

**Oklahoma State University - Oklahoma City
Health Sciences Division**

**HEALTH CARE
ADMINISTRATION**

Internship Program
HANDBOOK

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TABLE OF CONTENTS

IMPORTANT NOTICE

PLEASE NOTE: THE INTERNSHIP COORDINATOR WILL WORK WITH YOU TO SECURE AN OFFICE TO COMPLETE YOUR INTERNSHIP. HOWEVER, ULTIMATELY, IT IS THE STUDENT'S RESPONSIBILITY TO SECURE THE INTERNSHIP.

PART I

OVERVIEW OF INTERNSHIP PROGRAM

Expectations of Employers & Students

PART II

REQUIREMENTS FOR SECURING INTERNSHIP

Checklist for Securing Internship

Application for Internship Program

Due *Prior* to Enrolling in HCM 2233

Guidelines for Securing Internship

PART III

STUDENT REQUIREMENTS FOR INTERNSHIP

Student Requirement Breakdown

Internship Contract Between

Employer & Student

Due *Before* Internship Starts

Release of Liability Form

Due *Before* Internship Starts

Employer's Report

Due one week prior to the end of the semester

Student's Final Report

Due one week prior to the end of the semester

(All due dates will be posted on D2L)

HCM 2233 HEALTH CARE ADMINISTRATION INTERNSHIP PROGRAM AN OVERVIEW

COURSE DESCRIPTION

The Internship Program offers supervised work experience which permits students to apply classroom knowledge. Work assignments must be meaningful and **must be approved** by Internship Coordinator *prior* to commencing internship. Supervisor will be required to submit a final evaluation report upon completion of internship. Before credit is given, a comprehensive written report of the work accomplished must be prepared by the student and approved by the Internship Coordinator. Course may be repeated. *Prerequisite:* HCM 1143 & Internship Coordinator Approval.

What is the Internship Program?

The Division of Health Sciences at Oklahoma State University @ Oklahoma City offers the INTERNSHIP PROGRAM to qualified Health Care Administration students. The program follows the traditional cooperative education structure with students earning academic credit for internship employment at participating businesses. Normally, **80 hours are required** during the semester/internship.

Internship opportunities are available in a wide variety of business, industry, government, and non-profit organizations. They range in size from single proprietorships to multinational corporations. Manufacturing companies, service organizations, utilities, hospitals, educational institutions and financial institutions are included.

The Internship Program is designed to further the education of qualified students, in areas directly related to their major and career goals, by providing an opportunity for them to integrate formal classroom education with on-the-job experience in a professional environment. This program can have lasting benefits for participating students by allowing them to broaden their skills and relate theories and principles learned in the classroom to actual operations and practices.

STUDENTS CHOSE THE INTERNSHIP PROGRAM FOR THE FOLLOWING REASONS:

- Professional business experience before graduation.
- College credit for work experience.
- An opportunity to preview a career choice.
- Professionally supervised work experience.
- Job training in a business setting.
- Professional contacts in the field of business.

The majority of students who participate in the Internship program do so to gain practical experience which becomes an integral part of their training in Health Care Administration. Others are curious about career opportunities, and still others are trying to gain an advantage in obtaining permanent employment. All of these reasons are understandable and legitimate motivations for an Internship student.

EMPLOYER'S CHOSE THE INTERNSHIP PROGRAM FOR THE FOLLOWING REASONS:

- ***Early recruitment of high-potential, talented students.*** Organizations can identify outstanding employees to meet their organization's staffing needs.
- ***Cost-effective hiring to meet personnel needs.*** Hiring temporary staff during vacations and leaves of absence means you can maintain profitability.
- ***Promoting a positive community image.*** Interns can act as ambassadors to your company, increasing its visibility when they return to campus.
- ***Fulfilling project needs.*** Special projects, which are needed, but shelved for lack of time and resources, can be completed.
- ***Hiring and training cost reductions.***
- ***Achieving diversity.***
- ***Establishing partnerships with higher education.***

Companies participate in the Internship program for a variety of reasons. Some firms view the Internship program as a substitute for a formal, in-house training program. Others are simply anxious to get a preview of our better students. Still others may find the program provides a good source of talent that can be used in filling temporary slots caused by vacations and/or sick leaves. All of these reasons are considered legitimate for participation in the program. Regardless of the reasons for participation, the firm is afforded the opportunity to participate with OSU - OKC in the development of an outstanding educational program for good students.

NO OBLIGATIONS FOR PERMANENT EMPLOYMENT

Since the Internship program is part of the student's education, there is **no** obligation on the part of the firm to offer the student a permanent position upon graduation. Likewise, in the event an offer is extended to the Internship student, there is no obligation on the part of the student to accept.

In order for the Internship program to be successful, every party to the agreement must be fully cognizant of their duties and obligations. For this reason, the Health Sciences Division has established certain minimum qualifications for Internship students, and recognizes certain moral and ethical considerations that become inherent responsibilities of any student admitted to the program.

EXPECTATIONS OF INTERNSHIP PROGRAM

Internship programs play a very important role in the professional development of students within the business industry. Students need this kind of experience in order to put some of their academic theory into practice and be competitive in the job marketplace. Businesses have an opportunity to participate in these internship programs and receive many valuable rewards in exchange for providing students a hands-on work experience.

Message to Students & Participating Companies:

Students and companies will be working together for a significant period of time during the semester. This experience should be personally and professionally rewarding to both parties. Many interns and supervisors have formed long-term friendships as a result of having met each other during an internship. The following guidelines contain suggested attitudes and actions that may facilitate the success of the internship.

Employer Obligations

In consenting to serve as a corporate participant in the Internship program, the employer should recognize the obligation to make the program a *worthwhile* educational experience for the Internship student.

While active as an Internship student, the student will be under the direct supervision of a corporate representative. Since the student will assume the position of a temporary employee, it is expected that the student will be subject to the same disciplinary action as company policy dictates for other temporary employees.

For any off-campus educational experience to be properly conducted, it is necessary that evaluations be filed with the Health Sciences Division. A final report structured in a manner that will make the reporting quick and easy, is provided in the Internship packet and needs to be completed by the Intern's supervisor.

Student Responsibilities and Obligations

The Internship Program is a coordinated integration of classroom work and practical experience. The Internship provides the student with training and experience in business administration while employed by cooperating enterprises. Internship opportunities have been developed for their educational value. In addition to professional training, the internship provides other benefits: a practical test of vocational interests, immediate application of scholastic knowledge, development of responsible work habits, and the prospect of more rapid assumption of professional leadership upon graduation.

Students are required to enroll in the Health Care Administration Internship, HCM 2233 before they start an internship. At the onset of the internship, students will be required to sign a contract agreeing to abide by the policies of the program. Violation of the contract may result in dismissal from the program and/or a failing grade in HCM 2233, the Health Care Administration Internship.

The following prerequisites must be met before a student may start an internship.

- 1) Enrollment in HCM 2233, the Health Care Administration Internship.
- 2) Attending final semester for degree in Health Care Administration.
- 3) Complete and sign Application for Internship Program and submit it to Internship Coordinator.

The Internship is a three credit hour class and extends for one semester. After successful completion of the Internship Program requirements, the student will receive a letter grade (A - F) for the internship.

Requirements of a Quality Intern

- Is ready to make a commitment to the organization and to the supervisor.
- Wants to know all he/she can know about the mission of the organization.
- Wants to meet and cooperate with all staff .
- Is loyal to the supervisor, to the organization, and to the school.
- Understands that it may take a while to be accepted and trusted by an organization.
- Reports on time and in proper dress.
- Is cheerful and ready to take on the day's challenge.
- Understands and respects the confidential nature of materials.
- Does not hesitate to ask questions.
- Is always polite to all staff.
- Submits reports and materials on time or explains why not.
- Appreciates the supervisor's role, time and experience.
- Understands the student role and has no tolerance of pretense.
- Understands that this internship is a first step toward a long term career.
- Works in a spirit of excellence and will tolerate nothing less from him or her.
- Is realistic in expectations.
- Tolerates moments of ambiguity as part of the learning process.
- Does not take advantage of the site, the supervisor nor its resources.
- Leaves the site enriched by the experience and by the people who work there.

Role of the Internship Coordinator

The role of the Internship Coordinator organizes internships with corporations; recruits and selects quality students to fulfill internship obligations; facilitates and supervises the interviewing, hiring, and evaluations process; and acts as a liaison between corporation, students, and the Health Sciences Division.

Duties/Functions:

- Monitors student's progress during Internship. (Making contact w/student during internship, contacting the intern supervisor, reviewing progress reports.)
- Answers student and corporate questions regarding the academic or administrative requirements of your assignment.
- Encourages professional development.

Internship Coordinator:

Penny Ridenour
Healthcare Administration
Lead Instructor & Internship Coordinator
Oklahoma State University – Oklahoma City
Phone (405) 945-9177
e-mail: penny.ridenour@okstate.edu

STUDENT REQUIREMENTS

FOR

INTERNSHIP

INTERNSHIP REQUIRED FORMS

After you have interviewed and been selected for an internship, you must complete the following to receive credit and a grade for your internship:

- The **Internship Contract** must be complete with employer and student information, signed by all parties, and turned into the Internship Coordinator prior the end of week three to start the Internship.
- The **Release of Liability** form must be complete, signed, and turned into the Internship Coordinator prior to start of the Internship.
- Work at total of 80 hours at the internship to receive 3 hours credit. Worth 700 points.
- The **Student's Journal**, which records the student's activities, projects, accomplishments while on the Internship is due one week prior to the end of the semester. Worth 100 points.
- The **Employer's Report** must be completed, signed, and turned into the Internship Coordinator's Office one week prior to the end of the semester. Worth 100 points. *It is the student's responsibility to ensure this document is completed and turned in on time.*
- The **Student's Final Report** is due one week prior to the end of the semester. Worth 100 points.

ALL DUE DATES WILL BE POSTED ON THE CLASS PORTAL.

STUDENT GUIDELINES FOR SECURING AN INTERNSHIP

Complete and Submit an Application for Internship Consideration.

Applications must be complete. Incomplete applications will not be processed. Be specific about the type of internship desired and about your qualifications. Return applications to the Internship Coordinator

Discuss Internships you are interested in with the Internship Coordinator.

Solicit and secure an internship to complete 80 clock hours of internship to be completed no later than May 1. The internship must have an element of administration within a healthcare environment. You must have approval from the Internship Coordinator before commencing internship hours.

If you are NOT Successful in Attaining an Internship Position: If you are unsuccessful in securing an internship, the course requirements cannot be completed. You must withdraw from the class by Feb 3 for a 100% refund.

Keep Your Resume Current. This can improve your chances of qualifying for an internship.

WHILE ON YOUR INTERNSHIP.....

IMPORTANT!! If your address or phone number changes, please notify your internship coordinator.

Although your Final Student Progress Report is not due until you complete your assignment, it would be in your best interest to complete your report guidelines while you are still working and have access to reference material at your job site. It is also in your best interest to ask your supervisor to complete their Employer's Report and hand it to you in a sealed envelope - because you cannot receive credit for the Internship until that sealed form is returned to us. *It is the student's responsibility to work with the employer to ensure the Employer's Report is completed and turned in on time.*

Upon Return from your Internship....

Complete the Final Student Progress Report using the criteria and format outlined below in the "Grading" section. Turn in one copy of the report and one copy of the Employer's Report to the Internship Coordinator. *Retain one copy of all reports for your own records, just in case.*

TRANSITION TO THE WORKPLACE

Your Internship may not be your first introduction to the professional work environment. However, it does represent a new beginning of your career which could span four to five decades. Consequently, it is important for you to maximize your Internship experience.

Make the Internship Work for You!

- 1.) ***Keep a calendar, journal, or daily planner of activities, projects, and/or assignments.*** This is your record of your activities, projects, and assignments, and will be invaluable when writing your final paper.
- 2.) ***Follow through to completion any project or portions of projects assigned to you.*** If you determine that your assigned project is going to be delayed for reasons beyond your control, notify your supervisor immediately. Be cautious not to make excuses - state only facts- the result could be a possible revision of due date or additional assistance to meet the time frame or deadline.
- 3.) ***Support company policies.*** Make sure you consistently carry out company policy, including safety rules. If you disagree or find fault with policy, it is strongly advised you keep those opinions to yourself. If you find they go against your values or morals, you have a difficult decision to make, and you may want to contact the Internship Coordinator.
- 4.) ***Demonstrate loyalty and belief in the company, product, and/or services.*** All employers expect your loyalty. It is advised not to talk about or discuss competitors in comparative terms. Do not point out what you perceive to be a weakness or fault of your employer or products unless you are directly requested to discuss such matters by your supervisor.
- 5.) ***Manage your time at work.*** Set priorities. Make the extra effort. Be a self-starter. Volunteer to help others achieve their objectives. Cooperate and participate in new projects. Assist others. Contribute to discussions. Maintain a sense of humor.

- 6.) ***Be positive.*** Approach every task, person and event with the attitude of acceptance. Be open minded and willing to see a task through to completion. Be “for” things as opposed to “against” them.
- 7.) ***Show genuine interest.*** Ask questions and comments. Demonstrate to your supervisor that the activity or project you are doing is worthwhile and that you care about the process and outcome.
- 8.) ***Find ways to measure your progress.*** Nothing impresses a supervisor more than demonstrated success.
- 9.) ***Listen and follow instructions.*** Look directly at the person giving you the assignment. Take notes. Wait until the instructions are finished and repeat back in brief form to make certain you understand. Ask for clarification if any points seem unclear to you.
- 10.) ***Adapt, do not resist change.*** Tackle new projects with a positive attitude. Adjust to new situations, shift priorities without resistance. Remember - you are the employee.
- 11.) ***Attempt to have perfect attendance.*** Try to be on time. Promptness is noted and appreciated by management. Manage your time. Set your alarm early, allow for traffic, parking snags and other things that might cause delays. It is always preferable to arrive early than risk being late.

General Tips:

- ◇ Be courteous. Treat all employees with respect. “Thank you” and “Please” go a long way.
- ◇ Do not display insubordination.
- ◇ Do not leave the job during work hours without permission.
- ◇ Dress appropriately.
- ◇ Refrain from unethical or illegal activities.
- ◇ Do not use company resources (phone, supplies, etc.) for personal use.

These conduct standards do not represent minimum level performance; they ensure quality performance. Enjoy your Internship, and return to OSU @ OKC ready to study and go into the working world with new insight, and most important, some solid real experience in the field you have chosen.

Best wishes for an Excellent Internship Opportunity!

REQUIREMENTS BREAKDOWN

JOURNAL

Students are required to keep a daily journal while on their internships. This journal should reflect all activities, projects, and/or assignments, as well as discoveries of strengths, weaknesses, frustrations, and accomplishments. This journal will assist the student in writing their final paper. This journal is due to the Internship Coordinator one week prior to the end of the semester of the Internship. It should be typed, double-spaced, separated by headers with dates and length of time for each segment.

FINAL STUDENT REPORT

This report is due to the Internship Coordinator one week prior to the end of the semester of the Internship. Acceptable papers are **at least** eight typed, double-spaced pages, and meet professional standards for spelling, punctuation, and grammar. Do NOT include heavy report covers or binder.

Your report should incorporate the following items:

- An unnumbered title page including the following information in the order listed:

Report Title

INTERNSHIP PROFESSIONAL REPORT

Author's Name

CWID Number

Major

Employer

Supervisor's Name

Work Assignment Dates

Date Submitted

In partial fulfillment of requirements for: HCM 2233

- Outline and describe your activities during the Internship using your journal.
- Summarize the way those experiences relate to your academic program using course concepts from your business classes. This section should be at least one page in length.
- Discuss any discoveries of strengths/weaknesses.
- Discuss any frustrations or problems you encountered and the way you solved those problems.
- Discuss accomplishments of situations which brought praise or recognition.
- Explain what you would do differently if you had the Internship to do over again.
- In considering your Internship, what activity or responsibility was most rewarding or valuable? Which was least rewarding?
- Would you recommend your employer to another student considering an Internship? Why/why not?
- Do you feel the Internship provided you with experience beneficial to your overall education program?
- Indicate the letter grade (A – F) which, in your opinion, best provides an overall evaluation of your Internship.

EMPLOYER'S REPORT

Employers must follow the guidelines shown within this Handbook for the report of the student. *It is the student's responsibility to ensure that this report is completed and turned into the Internship Coordinator one week prior to the end of the semester.*

Grading Grading will be comprised of the following items:

4 Discussion posts @ 20 pts each	80 Points
Assignments 2@200 pts	400 points
Reports 4@100	<u>400 points</u>
Total	880 points

All reports *MUST* be submitted in a timely fashion.

Students are advised to make copies of all reports and papers.

Withdrawal - As a representative of OSU - OKC to the business community, the student is expected to act in an exemplary fashion while serving as an Intern. Moreover, because the Internship student is expected to be entrusted with positions of responsibility with the cooperating employer's firm, it is expected that all Intern students will complete the full term of the agreed upon Internship.

Except for unusual circumstances, withdrawal from the Internship program at any time prior to the completion of the contract period will result in an automatic grade of fail. **If the employer asks the student to leave the internship before the end of the 80 hours, the student will fail the internship.**

INTERNSHIP FORMS

APPLICATION FOR INTERNSHIP PROGRAM

OSU - OKC, Health Sciences Division

900 N. Portland Avenue

Oklahoma City, OK 73107

Phone (405) 945-9177 *Fax* (405) 945-8613

E-mail: penny.ridenour@okstate.edu

Applications must be completed by students and turned into the Internship Coordinator before the end of week one to be ENROLLED in the Internship Program, HCM 2233 Attach one copy of an updated resume.

Company & Position Interested in _____

Physical Address _____ Phone _____

Website _____

Student Name _____ CWID# _____

Student's Phone _____ Work Phone _____

Student's Address _____
Street City State Zip

Student's e-mail _____

Emergency Contact _____ Phone _____

Relevant Work Experience

Dates _____ *Company* _____

Address _____ *Phone* _____
Street City State Zip

Position _____ *Duties/Responsibilities:* _____

Please list any strengths/skills/abilities you possess which would benefit your Internship:

I hereby certify that the information given in this Application for the Internship Program is correct and accurate. Failure to supply accurate information may result in automatic withdrawal and the grade of failure issued.

Signature, Student

Date

INTERNSHIP CONTRACT

Oklahoma State University -- Oklahoma City

900 N. Portland Avenue, Oklahoma City, OK 73107 (405) 945-9177 Penny.ridenour@OKstate.edu

Contracts must be completed and turned in before beginning your Internship.

Date: _____ Student Name: _____

Company Name _____ Supervisor: _____

Work Phone # _____ e-mail _____

Work Address (Including Zip) _____

Job Description & Duties (Be as specific as possible. The intern should have exposure to administration duties in a healthcare environment for at least 50% of their work time):

1. The intern is to serve in the capacity of Intern with general responsibilities consistent with the purpose of the Internship program and otherwise agreed upon by the academic supervisor and employing firm.
2. The intern will work ____ hours per week from _____ until _____
3. During this period of employment, the student intern is required to submit monthly reports to the academic supervisor in accordance with the report format included in the Internship Handbook.
4. The employer is expected to keep in contact with the Internship Coordinator to communicate progress of the Intern.
5. One week prior to the end of the semester during the employment period, the employing firm will submit evaluation report, according to the format included in the Internship Handbook.
6. While the student is acting as an Intern with the said employer, the student will be eligible to earn 3 credit hours at OSU - OKC.
7. In consideration of the mutual promises contained herein, the student agrees to work for and in the services of the employer under the terms and conditions herein agreed upon.
8. In consideration of the mutual promises herein contained, the employer agrees to employ the Intern under the terms and conditions herein agreed upon.

Signature, Student

Date

Signature, Company Supervisor

Date

RELEASE OF LIABILITY

**Oklahoma State University @ Oklahoma City
Health Sciences Division**

900 N. Portland Avenue

Oklahoma City, OK 73107

Phone (405) 945-9177 *e-mail*: penny.ridenour@okstate.edu

All interns MUST complete (and understand!) this form before starting the Internship Program.

RELEASE AND ASSUMPTION OF RISK AGREEMENT

I, the undersigned, being over the age of 18 years or in the capacity of legal guardian for a person identified below, in consideration for being permitted to participate in academic/community service activities involving, but not limited to, working with people, participating in sports and recreation activities, cleaning and maintenance projects, preparing and serving food, and transportation to and from service work sites, in full recognition and appreciation of the dangers and hazards inherent in the use of such facilities and equipment and participation in such activities, including but not limited to the following (*LIST ACTIVITIES*):

I do hereby agree to assume all the risks and responsibilities surrounding my participation in these programs and use of such facilities and equipment, or, if appropriate, the participation of my minor child or ward; and, farther, I do for myself, my heirs, and personal representative(s) (or, if appropriate, on behalf of my minor child or ward) hereby agree to defend, hold harmless, indemnify, and release, and forever discharge Oklahoma State University and all its officers, agents, and employees from and against any and all claims, demands, and actions, or causes of action, on account of damage to personal property, or personal injury, or death which may result from my use of such facilities and equipment, and which may result from causes beyond the control of and without the fault or negligence of Oklahoma State University, its officers, agents, or employees.

I further agree and understand that in engaging in these activities I am doing so in the status of a server/volunteer for the community agency sponsoring the service/activity, and that I am not volunteer, employee, or agent of Oklahoma State University. I further acknowledge that I understand that my participation in these service/activity events is not covered by workers compensation insurance by OSU.

IN WITNESS WHEREOF, I have caused this release and Assumption of Risk Agreement to be executed this ____ day of _____ 20__.

Signature, Student

Date

INTERNSHIP EMPLOYER'S REPORT

Oklahoma State University @ Oklahoma City Health Sciences Division

900 N. Portland Avenue
Oklahoma City, OK 73107

Phone (405) 945-9177 e-mail: penny.ridenour@okstate.edu

DUE MAY 8, 2022

This report is worth 100 points to the intern.

Thank you for providing this learning opportunity to this Healthcare Administration student from Oklahoma State University – Oklahoma City. Your input is invaluable to evaluating this student's academic grade for this internship. Thank you for taking the time to complete this form.

This report is to be completed and turned in by the employer one week prior to the end of the semester. (The due date will be posted in the Student's Course). The employer may mail, e-mail, or hand deliver this report to the Division of Health Sciences Office.

Student Name: _____

Business Name _____ Intern Supervisor: _____

Supervisor Phone _____

Using a scale of 1= highest or best, 5 = lowest or poorest, please provide an evaluation of the Intern.

- | | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | The ability of the Intern to learn and adapt to each assignment. |
| 1 | 2 | 3 | 4 | 5 | The speed with which the Intern completed each assignment. |
| 1 | 2 | 3 | 4 | 5 | The ability of the Intern to perform without direct supervision. |
| 1 | 2 | 3 | 4 | 5 | The ability of the Intern to interact favorably with other employees. |
| 1 | 2 | 3 | 4 | 5 | Professional behavior of intern (showed up on time, finished tasks on time) |
| 1 | 2 | 3 | 4 | 5 | Level of initiative for taking on and finishing assignments and projects |
| 1 | 2 | 3 | 4 | 5 | The personal appearance of the Intern. |
| 1 | 2 | 3 | 4 | 5 | Quality of intern's work. |
| 1 | 2 | 3 | 4 | 5 | The degree of inquisitiveness |

Intern Employer's Report Page 2

Please provide your opinions on the following questions or statements. These answers should relate to the total, overall performance of the Intern.

1. Describe the intern's projects, activities, and accomplishments throughout the internship.

2. What do you feel were the dominant strengths of this Intern?

3. What were the dominant weaknesses of this Intern?

4. If you could choose an Intern over again, would you choose this same student? Why or why not?

5. Generally speaking, are you satisfied with the Internship Program? Any suggestions?

6. Please circle the number that best summarizes the overall performance of the Intern student and the grade you would assign them:

Excellent

Good

Fair

Poor

Signature, Intern Supervisor

Date