over the entire semester because the internship portfolio cannot be completed until your hours are finished. You definitely do not want to submit your internship portfolio late – jeopardizing your graduation.

Contracts – If an institutional affiliation agreement (contract) exists with the internship site, the agreement is a product of the Metropolitan State University of Denver and not the Health Professions Department, faculty or staff. It is not always necessary to have a legally binding agreement (contract) between the university and the internship site, but if the accommodating internship site requests such an agreement it is the responsibility of the student to contact his or her professor as soon as possible. If the contracts administrator determines that a new contract needs to be written, the student will be notified by his or her professor as it is possible that the process could be delayed due to the time required to gain administrative approval.

Compensation – There is no assumption on the part of the HCM Program that the student will be paid for their Internship. Alternatively, there is no prohibition from the institution on reimbursing interns.

Worker's Compensation – Student interns must be covered by worker's compensation prior to being allowed to perform their internship as a representative of the Metropolitan State University of Denver. The obvious reason behind this rule is to not only protect the student, but to protect the university from being sued under a theory of negligence. It is the student's responsibility to be properly enrolled in internship course, i.e., HCM 4610. If the internship will take place outside of enrollment in any of the three aforementioned courses, it will be the responsibility of the student to adequately provided evidence from the employing internship site that the student is covered by a state authorized workers' compensation program. **NO STUDENT WILL BE ALLOWED TO BEGIN ANY INTERNSHIP UNTIL ADEQUATE PROOF OF WORKER'S COMPENSATION COVERAGE IS PROVIDED.**

Please check the MSU Denver HR website for the Worker's Compensation policy, list of providers and forms. This information can be found by clicking the below tab, under – Forms and Resources, Student, Worker's Compensation Policy and Providers:

[Student Worker's Compensation Policy](#)

Confidentiality – Confidentiality is the sole responsibility of the intern (student). The following bullets illustrate the commitment that each and every student agrees to adhere to concerning the internship experience.

- I understand that in the course of the internship experience I may have access to and be involved in the processing of verbal, written, computer generated, computer accessed, filmed, and/or recorded information related to patients, employees, and staff or company business.
- I understand that I am required to maintain confidentiality of this direct or indirect information at all times, both during and after my internship experience. I understand that I will not share, discuss, or reveal any of this information with anyone.
- I understand any breach of confidentiality may result in disciplinary action, grade reduction, termination of the internship or legal action.

- I agree to adhere to and uphold the private and privileged information that I encounter.

Internship Requirements

Each of you has a unique story, which draws you to the health care field, and there are situations where that history may include arrests, convictions or jail/prison time. We strongly encourage you to consider running a Criminal History Check on yourself prior to the internship (HCM 4610). Click this link for further information: [Colorado Bureau of Investigation](#).

Additionally, some internships require passing a background check and/or drug testing. Students are required to fund and complete these items should they be required by the internship organization. It is very important, as you formulate your place in this field, that you are aware that many felonies or combinations of misdemeanors may make you unable to find employment. If you do not expect to pass these requirements, please discuss options with an advisor, to determine if this is an appropriate field of study for you.

Should your internship site require a background check and/or drug testing, please understand this takes time (3-4 weeks). Please contact Cindy Busch for assistance in starting the process.

Cindy Busch, Program Assistant
Master of Health Administration
Department of Health Professions
Metropolitan State University of Denver
West Classroom 239
303-556-6181
csciaca@msudenver.edu

In order to be eligible to begin the HCM internship you must have completed all required general studies, support courses and all HCM courses relevant to your internship. Some students may complete remaining HCM courses concurrently with their internship, but any such plans should be reviewed with an advisor beforehand. Exceptions to this require the approval of the HCM faculty member who is teaching the internship that semester. A review of each student's eligibility will be conducted prior to enrolling in HCM 4610. Students **must** complete academic advising and submit the "Report an Internship" form or proof of securing an internship through TIP prior to registering for the internship (HCM 4610). Students cannot enroll in HCM 4610 without approval.

Another option for students who wish to obtain real world experience is enrolling in HCM 3980. This will allow the student who has little exposure to working in the health care industry to gain an additional experience prior to completing the official internship HCM 4610. Contact an HCM advisor for more information. HCM 3980 cannot be used as a substitute for HCM 4610.

Sample Proposal

The following sections illustrate an example of the proposal, which will be submitted as the first deliverable at the start of HCM 4610. It is important to note that the example displays the *minimum* requirements regarding content for the proposal. Students are encouraged to research their internship site thoroughly and include the research outcomes within the journal as evidence of the student's understanding of the organization, the organization's mission and needs, and the fit between the student and the organization.

Students are also highly encouraged to submit a proposal draft to MSU Denver's Writing Center. The Internship proposal is a document that will be utilized throughout HCM 4610 (as part of the final portfolio). The proposal will also be submitted to the preceptor as the main document outlining the overall purpose of the internship. The proposal is not only a representation of the student, but also the Health Care Management Program at MSU Denver.

SAMPLE TITLE PAGE

(TITLE)

A PROJECT PRESENTED TO THE

Faculty of the Health Care Management Program

at

METROPOLITAN STATE UNIVERSITY OF DENVER

in partial fulfillment of the requirements

for the Bachelor's of Science degree in

Health Care Management

(DATE)

by

(STUDENT'S NAME)

HCM 4610

(FACULTY MEMBER'S NAME = Dr. or Professor)

PROPOSAL FORMAT

A successful project requires a good working plan. The proposal is the basic plan for your project. It outlines the project and describes how it will be implemented. It covers all of the initial areas of concern, from the purpose and statement of the problem, to the objectives and timeline. Careful planning will pay off later in a smoothly running project. The following sections must be included in the proposal.

Introduction

This is the beginning of the proposal and should be given thorough attention. The introduction should introduce the organization, provide information on the department(s) in which the internship will be completed and the student's reason(s) for wanting to complete their internship at this organization.

Purpose

This section introduces the reader to the reasons why the student needs to do their internship at this organization. It should be a general overview of the project and what is to be accomplished. It should be a concise statement that includes:

- what the mission of the project is;
- what the project is, what the researcher will be doing, creating, etc.;
- how the project will be implemented;
- how the project will be evaluated (this will be a tentative plan); and
- what the project goals are.

The student may also want to include how the project relates to his/her specific professional goals.

This section serves as a preface to the project. It should be a concise, clear and appealing summary of the project. Page length should be 1 or 2 pages. This should not merely be a restatement of the project objectives, but instead should focus on the big picture purpose of the project.

Statement of Problem

This section should state, as fully as possible, the nature of the general problem or situation the student is trying to change or improve. It should present relevant information on the background and current status of the problem.

A certain amount of illustrative detail is needed here. This section should address the following questions: What is the problem or situation? Why is it a problem? What is the perspective of the organization or preceptor about the problem? What are the consequences of the present situation? Why does it remain a problem? What solutions have been attempted already? Did they fail, and if so, why? What is the historical context of the problem? How has it changed? What are the major events that have had an influence on the situation? What are the interrelationships that have affected the situation or been affected by it? Why is the project needed? How will it improve the situation?

This section should also include information from other sources that consider the problem to be of significance. Such sources included recognized authorities, business leaders, other professionals and experts, and persons directly affect by, or involved in, the situation. The student can quote information from records, statements from interviewees, reports, newspapers, journals, previous studies, etc., from both primary and secondary sources.

This section should be 2-4 pages, depending on the nature and scope of the problem.

Project Title, Location, and Duration

This section should specify, in several short paragraphs, the title of the project, the location in which the student will be working on the project, and the period of time it will require. The title should be descriptive and should mention the most important features of the project. It should not be vague or general. For example: “The Effects of Increased Advertising Expenditures on the Recruitment of Nursing Personnel” is better than “Mass Communications and Nursing.” The title should thus be a clear, concise and accurate description of the project. The general geographical location (physical address) of the project site and precise site of project activities should be stated. The firms, departments, or organizations that will be involved should be specified. Any unique characteristics of the location that may affect the outcome of the project should be noted. The time span of the project should be specified, particularly, the beginning and ending dates.

Participants

This section identifies the key individuals who will be involved in the project. There are usually two groups of participants. These include: the people carrying out the project and other persons and groups involved in the project. The titles, backgrounds, duties, responsibilities, and assignments of those conducting the project should be specified. The numbers and roles of others involved should be briefly described, as appropriate.

Please include contact information for all of the participants including name, title, phone, and e-mail. At this stage of the project, all of the information may not be available. Any additional information can be added later in the final report. A length of 1-2 pages will suffice.

Objectives

This section details, in rather precise terms, what the student expects to accomplish in the project. These expectations are written in the form of objectives. The statement of purpose will serve as the starting point for writing objectives.

Students often question why is it necessary to write project objectives anyway? After all, a project has been chosen which has a stated purpose; the problem has been defined; and what is hoped to be accomplished by doing this project has probably been determined. So, why write objectives? The answer is rather simple: most project descriptions are vague, regardless of how well-written or precise they seem to be. Vague goals tend to result in vague conclusions, and vagueness is something that cannot be accepted when carrying out projects.

To reach clear-cut conclusions, purposes must be translated into specific objectives. Each objective, in turn, is described in terms of concrete behavior (or procedures, activities, etc.), which will help make the objective “visible” when it is attained. Otherwise, conclusions will be based on subjective impressions that depend more on personal bias than on observable fact.

There are several types of objectives involved in a project:

- developmental objectives refer to the processes used to carry out the project; and
- evaluative objectives refer to the end results or the outcomes of the project.

Writing developmental objectives is fairly simple and straightforward, because it is usually relatively simple to identify processes that will be used to accomplish a task. The trick is being able to state that process in the form of an objective. For example, a developmental objective might be to purchase new billing software to improve the patient billing process.

Writing evaluative objectives is a more exact and involved. Often it is unknown what the result or change will be, or even if there will be one. Even when it is known, the problem exists of estimating how much change will result. Some method of measurement must, however, be used to determine the result. For example, a project objective might be to bring about a 25% increase in the number of claims processed by the end of the year by the claims department of XYZ physician practice and to reduce the number of retroactive denials by 75% during that same time frame.

An objective is needed for each major activity, result, or end product. A well-stated objective should include the following:

- what will be accomplished
- who will accomplish it
- when will it be accomplished
- where will it be accomplished
- how much change will there be
- what evidence will be used to demonstrate that it has been accomplished.

Each objective should be delineated and followed by a detailed list of implementation activities that will be undertaken in order to complete the objective. Each implementation activity should include a one-sentence explanation. The listing of implementation activities should be followed by a statement of the evidence of each activity's completion.

Objectives should be numbered consecutively. Usually there will be a minimum of three for a project, which should include both developmental and evaluative objectives

This is a very important section of the proposal. The keys to a good project are carefully formulated objectives. The length of this section should be 2-4 pages; this will depend upon the number of objectives and the required implementation activities. An example of headers for this section is as follows (you will do this for each objective):

Objective #1: Insert title

A. Purpose of the Objective

- a. What will be accomplished
- b. Who will accomplish it
- c. When will it be accomplished
- d. Where will it be accomplished

- B. Implementation Activities
 - a. Implementation activity #1
 - b. Implementation activity #2
 - c. So on and so forth...
- C. Statement of Evidence of Activities Completion
 - a. This includes information on how you will measure the outcomes to know you successfully completed each objective.

Definition of Terms

In this section, all important and unique terms that have been used in the proposal, or will be used in the report should be defined. This list may be added to later on in the project, as necessary. Remember that while a term may be familiar to those in a particular profession, the term may be used in an entirely different context by others. Terms that are commonly used do not need to be included.

Funding Implications

A project always involves costs. Therefore, a budget needs to be developed and included in the proposal. In preparation of the budget, only major categories of costs need to be identified and accompanied by an appropriate estimated cost figure. Such categories include Personnel, Equipment, Supplies and Other Costs. Flexibility should be provided, as all proposals involve a certain amount of uncertainty. Realistic figures are, however, a must.

Some funding may be considered in-kind. This means that even though the dollars may not be expended, time and materials use constitute expenses and should be identified. An example of a budget is as follows. Do NOT copy and paste this sample budget into your proposal. You must develop a budget based on your project. Consider utilizing Excel to create your spreadsheet. You can insert the spreadsheet file into your proposal document prior to submission of the proposal.

Personnel	
Student – 150 hours @ \$15.50 per hour	\$2,325.00
Preceptor -- 20 hours @ \$35.00 per hour	\$700.00
Others – 25 hours @ on average \$20.00 per hour	\$500.00
Equipment – Computer, printer purchase/lease	\$1,200.00
General Supplies	\$500.00
Other Miscellaneous Expense, e.g. travel, etc.	\$300.00
TOTAL	\$5,425.00

Timeline

In this section the student should develop a timeline that delineates the timing for carrying out each project objective and pertinent implementation activities. This will help the student and the reader to better understand the sequencing of the project development, implementation and evaluation. The timeline should take the form of a Gantt chart, as shown below. The use of Excel or another timeline software program is highly encouraged. Once again, this is a very basic example -- **do NOT** copy and paste this sample into your proposal. The timeline should be detailed and very specific to your project. As with the budget, you can utilize Excel to create your timeline.

Objectives/Activities	Weeks 1-4 01/19/16 – 02/07/16	Weeks 5-9 02/08/16 – 02/21/16	Weeks 10-14 03/06/16 – 03/27/16	Week 15 03/27/16 – 04/20/16
1: Type title	1 ---2			
2: Type title	2 ---3			
3: Type Title	3 ---4			
4: Type Title		5 ---9		
5: Type Title			10 --- 12	
6: Prepare final report			12 ---14	
7: Present findings				15

Endnotes and Bibliography

The use of secondary and primary data requires proper identification of sources. If direct quotations are used, then endnotes become necessary. When reference is made to publications or figures are present, the sources of the information should be provided in a bibliography.

FAQS

Frequently Asked Questions (FAQs) About the Internship

What is the purpose of the Internship courses?

- MSU Denver requires students to have a senior experience.
- The HCM senior experience is designed as a field experience.
- The intent is for students to apply the knowledge they have acquired throughout the HCM curriculum in a real-world setting. That is, it is intended to be an integrative learning experience, where the book and classroom knowledge are applied to addressing a problem or a project in a health care organization.
- It is understood that it is difficult to integrate pieces from each area of the HCM curriculum into a single project, but an effort should be made to try to include several areas such as: general management, human resources management, financial management, strategic planning, information systems management, marketing, economics, laws and regulations, research, etc.
- Students can choose to do their projects with any type of health care organization, including: mental health providers, hospitals, clinics, managed care organizations, nursing homes, hospices, assisted living facilities, insurers, government agencies, health care corporations and other non-profit providers.

What types of projects are suitable?

- The intent of the project is that they result in a mutual exchange of value. That is, the student will have a highly beneficial learning experience, while the preceptor's organization will derive benefit from having the student carry out the project (or series of projects).
- Often the student provides the labor that will allow an organization to complete a back-burner project that the organization has been unable to get completed due to staffing shortages.
- The Internship project needs to be related to management in some way. It is not merely the opportunity to provide free labor to an organization to do reception, filing, and other clerical tasks.
- It is important that students select a project that is something they are not only interested in, but that will also enable them to advance their career.
- The project should be a stepping-stone to something else -- perhaps leading to a new job, facilitating a career change, or giving experience in a new and different area.

Does the HCM Program provide a list of projects that I can choose from?

- The answer here is NO!!!
- While there are some organizations that do have standing internships, the intent is for each student to have a different type of experience based on student and organization needs during that internship semester.
- The idea is that students explore where and how they plan to direct their own careers and then find a project that fulfills their goals and a preceptor with whom they want to work.
- There are also internships available through the MSU Applied Learning Center – the Internship Program – that students can pursue as well.

How do I find this project? I'm terrified and don't know where to start.

- You start by thinking about what type of project you might want to do and investigating what organizations might be available for you to do a project with.
- Start thinking about what you are going to do with this degree after you graduate, with whom you might want to work, and in what direction you plan to point your career.
- Other assignments will also be helpful in this regard.
- Once you have identified what you think you want to do and where you want to do it, the faculty at MSU Denver and other students in the class can help you to make connections that will help you get your foot in the door to explore your ideas.
- The MSU Denver Health Professions Department has many contacts locally. For those who are truly at a distance and who plan to do their projects in other states or other countries, the connections will be more limited. But, we will work to assist you in trying to identify potential sites.
- This process of exploration is done via a series of information interviews that you will carry out with prospective preceptors and their organizations. These interviews are completed independently and prior to the start of HCM 4160. *Note... you must secure an internship site, preceptor, and objectives prior to registering for HCM 4610!*
- The information interview offers a non-threatening way to explore options without asking directly for the internship at the outset.
- The search process is much like a job search -- it requires a plan, the ability to network, and diligence.
- And, as is the case with a job search, networking is the key to getting your foot in the door.

Can I do my Internship where I work?

- The answer here is yes, but.....
- You must have exhausted options for internships in other organizations first. Doing your internship where you work is fraught with potential problems that could cause your internship to fail.
- You cannot just do a project that is part of what you do for your current job. This doesn't fulfill the project requirements of providing a growth experience for you.
- The project needs to be value-added and provide exposure to new areas and to help you to move your career in the direction you hope to take in the future.

If I do my Internship where I work, what are the parameters?

- Your preceptor should not be your current boss. When you do your project for your boss, this tends to interfere with the performance of your job, and evaluation of your job performance and your project performance tends to get co-mingled. You should do your Internship with someone who doesn't have this type of conflict.
- It is easier to do an Internship where you work, if you work for a very large organization. In such cases, you should seek to find a project in another department. Small organizations tend to present more potential conflicts of interest.
- Most people who do their projects where they work regret it afterward. This is because they have difficulty getting preceptors to focus on their projects, other employees don't

understand, and conflicts seem to run rampant. Being able to separate work and the Internship project should be a priority.

If I have to work full-time, how can I get this done?

- This is a management problem that you'll need to figure out how to handle.
- Some students use vacation time for this. Others do their projects in the evening, some of them from home.
- Getting the project done within constraints is just part of solving the problem of finding and conducting the project.
- It will happen, because you can find ways to make it so!

Can I get paid for doing my Internship?

- There are no hard and fast rules here.
- If you get a paid internship that is something that you really want to do, you should go for it. On the flip side, don't take just any internship because it is paid.
- Thus, getting paid should not be the first priority. Instead, finding a project that will point your future career in the right direction should be the priority.

Can I start my Internship project early before the start of the class and/or between semesters, i.e. over the winter break or during the summer?

- Due to worker's compensation policies and management of individual internships students are not allowed to start their internship early.
- As an alternative option, students are allowed to volunteer at the place they will be completing their internship.
 - Volunteering must be completed outside of any connection to MSU Denver. In other words, you will be volunteering on your own – accepting all responsibilities and duties connected to the volunteer opportunity.
- Recognition of internship hours (counting the hours) will begin once the semester in which the student is enrolled in HCM 4610 begins.

How does the Internship actually work?

- Now that you've found a project and a preceptor, the Internship is used to carry out your projects (objectives). That means spending 150 hours working in the preceptor's organization to achieve the objectives that were specified in your proposal.
- The intent, as we've said all along, is for the student to apply the knowledge and skills they have acquired throughout the HCM Program to solving a real-world problem or series of problems.
- The Internship is designed to show the student health care management in action and help them see how what they've learned is applicable to the real world.

What if my objectives change?

- Change happens. Organizational priorities shift constantly. The fact that objectives change is merely a reflection of the way the world works and organizations function.
- As students, you need to go with the flow, understand what is happening and why, and find ways to accommodate the changes of the organization.
- Your ability to adapt to change in your Internship projects will give you experience and

hopefully insight into how to deal with change in your lives, workplace, and careers.

What if my preceptor leaves or the project doesn't work out as I expected?

- Things sometimes fall apart, unfortunately, for one reason or another.
- Should this happen, the student needs to contact the faculty adviser immediately.
- We will then try to help find an alternative project as quickly as possible.

What should I include in my journal?

- The journal is a diary that is used to document what you are doing each day.
- It should include how many hours you've worked each day, as well as a tally of where you stand with respect to completing the 150 hours. It can count down from 150 or up from 0, whichever you prefer, but it is important to keep a running tally of where you are, so that we'll know if you're on target to get it done.
- The journal should describe what you are doing and how this relates to your objectives.
- The journal should also address what you are learning about management.
- Finally, it should include an assessment of how things are going, how involved your preceptor is or isn't, etc.
- Remember... the more details you provide in your journals the easier your final report will be!

Besides the journal, what should I be collecting?

- The end product of your Internship will be an electronic professional portfolio including a final report.
- It should include any pertinent documents showing what you did.
- For example, if you collected data, you might include your data collection instrument, the summarized data, any assessments and interpretations of the data, and any recommendations that the data suggest. If you attended meetings, you could include pertinent information from the meeting, e.g. the agenda, the minutes, etc.
- The student's final portfolio will also include a career vision statement, updated resume, the original proposal, an assessment of the extent to which the original objectives were met, and any supporting documentation.

Will I get a job from doing the Internship?

- Maybe yes and maybe no. It's always hard to tell, because it depends on a variety of issues.
- Maybe yes, if you do a terrific job on the Internship, and your preceptor thinks they really can't let you go.
- Maybe no, for any number of reasons, primarily that they aren't hiring and don't have any openings at the moment.
- Hopefully, the answer is no, because you haven't done a good job. Please don't let this happen!!!

Do I have any other roles here?

- The answer here is an emphatic yes!!!
- You are an emissary for the HCM Program in your Internship organization. If you do a

great job, that reflects on the HCM Program. If you don't do a great job, the opposite occurs.

- We hope you'll be great emissaries, so that the door is opened for other students who come after you and need to find an Internship.
- And, after doing a fabulous job, we hope you are able to complete your Internship experience with a wonderful letter of recommendation from your preceptor(s).

FORMS

The following sections include important forms required for the Internship including TIP FAQs, the Report an Internship form, evaluation forms and guidelines for completing the electronic portfolio.

When finishing the internship, a self-assessment and an assessment by the preceptor will be completed electronically. Instructions to access the forms for evaluation of the internship experience will be provided by the course instructor.



FAQs: INTERNSHIP REGISTRATION for HCM STUDENTS WHO FIND INTERNSHIPS VIA TIP

How do I notify The Applied Learning Center that I have found an internship and I need to start the approval process?

Send the Report an Internship form via email to brenimem@msudenver.edu.

How do I register for my Internship in Banner/Connect U?

There will be a hold on Internships in the registration system preventing students from registering for their internship without all required approvals. Once you have completed the Applied Learning Center's Internship approval process (see below), your Internship Coordinator, Melinda Brenimer, will release the hold so that you can register. You will receive an email letting you know once the hold has been lifted.

What is the Internship Approval Process?

There is an on-line Application for Academic Credit process that we initiate via our database, TIP, in order for you to register. Here's what you'll need to do:

1. Communicate with your faculty advisor and let the advisor know that you will be sending a request for approval. She's familiar with this process, but it's good to give her advance notice about your proposed internship as soon as possible.
2. Once you have met with your advisor, **submit a Report an Internship form** to the HCM Internship Coordinator, Melinda Brenimer. Please scan/email the form to brenimem@msudenver.edu *If you need a form, please call The Applied Learning Center at 303-556-3290 and tell them you have found an internship and you need the Report an Internship form.*
3. Melinda will initiate the electronic approval process in TIP. The electronic form will go to:
 - a. The Employer
 - b. The Student
 - c. The Faculty Supervisor
 - d. The Department Chair or designee
4. Each will receive an e-mail with the subject line: "Internship Approval Required - Application for Academic Credit". Once the first person signs and dates the credit form, the form is forwarded to the next person.
5. Melinda Brenimer will be able to lift the hold on your registration for the class once you have all of the required approvals. Be sure to register for the correct number of credits.

Your course instructor will do a site visit sometime during the semester. There is also an evaluation for the employer to complete as a part of the internship requirements, so you may want to mention these things to the employer.



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Internship Program

Report an Internship

Congratulations on your internship!

If you are getting academic credit, you will need to complete an Application for Academic Credit. If you are not getting credit, your internship will be documented on your transcript as a notation. In either case, we need the following information:

- Your Name: _____ 900# _____
- Internship Company Name: _____
- Company Address: _____
- Internship Supervisor's First and Last Name: _____
- Internship Supervisor's Title: _____
- Internship Supervisor's E-mail: _____ Phone: _____
- Start & End Dates: _____ Hours per week: _____
- Paid or Unpaid: _____ Pay rate: _____

If you are getting academic credit, we also need the following:

- Dept. of Credit: _____ Course #: _____ Semester: _____ #of Credits: _____
- MSU Denver Faculty Supervisor's Name: _____

APPLICATION FOR ACADEMIC CREDIT

- If you are getting credit, an email with a link to the Application for Academic Credit will go to your internship supervisor, you, your faculty supervisor and the department chair.
- Each person will complete information related to your job duties, learning objectives and academic assignments. Your internship credit is not considered approved until all appropriate parties have signed off.
- You can track the progress of this form in TIP Online. Go to "My Account" and then "View Activity". Look for the "Internship Record" tab and click "View".

REGISTER FOR CREDIT

When everyone has completed their part of the form, you can register for credit. Please check with your coordinator for details.

REVIEW

You can view the completed document by logging in to TIP Online, going to the “My Account” tab and clicking on “View Activity”. Look for the “Internship Record” tab and click “View”.

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JOURNAL ENTRY FORMAT

The following are general guidelines regarding what should be included in your journal entries. It may be appropriate to include other items, such as pictures, charts, or tables. Also, you may want to share these entries with your preceptor as a log of efforts and work towards deliverables.

Name

Project Title

Submission #

Class:

Location of Internship:

Date:

Hours Completed:

Hours Remaining:

Journal entries should address some of the following questions (with correct grammar and spelling):

- Who did you work with?
- What did you do?
- What did you accomplish?
- How does your work relate to your objectives?
- What are you learning about management?
- What did you observe?
- What were your findings?
- What were the challenges?
- Did things change from your original proposal?
- What remains to be done?
- What were your reflections?
- What would you do differently?
- How does this impact your career?

End of Internship Evaluations

There will be three important forms and one final assessment that will need to be completed at the end of HCM 4610 – upon completion of the internship hours.

- 1. PRECEPTOR EVALUATION FORM**
- 2. STUDENT SELF-EVALUATION FORM**
- 3. STUDENT EVALUATION OF THE HCM PROGRAM**
- 4. STUDENT COMPETENCY EXIT ASSESSMENT**

The evaluation forms are online using the survey measurement instrument Survey Monkey. There is one survey for your Preceptor to complete and two for you, the student. The competency exit assessment will be delivered via the BlackBoard Learn course.

The instructor will e-mail the link to each survey towards the end of HCM 4610. It is your responsibility to ensure the surveys are completed by the required date. Your grade depends on the submission of these surveys!

The preceptor's grade counts for 30% of your semester grade, the faculty will provide 60% of the grade (from the course deliverables and assessments) and the student will do a self-assessment worth 10% of the final grade.

The final evaluation will ask questions pertaining to the following areas of health care management:

- Possesses knowledge of the health care industry, including:
 - Describes the structure and explains the health care delivery system;
 - Identifies the current issues and examines trends of the health care industry;
- Applies business and management principles and concepts, including:
 - Applies concepts of human resource management;
 - Applies concepts of financial management;
 - Applies concepts of strategic management;
 - Demonstrates facility with information technology;
 - Analyzes risk, considers regulations and legal principles;
- Creates appropriate context, focused writing, clear expression, including:
 - Creates prepared, clear and purposeful presentations
 - Listens, responds and interacts appropriately
 - Applies the principles of good content development using sources and evidence
 - Uses correct grammar and spelling
- Works collaboratively towards goals, including:
 - Exhibits appropriate quantity and quality contributions of work
 - Displays respectful manner of interaction in the workplace

- Exhibits appropriate attitude: prepared, positive, and displays initiative
 - Displays appropriate demeanor: appearance, punctuality
 - Demonstrates ethical behaviors and acceptance of diversity
 - Evaluates facts, analyze and interpret data, assemble reports/information
- Formulates his/her perspective on an issue based on a rational argument
- Exhibits appropriate decision making considering the alternatives
- Demonstrates accountability for oneself, manages time and stress
- Pursues new learning and explores career opportunities

CHECKLIST FOR CRITIQUING THE PROPOSAL

The below items are the minimum requirements necessary for the *proposal*.

1. Introduction

- a. Provide a brief reminder of the location of the Internship.
- b. Provide a brief reminder of the objectives to be completed during the Internship.
- c. Include any additional information you think might help the reader connect with your Internship such as why you are doing your Internship at this location.

2. Purpose

- a. Is the overall purpose of the project stated?
- b. Is an overview and introduction to the project provided?
- c. Is the purpose concise, clear, and appealing? Use SMART goals!

3. Statement of the Problem or Situation Analysis

- a. Is a full picture of the current problem or situation given?
- b. Has it been shown conclusively that the particular project is needed?
- c. Has the historical context of the problem been given, as well as the current status?

4. Title, Location, and Duration

- a. Is the title descriptive and specific to the project?
- b. Are all the necessary details provided to give a full picture of the location?
- c. Is the project's duration specific and accurate?

5. Participants

- a. Are the duties, responsibilities, assignments, and background of participants provided?
- b. Are the relevant characteristics of all individuals or groups of participants in the project listed?

6. Objectives

- a. Is each objective specified and stated in a single sentence?
- b. Does each objective include the who, what, when, where, and how much?
- c. Are the objectives listed consecutively; i.e., is the first to be completed first, etc.
- d. Is each objective followed by a detailed list of implementation activities that give a full picture of the proposed project?
- e. Is the evidence for acceptable completion of each objective clearly stated after the implementation activities?
- f. Does the student have a clear idea of where and how to proceed with the project?

7. Definition of Terms

- a. Are all important and unique terms defined?

8. Funding Implications /Timeline

- a. Are the costs for major categories properly identified and listed?
- b. Is the project timeline provided?
- c. Are all major project activities included in the timeline?
- d. Does the timeline present a clear picture of the project sequence?

9. In-text Citations and Reference Page

- a. Are informational sources used properly documented?
- b. Are in-text citations and a reference page included?
- c. Are these items in APA format?

FINAL INTERNSHIP ELECTRONIC PORTFOLIO

Note: Portfolio Requirements Can Change Per Instructor Preference

The final product of the course will be an electronic portfolio that documents the Internship experience. This should include, but not be limited to, the following:

- A. **Revised and updated resume** including a section detailing your internship (title, location, responsibilities/objectives, outcomes); Resume should also include education with graduation date; It is also recommended students include a section on "Specialized Courses" which will detail courses specific to the student's major and minor that will help differentiate the student from other job applicants.
- B. **Career Vision Statement** – 1-2 pages illustrating the student's career plans. If the student has previous healthcare experience, it is okay to include information on how this experience will play a role in upcoming career plans. If the student is new to the healthcare industry, utilize this career vision statement as an opportunity to create a vision and path for achieving upcoming career plans. Including future plans with graduate school and professional associations is okay and encouraged.
- C. Utilizing the "**Checklist for Critiquing the Final Report**" document as shown in the course content icon, you will submit a report that assesses how the project was implemented, whether the original project objectives were achieved, whether the objectives were changed, how and why changes were made, and how the core HCM curriculum has been incorporated into the project. It is expected that you will create a quality, in-depth final report that addresses the above items and the items included in the "critique" document. I highly suggest you create a header for each section as shown in the "critique" document as this will ensure you include all the required elements. The report, not including appendices, is typically around 10-13 pages in length.
- D. You will be required to include an **appendix** within your report that provides additional evidence of project achievements and any other relevant documentation, such as agendas, minutes of meetings attended, work products, other reports, survey instruments, etc. You are allowed to include 2-3 "pieces of evidence." Please note that you must address your 2-3 pieces of evidence in your final report. Otherwise, the reader (instructor) will not understand the importance of those pieces.
- E. Please submit your final report for **critique and proofing** to the Writing Center. Remember, it takes time to receive feedback and make the recommended revisions. Therefore, be sure to leave ample time to complete this requirement.
- F. Important!! Please submit the above items as one file with the saved as title: YourLastName_FirstName_FinalReport_Semester_Year.doc or docx or PDF.
- G. If you do not know how to combine the above items into one document, please ask your instructor! Points will be deducted if multiple files are submitted.

CHECKLIST FOR CRITIQUING THE FINAL REPORT

The below items are the minimum requirements necessary for the final report. Consider utilizing each of the below sections as headers within your report.

Introduction: Use the introduction to provide a brief reminder of the details of your Internship, i.e., location, activities, and a brief outline of the outcomes.

Historical Account:

1. Have you detailed all the major activities of the project?
2. Is this section written as a chronological narrative?
3. Have you discussed all the major problems that you encountered during the project?
4. Have you reported the unexpected occurrences of the project?

Results:

5. Have you organized this section by objectives?
6. Have you thoroughly described each objective and sub-objectives?
7. Have you presented only the data that is relevant for each objective?
8. If you utilized tables or graphs, have you followed each table or graph with a narrative statement of its contents?
9. Have you stated how the actual results compare with the results you had expected?
10. If you have presented a considerable amount of data, have you summarized it at the end of the section?

Conclusions

11. Have you given a complete analysis of your findings?
12. Is your project's value or impact on the problem clearly shown?
13. Did you meet your objectives? Have you state why or why not? Have you explained how and why your objective changed?
14. Have you discussed the effect of the project on the participants?
15. Have you discussed all the generalizations can be drawn from your findings?

Recommendations

16. Have you stated all the policy recommendations called for by your project findings?
17. Have you stated all the recommendations for further research that your project brings to light?

Appendices

23. Have you included the products you have created in the project?
24. Have you included all relevant supporting documentation.