

Western Kentucky University  
**Department of Public Health**



**Healthcare Administration Program  
Graduate Internship Guidelines  
Master of Health Administration**

Academic Requirements and Procedures for  
Graduate Internships  
HCA 546

This document contains the guidelines for students conducting their internship in the Master of Health Administration, 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 internship instructor or program coordinator.

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

1. Students must read carefully and completely these guidelines to understand the requirements for MHA internships.
2. Initially, students should consult with program coordinators 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 and B**. Otherwise the program can direct students to sites previously used by the program.
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** to the agency for filling. Bring the filled and signed form to the program director or Public Health office assistant for further processing.
4. Prior to the start of the internship, students are mandated to submit signed **Internship Responsibilities Form** to both Blackboard and their respective program directors. The forms can be printed from this document - **Appendix C**
5. Every week students are required to submit weekly internship reports. Use the **Internship Weekly Report Prompt Questions - Appendix D** and **Internship Activity Log - Appendix E** 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 submitted every week without fail on Blackboard. All reports must be reviewed and approved by the preceptor prior to submission.
6. After completing the first two or three weeks of the internship, the student should 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** 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 10-15 pages in length, typed and saved in Word format. The filled and signed **Project Completion Form - Appendix G** 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**. 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**. The completed evaluation form has to be submitted to the program director.
  - III. The preceptor will complete, and student will submit, **Completed Internship Verification Form – Appendix J**.
  - IV. Student, Preceptor and/or designee will complete the site evaluation forms with supervising Professor or Program Director:
    - a. The preceptor will complete, and student will submit, **Site Visit Communication to Professor (Preceptor) Form – Appendix K**. If the

Preceptor wishes his/her comments to remain confidential, the form can be emailed directly to Program Director or designee.

- b. The student will complete and submit, ***Site Visit Communication to Professor (Student) Form – Appendix L.***

### **ACADEMIC REQUIREMENTS**

Student is required to successfully complete a minimum 240 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 Master of Health Administration 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 director or designee is 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.
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.

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 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](#), agreement to the MHA program coordinator or designee. In addition, it is requested that the appointed preceptor provide a copy of resume and/or curriculum vitae. 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 review and approve 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 review and approve them verbally to student before submitted by student. At the end of the internship experience, the Preceptor completes a verification confirming this process has occurred throughout internship. 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 MHA program coordinator or designee either prior to or during the first week of the internship.

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

### **STUDENT REQUIREMENTS**

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

1. Complete and submit both the "Internship Weekly Report" See ([Appendix D](#)) and the "Internship Activity Log" ([Appendix E](#)) at the end of each week during the internship. Reports are to be submitted electronically. Prior to submission by student, all reports must first be submitted to the Preceptor for review and approval for 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](#)) in accordance with instructions contained on the form.
3. Upon completion of the project, a "Project Completion Form" ([Appendix G](#)) 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 and sent electronically, proofread for errors in spelling and grammatical construction, and initialed (or authorized) by the preceptor prior to forwarding to the faculty supervisor. **Reports are sent electronically; therefore, the intern should submit the report to the preceptor first. The preceptor will then review and grant approval for submission prior to the student's submission of 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 obtaining prior approval by the preceptor are unacceptable and will not be accepted.
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 may 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 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 any proposed site visits. Regular interim evaluations (no fewer than three) of intern performance will occur throughout the internship with review of weekly reports, logs, projects, communication, etc. Other faculty visits may occur at unscheduled times.

### **STUDENT EVALUATION**

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

## **PROGRAM PARAMETERS**

The administrative internship period is a minimum of 240 hours (6 weeks full-time or extended length of time for part-time 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.

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. Twenty (20) 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. Twenty (20) hours devoted to survey of the organization relative to certification of organization to participate in Medicare and Medicaid programs.

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. Twenty (20) 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. Twenty (20) 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. Twelve (12) 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. Twenty (20) hours devoted to assignment in nursing service.

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

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. Twenty (20) 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. Twenty (20) hours devoted to 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. Twenty (20) 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;

11. Twelve (12) 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.

Other hours assigned based on student and organization interests and needs.

## **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: \_\_\_\_\_

\*                      \*                      \*                      \*                      \*                      \*

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

Title: \_\_\_\_\_

Print Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Date: \_\_\_\_\_

## **Appendix B: 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.
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.

### **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 to the Faculty Advisor for the internship course, in addition to the Site Affiliation Information Form, the Project Initiation form, the Project Completion form, the actual written internship project paper (approximately 10-15 pages), the weekly activity log for the internship period of 240 hours of work, the student's evaluation of the program, the Preceptor's evaluation of the student, site evaluation 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. All materials are to be typed and submitted electronically.

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

## Appendix D: Internship Weekly Report

Name: \_\_\_\_\_ For the dates of: \_\_\_\_\_

1. What knowledge or skill did you learn this week? What was your experience and activities/rotation this week?
2. What knowledge, either from readings or classroom discussions or conferences or other academic experiences, did you apply on the job this week? (Do not give course numbers or classes.)
3. Which courses/subjects helped you most this week? Why? Please give course numbers or topics?
4. Which courses/subjects you feel could be expanded or added that would have helped you perform your job better this week? Why?



## **Appendix E: Internship Activity Log**

Student: \_\_\_\_\_ for the dates of: \_\_\_\_\_  
Week Number: \_\_\_\_\_

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

Total hours completed this week:

**Running total of hours completed to date with internship:**

COMMENTS:

## **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 (signature or typed name with electronic submission):

\_\_\_\_\_

Expected Completion Date: \_\_\_\_\_

## **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:\_\_\_\_\_  
(signature or typed name with electronic submission)

## **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				Almost Always
1	2	3	4	5

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

Almost Never				Almost Always
1	2	3	4	5

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

Almost Never				Almost Always
1	2	3	4	5

The student fosters comfortable and communicative atmosphere with others.

Almost Never				Almost Always
1	2	3	4	5

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

Almost Never				Almost Always
1	2	3	4	5

Student prepares required reports and written assignments on time.

Almost Never				Almost Always
1	2	3	4	5

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

Almost Never				Almost Always
1	2	3	4	5

## Intern Evaluation Form Cont'd .....

The student preserves the confidentiality and shows proper respect for personal privacy of others.

Almost				Almost
Never				Always
1	2	3	4	5

When dealing with others, the student is polite and considerate in speech and manner.

Almost				Almost
Never				Always
1	2	3	4	5

The student maintains a clean and orderly work area.

Almost				Almost
Never				Always
1	2	3	4	5

The student reads directions thoroughly or listens to directions carefully.

Almost				Almost
Never				Always
1	2	3	4	5

The student concentrates on work assignments until their completion and disregards outside distractions.

Almost				Almost
Never				Always
1	2	3	4	5

Student utilizes available time with independent study.

Almost				Almost
Never				Always
1	2	3	4	5

Student asks questions which indicate an interest in deeper or broader aspects of administration.

Almost				Almost
Never				Always
1	2	3	4	5

When confronted with a complex problem (or project), the student is able to coordinate several activities, ideas, and thoughts.

Almost				Almost
Never				Always
1	2	3	4	5

The student shows the ability to organize assignments effectively and efficiently.

Almost				Almost
Never				Always
1	2	3	4	5

The student gives thought to and makes inquiries about the feasibility of a new or different course of action.

Almost				Almost
Never				Always
1	2	3	4	5

**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?

## **Appendix I: Student Assessment of the 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, 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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Appropriate behavior with others in a team-based setting.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Communication with others in a team-based setting or in a similarly structured environment .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Determine the links between causal factors and the resulting quality problem. ....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Understand the historical background of the following:  |                          |                          |                          |                          |                          |
| a. The healthcare delivery system.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. The public health system .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. The financing of healthcare services.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Understand the relationships among the healthcare sectors. ....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Understand the relationships among the healthcare consumers, providers and payers.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Be able to describe data appropriately .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Be able to use graphs and tables to present data appropriately.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Be able to interpret basic statistics appropriately.....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Be able to form simple hypotheses .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Be able to test simple hypotheses .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Be able to perform basic inferential statistics .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Be able to read professional journals more intelligently .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

17. Be able to apply economic theories and concepts to the healthcare delivery system in the U.S .....☐ ☐ ☐ ☐ ☐
18. Be able to analyze, synthesize, and evaluate economic policies and concepts ☐ ☐ ☐ ☐ ☐
19. Be able to incorporate the theories and concepts into your decision-making processes concerning individual, institutional, and system wide conflicts or issues ....☐ ☐ ☐ ☐ ☐
20. Be familiar with the general legal principles related to health care organizations ☐ ☐ ☐ ☐ ☐
21. Recognize illegal or unethical behavior within an organization ..... ☐ ☐ ☐ ☐ ☐
22. Assist in strategic planning efforts within my organization and have a basic understanding of how information management works within healthcare organizations ..... ☐ ☐ ☐ ☐ ☐
23. Able to compute the reimbursement from different reimbursement models ☐ ☐ ☐ ☐ ☐
24. Able to review and understand income statements and balance sheet ..... ☐ ☐ ☐ ☐ ☐
25. Able to understand management techniques to increase collections of accounts receivables. ....☐ ☐ ☐ ☐ ☐
26. How satisfied were you with the advising you received at WKU? ☐ ☐ ☐ ☐ ☐



### **Appendix J: Completed Internship Verification Form**

Preceptor Name: \_\_\_\_\_

Title: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Type of organization (acute, NF, AL, home health, etc): \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

By initialing each item and signing below, I verify the following information:

\_\_\_\_\_ I reviewed and approved all weekly reports.

\_\_\_\_\_ I reviewed and approved all activity logs.

\_\_\_\_\_ I reviewed and approved the final Project Report.

\_\_\_\_\_ I confirm the Intern completed a minimum of \_\_\_\_\_ **hours**, as required, during his/her internship under my supervision.

\*An email from the Preceptor's business email address must be submitted to the professor, verifying this document was submitted with their approval and signature.

Printed Name of Intern: \_\_\_\_\_

Date internship was completed: \_\_\_\_\_

Signature of Preceptor: \_\_\_\_\_  
*(original or digital signature required, cannot be typed)*

Signature of Student/Intern: \_\_\_\_\_  
*(original or digital signature required, cannot be typed)*

**Appendix K: Site Visit Communication to Professor (Preceptor):**

*Please provide a brief overview of your Preceptor experience below.*

Within your written summary, you may want to include comments about the student's overall behavior and performance, benefits of an intern to your organization and suggestions for the WKU Master of Healthcare Administration program (academic and/or internship experience). We would also like to hear of any needs you may have.

As always, we greatly appreciate your time and commitment to our students and program. ***Thank you.***

Student Name: \_\_\_\_\_

Preceptor Name and Title: \_\_\_\_\_

Name of Business/Organization/Internship Site: \_\_\_\_\_

\_\_\_\_\_  
Signature (or typed name with electronic submission)

\_\_\_\_\_  
Date

**Appendix L: Site Visit Communication to Professor (Student):**

*Please provide a brief overview of your internship experience below.* Within your written summary, you may want to include comments about the overall benefit this internship had to your learning and development as a student, recommendations for future students related to internship selection or preparation and suggestions for the WKU Master of Healthcare Administration program (academic and/or internship experience) not previously mentioned in weekly reports.

As always, we greatly appreciate your feedback and enjoy the comments students share with us about the internship experience. ***Thank you.***

Student Name: \_\_\_\_\_

Preceptor Name and Title: \_\_\_\_\_

Name of Business/Organization/Internship Site: \_\_\_\_\_

\_\_\_\_\_  
Signature (or typed name with electronic submission)

\_\_\_\_\_  
Date