

UNC Charlotte
College of Health and Human Services
Department of Public Health Sciences

HADM 6400 Internship (3 graduate credits, experiential)
Spring 2013

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CHHS 427D

Office hours: Tuesdays 3:00-5:00pm, Wednesdays 10:00-11:30am, and by appointment

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Catalog Course Description

Pre-requisites: Completed HADM 6100 and 15 additional hours of core course requirements.

The purpose of the health administration internship is to offer administrative experience in a health care setting for students. The initial assumption is made that students participating in the internship experience have had limited hands-on exposure to health care administration. Graded on a Pass/Unsatisfactory basis.

Course Overview and Goals

The MHA Program internship provides a structured opportunity for students to apply theories, ideas, principles, and skills learned in the classroom to healthcare practice. The internship experience also provides students an opportunity to better understand healthcare organizations, their culture, management systems, operations, resources, products, services, markets, service areas, and specialty areas.

The internship affords students an outstanding opportunity to enhance the skills needed to become a successful healthcare administrator. As life-long learners and healthcare management practitioners, students will continue to develop and grow knowledge, skills, professionalism, and competencies

The practice experience occurs in a carefully selected healthcare organization approved by the MHA Coordinator. Students are encouraged to select an internship position based on their career interests. In almost all instances, the MHA Coordinator supervises the internship in tandem with a qualified preceptor at the internship site. The goal is that the preceptor serves as a mentor for the student.

Syllabus Subject to Change

The instructor reserves the right to alter this syllabus based on best practices that fit changing circumstances.

Required Texts & Readings

Current Academic Year MHA Internship Student Handbook and Current Academic Year Program Handbook (available as PDF files from the student resources tab of the PHS website, www.publichealth.uncc.edu)

Teaching Strategies

HADM 6400 Internship is an experiential learning course. A minimum of 160 hours of supervised field placement effort in health administration is required. No formal classroom sessions are held.

Course Objectives and Competencies

After successfully completing this course, students should be able to:

1. Create innovative strategies for decision-making and problem-solving; strategies should incorporate perspectives of various stakeholders and be responsive to our increasingly diverse workforce and society.
2. Demonstrate effectiveness in examining data qualitatively and/or and quantitatively, and in utilizing methods appropriate for the project to analyze information, and to identify patterns and trends.
3. Articulate and model professional and ethical behavior in the health care workplace.
4. Demonstrate effectiveness in working with others in the organization, with particular emphasis on racial and ethnic and cultural sensitivity, and the ability to work effectively with personnel with diverse backgrounds.
5. Demonstrate effectiveness in working as part of a team, listening and responding effectively to the ideas of others, and successfully use negotiation and conflict resolution skills.
6. Demonstrate effectiveness in organizing, synthesizing, and articulating ideas and information in writing and orally.

Competency-based Educational Model in our MHA Program at UNC Charlotte

The MHA program at UNC Charlotte emphasizes six competency areas in its competency-based educational model: leadership, critical thinking, science and analysis, management, stakeholders, and communication skills. I ask that you review the competency matrix located later in this syllabus. The competency matrix maps the learning objectives or course competencies to our educational competency model. Our expectation is that each student will demonstrate at least an intermediate level of each competency, indicated by "2" in the competency matrix. We define the intermediate level as "students demonstrate proficiency and ability to articulate and implement health management and administrative functions, and demonstrate growing experience in application of the competency area."

Course Conduct and Professional Responsibility

The internship serves as an extension of the teaching mission of the Department of Public Health Sciences, by giving students work experience in the public health, health services, or research environments in which they will eventually pursue careers. While serving in on- or off-campus

graduate internships, students are representatives of the Department. As such, they will act with total professionalism at all times.

Students participating in internships need to follow the dress standards of their work environment. All students need to comply with the work hours associated with their assistantship or internship. While at work, all students should ensure that their level of effort and contribution to the work environment meet and, preferably, exceed sponsor expectations.

The guidelines of professional conduct are consistent with the program's educational competencies. I ask that you review the professional conduct guidelines published in the MHA Program Handbook.

Students who do not conduct themselves professionally will be dismissed from the internship. Dismissal is likely to jeopardize a student's ability to complete the MHA program.

Course Processes and Roles

The MHA Internship Manual outlines the general timeline of events, course (and pre-course) processes, procedures, and roles. This syllabus will not repeat those elements.

The internship does not officially begin until all pre-course requirements have been met, the student is registered for the internship, and the department has generated (and in some cases received a returned, signed) preceptor letter.

Students failing to secure these pre-requisites or to make alternate arrangements with the MHA Coordinator in advance, will be disenrolled from the internship course on the last day of add/drop for the semester. In this case, a student could not begin an internship until the start of the subsequent semester, at the earliest.

Evaluation Methods

The course is graded on a Pass/Unsatisfactory (fail) basis. Students must meet minimal acceptable standards for each required element outlined below to receive a passing grade. The relative weights assigned to each of the elements below reflects their importance to the overall course objectives in terms of time, intellectual effort, and value to the program's overall goals and objectives. The expectations for each of these elements are described in detail in the MHA Internship Manual

- 20% Mutually established goals between the preceptor and student
- 20% Progress reports/updates (including completion of required hours)
- 10% Intern organizational assessment
- 20% Preceptor evaluation of the intern
- 30% Student internship report

Students are advised that several rounds of review and editing of the final report are typically needed and should plan for that time accordingly.

Students who are unable to complete the required internship hours and/or submit an acceptable final report by the last day of classes for the semester and are otherwise making satisfactory progress will be assigned an IP (in progress) until the assignment is complete. After one additional semester, the IP will be changed to an I (incomplete). Such an incomplete will default to a U (unsatisfactory/fail) at the end of the following semester, with all of the attendant consequences of receiving a failing grade.

Applicable University & College Policies

Code of Student Responsibility. “The *UNC Charlotte Code of Student Responsibility* (the Code) sets forth certain rights and responsibilities in matters of student discipline. The Code defines these responsibilities and guarantees you certain rights that ensure your protection from unjust imposition of disciplinary penalties. You should familiarize yourself with the provisions and procedures of the Code” (Introductory statement from the UNC Charlotte brochure about the Code of Student Responsibility). The entire document may be found at this Internet address: <http://legal.uncc.edu/policies/ps-104.html>

Academic Integrity: All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Students are expected to submit their own work, either as individuals or contributors to a group assignment. Definitions and examples of plagiarism and other violations are set forth in the Code. The Code is available from the Dean of Students Office or online at: <http://www.legal.uncc.edu/policies/ps-105.html>.

Faculty may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.

Course Credit Workload. This 3-credit graduate course requires a minimum of 160 hours of practical experience in a workplace setting, an average of 10-12 hours per week over a regular 15-week semester, or up to 40 hours per week in a compressed format. In addition periodic progress reports and the final written report typically will require 20 additional hours of effort.

Special Needs. If you have a documented disability and require accommodation in this course, contact Disability Services, Fretwell 230, phone: 687 4355 voice/TDD) the first week of the semester. Information about available services may be found at <http://legal.uncc.edu/policies/ps-51.html>. Accommodations for learning will be arranged by that office and communicated to the Instructor. If you speak English as a second language, please inform the instructor.

Diversity Statement. UNC Charlotte strives to create an academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

All students are required to abide by the UNC Charlotte Sexual Harassment Policy (<http://www.legal.uncc.edu/policies/ps-61.html>) and the policy on Responsible Use of

University Computing and Electronic Communication Resources (<http://www.legal.uncc.edu/policies/ps-66.html>). Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.

Religious Accommodation. It is the obligation of students to provide faculty with reasonable notice of the dates of religious observances on which they will be absent by submitting a [Request for Religious Accommodation Form](#) to their instructor prior to the census date for enrollment for a given semester <http://legal.uncc.edu/policies/ps-134.html>. The census date for each semester (typically the tenth day of instruction) can be found in UNC Charlotte's Academic Calendar (<http://registrar.uncc.edu/calendars/calendar.htm>)

CHHS Field Placements. The student is responsible for complying with requirements in affiliation agreements affecting student in clinical setting experiences.

If there is a disaster (i.e., fire, bomb threat) or any event at an agency that results in a student being unable to engage in the clinical educational responsibilities, please report the disaster or event to Michael Thompson, methomp1@uncc.edu, 704-687-8980.

Course-specific Competencies: HADM 6400 - Internship (3)																															
	Leadership								Critical Thinking			Science & Analysis					Management					Stakeholders		Communication							
	1. Values & ethics	2. Diversity	3. Strategic thinking	4. Motivational strategies	5. Models of organizational change, innovation	6. Work with other professionals	7. Team development	8. Work with Boards and governance	1. Systems & strategic thinking	2. View issues from different perspectives	3. Create innovative strategies	1. Scientific method	2. Quantitative analysis, economic, financial	3. Qualitative & quantitative data analysis	4. Use & manage computer technology	5. Management information systems	1. Management concepts	2. Basic concepts and tools	3. Human resource management	4. Continuous quality improvement	5. Business plans	6. Legal, regulatory, & political environment	7. Public health perspective	1. Identify stakeholders	2. Negotiation, consensus, conflict resolution	3. Emotional intelligence	1. Develop, organize, synthesize, articulate	2. Listen, hear, & respond effectively	3. Speak clearly & effectively	4. Write clearly & effectively	5. Communication strategies for various
Syllabus Objectives	2	2	2	2	2	2	2	2	2	2			2	2		2								2	2	2	2	2	2	2	2
1. Develop and implement innovative strategies	X		X	X	X	X	X		X	X	X			X	X									X		X					
2. Conduct data analysis to inform decisions			X	X	X				X	X	X			X	X											X					
3. Professional behavior	X	X				X	X	X		X						X									X	X	X	X	X	X	X
4. Work effectively with others (diversity)	X	X				X	X	X		X						X									X	X	X	X	X	X	X
5. Teamwork; use negotiation skills	X	X				X	X	X		X	X					X									X	X	X	X	X	X	X
6. Communications	X	X				X	X	X						X		X									X	X	X	X	X	X	X