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1. **Definition of an Internship**

An internship is an integrated learning experience that provides an opportunity for the intern to gain practical knowledge and skills on-the-job. The internship allows the intern to acquire skills relating to his or her field of study. In addition, the skills gained from the work experience can be useful in applying for future employment.

2. **Definition of an Intern**

Interns are undergraduate students currently enrolled at Clayton State University. The student must have declared a major in Health Care Management. The intern will work for an organization and train in a specific area of interest to the student. Generally, the area of interest is healthcare-related.

3. **Purpose of the Internship Program**

The Internship is a vital component of the Health Care Management (HCM) curriculum at Clayton State University (CSU). The Internship provides students with the opportunity to integrate their didactic coursework into a real work framework. Students are given the opportunity to apply the principles and theories that they learned in their coursework to actual situational practice in the health care management field.

For some students, the Internship represents the only work experience they will acquire in health care management before they graduate. As such, the experience is crucial that students use the opportunity to gain knowledge and insights into the field. The Internship may be the only health care management work-related experience on their resumes. It will also, in all probability, be a prime source of inquiry by prospective employers.

Frequently, Internships lead to direct job offers, or the opportunity to network into employment. Neither of these will occur if the Internship is not completed in a professional manner.

4. **Duration, Timing, and Academic Requirements of the Internship**

The Internship must be, at minimum, 225 hours for the semester. The hour total applies regardless of the semester in which the student enrolls in the Internship course. The total number of hours is divided by the number of weeks in the semester to arrive at an approximate weekly average (fall & spring semesters 225/15 = 15; summer 225/9 = 25). However, we realize configuration can be negotiated between the student and the preceptor depending on flexibility needed by the student and approved by the preceptor. Please note that this represents the minimum number of hours that must be completed. It is possible that a student may be needed to do more than the minimum to complete a project assigned by a preceptor.

The Department Chair strongly recommends that the student registers for a maximum of two other courses during the semester that a student registers for the Internship/Practicum course (HCMG 4970). Registering for more will greatly impede the successful completion of a meaningful Internship.
Students must have a minimum 2.00 institutional grade point average (GPA) and receive departmental approval to register for the internship course (HCMG 4970). If a student does not meet the minimum requirements, the student cannot enroll in the course nor can the student acquire hours to be used toward enrollment at a later date.

5. **Selection of Internship Site**

The selection of an Internship site begins when students enroll in the course: Introduction to Health Care Environment (HSCI 2111). The information is reinforced in Applied Human Resources Management in Health Care Delivery (HCMG 3401). One of the requirements is the completion of the Internship Learning Agreement (ILA) for a job that interests the student. Clearly, the learning objectives would represent responsibilities of a position in an organization that the student perceives would most closely meet their employment choice after graduation. The student would then identify an organization of this type and further discuss options with the Internship Coordinator. The student should be prepared to discuss the intended learning objectives in-depth with the Internship Coordinator.

The Internship Coordinator is available to help the student make decisions about where to apply based on previous work experience, skills, and knowledge. In addition, the Internship Coordinator will make suggestions about learning objectives and how to bridge the intended duties with previous knowledge. After consulting with either the Internship Coordinator or the Department Chair, the intern will make contact with the administrator from the establishment.

The HCM Department encourages students to take an active role in researching, locating, and contacting the organization. The participatory involvement by the student will help to develop skills in learning how to develop a resume, prepare for an interview, and successfully obtain future employment. In addition, the process will ensure the Internship site will meet the student’s academic requirements as well future career goals.

If a student cannot find a suitable site, the student can visit the University’s Career Services Office and speak with the responsible individual of the internships. The Career Services Department provides a listing of previously used sites as well as other potential sites that students may possibly employ. The student may also make inquiries to the Internship Coordinator or Department Chair for assistance and guidance.

Office of Career Services  
Clayton State University  
2000 Clayton State Boulevard  
Student Center, Upper Level, Suite 228  
Morrow, Georgia 30260-0285  
Phone: 678) 466-5400  
Fax: 678) 466-5468  
Email: career@clayton.edu  
Web: http://www.clayton.edu/career
6. **Internship Salary/Compensation**

An internship may be paid, unpaid, or relatively paid. However, there is no assumption on the part of the Health Care Management Department that students will be compensated for their Internships. Alternatively, the Department does not prohibit any organization from reimbursing interns. The Department, however, does caution that if an intern is paid, the expectation of rotation described below is not waived. If an organization has any expectations because of reimbursement that will impede a student from adequate exposure to a variety of departments and/or tasks, then compensation should not occur.

7. **Goals and Outcomes of the Internship**

Once a student has identified an Internship site, established contact, and has been approved, the student and site preceptor will jointly complete the Internship Learning Agreement (found at the end of this Handbook) and submit the ILA to the Internship Coordinator.

The Learning Agreement allows the student and preceptor to discuss and develop objectives for the Internship experience. These objectives should include, but not be limited to (1) Finance/Reimbursement, (2) Regulations, and (3) Management:

a) Exposure to several departments within the organization whenever possible. The goal is to allow the intern to observe the operation and administration of different internal departments.

b) Be assigned a special project or task that will allow the intern to develop and understand effective communication, administrative tasks, team building, and problem solving skills. Ideally, a project can be designed that allows the student to interact with a variety of departments, communicate with various individuals to gather information and prepare a report for presentation. The project should be a meaningful charge that will provide useful information to the student as well as the organization. The project could be an assignment that a manager always wanted to explore or expand, if only they had someone to research, develop, and implement the task.

c) The intern should participate in meetings and budgetary processes, when possible.

d) The intern should interact with external constituencies, when applicable.

e) The intern should meet with the preceptor(s) to acquire insights into their knowledge and how they arrive at making decisions.

8. **Faculty Responsibilities**

a) To counsel, assist and guide the student with locating an Internship site. The Internship Coordinator will conduct information sessions frequently to provide an overview of the process, requirements, and expectations. The Internship Coordinator will also meet with students on an individual basis to provide more in-depth information, evaluation, counsel, and guidance.
b) To be available to both student and preceptor to address questions and concerns.

c) To provide students with information and guidance in the completion of the projects and assignments that they have been given by their preceptors.

9. **Student Intern Responsibilities**

a) To contact an appropriate site (as determined by the Internship Coordinator) and schedule an appointment to discuss the requirements for completing an internship. The Department Chair will have authorization privileges if the Internship Coordinator is unavailable.

b) To complete the required Internship Learning Agreement (ILA) and any other paperwork if required by the preceptor, internship coordinator, or director of Career Services.

c) To attend a mandatory orientation during the first day of weekday classes at the beginning of the semester. The student is responsible for contacting the Internship Coordinator to determine when and where the orientation session will be conducted.

d) To obtain and complete any required documents, paperwork, or immunization forms. This may also include liability insurance, pre-employment physicals, background checks, etc.

e) To adhere to policies, procedures, and working hours agreed upon with the preceptor. The student must exhibit professional work ethics, which include being punctual, dressing in a professional manner, and presenting self in a manner befitting a health care administrator. In the event of an unexpected work absence (e.g., sickness), the intern must notify the site preceptor and internship coordinator. Any absence must be made up by arrangement with the site preceptor. The Internship Coordinator must be notified of this arrangement.

f) To establish a productive and respectful working relationship with supervisors, co-workers, clients, volunteers, and other members internal and external the organization.

g) To maintain absolute confidentiality with respect to all information that the intern reviews while at the organization or in the presence of employees of the organization.

h) To submit to the Internship Coordinator a summary of the activities (only if part of the grading criteria) that the intern engaged in at the institution at the end of the semester.

i) To be proactive in seeking opportunities in assisting with and developing projects. The intern must also be willing to accept assignments and projects as determined by the preceptor.

j) To use the Internship as an active learning experience. The intern should ask frequent questions, take notes, and explore the rationale behind decisions as part of the daily activities.
k) To be sure that the site preceptor has received, completed, approved, and returned the evaluation form directly to Clayton State University’s Office of Career Services. If the preceptor has not received an evaluation form at the end of the term, then the intern has the responsibility of contacting both the Director of Career Services and the Internship Coordinator.

10. **Preceptor Responsibilities**

a) To provide the overall supervision of the Internship experience.

b) To ensure that the Internship experience will be meaningful by assigning the intern projects and assignments that will enable them to gain insights into the organization.

c) To serve as a mentor to the intern and meet with them on a regular basis to discuss progress and problems and to provide information and answer questions.

d) To allow the intern to attend meetings and seminars that the preceptor is attending, when possible and feasible.

e) To communicate with the Internship Coordinator any problems or concerns that the preceptor may have with respect to the intern.

f) To complete and return the Internship Evaluation Form to the Director of Career Services. Preceptors will receive the evaluation form from CSU’s Director towards the end of the semester.
### Frequently Asked Questions (FAQs)

<table>
<thead>
<tr>
<th>Q:</th>
<th>When should I register for the internship course?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>If you are a senior graduating within the next two semesters, then you should be ready to enroll in HCMG 4970 Internship/Practicum. Upon completion and submission of your approved Internship Learning Agreement (ILA) by the Internship Coordinator, the advisor will register you for the HCMG 4970 course.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>How will I know if I will be registered for the course?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>To secure a seat in the HCMG 4970 Internship class, you should have your ILA completed, approved, and signed by your preceptor and the course instructor on or before <strong>deadline (TBD by Internship Coordinator)</strong>. <em>Late forms will not be accepted!</em></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>Am I required to complete the Internship Learning Agreement?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>The Internship Learning Agreement (ILA) is part of the course requirement and you are <strong>REQUIRED</strong> to complete the form before being registered for the course. You may download a copy of the form at <a href="http://clayton.edu/HCMG">http://clayton.edu/HCMG</a> by clicking on Internship Learning Agreement Form.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>What if I failed to provide the requested information?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>If you fail to provide the required paperwork in a timely manner, you risk <strong>NOT</strong> being registered for the course.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>What should my learning objectives involve?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>Your learning objectives will focus but not limited to the following:</td>
</tr>
<tr>
<td></td>
<td>(1) Healthcare Finance/Reimbursement</td>
</tr>
<tr>
<td></td>
<td>(2) Regulatory Agencies</td>
</tr>
<tr>
<td></td>
<td>(3) Managing People</td>
</tr>
<tr>
<td></td>
<td>(4) Other Objectives suggested by your preceptor</td>
</tr>
</tbody>
</table>

**NOTE:** If you already have a potential site, please contact the Internship Coordinator to discuss your intended site, learning objectives, requirements, and expectations.

<table>
<thead>
<tr>
<th>Q:</th>
<th>What should I expect from my internship?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>If you are unsure about what to expect from your internship and have not chosen a site, please contact the Internship Coordinator first to schedule an appointment to discuss your career goals, a potential site and your learning objectives. To facilitate finding a site, the you should think about what job you are seeking upon completion of graduation. Do not be unrealistic!</td>
</tr>
</tbody>
</table>

To further help you define your career goals, ask yourself why you decided to pursue the major in Health Care Management originally? Be prepared to discuss where you would like to...
complete your internship and what you want to learn. You should also be prepared to discuss the hiring criteria, required skills, and other relevant information.

The organization may request you to complete a special task or project to improve a process, research a particular topic for information, or develop a report. The intern may be required to conduct research, shadow the administrator, interact with different units, attend meetings, or other job-related duties.

Q. What are the steps for completing the internship process?

1) Locate a health-related site*HMO, hospital, doctor’s office, non-profit org, insurance, pharmacy, medical devices company, etc.

2) Meet with the course instructor to discuss learning objectives, career goals, and organizations

3) Meet with your preceptor to discuss objectives and obtain his/her signature

4) Return “typed written” form – error free to course instructor for approval/denial

5) If DENIED, you will have to make the necessary corrections before resubmitting

6) If APPROVED, the form will be forwarded to the Academic Advisor and Career Services for processing

7) Student will be added to the course and notified by the Advising Office

The Internship Coordinator encourages you to schedule an appointment ASAP to start conversation about locating your site, discussing your learning objectives, and registering you for the course. Do not wait until the last minute to get started and get this taken care of. Otherwise, you risk NOT being registered for the course.
Careers in Health Care Management

Disclaimer: This list represents a broad range of Health Care Management careers and organizations. The list does not include every career and organization in the health industry. Clayton State University does not have established relations with these organizations nor does the University guarantee employment with any of these agencies. The sole purpose of this list is to demonstrate the breadth of the field of Health Care Management so students can learn and explore rewarding career paths.

A. HEALTH CARE MANAGEMENT CAREER FIELDS ACROSS ORGANIZATIONS

<table>
<thead>
<tr>
<th>Medical Office Management</th>
<th>Long-Term Care Management</th>
<th>Non-Profit Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims/Reimbursement</td>
<td>Risk Management</td>
<td>Marketing</td>
</tr>
<tr>
<td>Office Management</td>
<td>Materials Management</td>
<td>Advertising</td>
</tr>
<tr>
<td>Community Relations</td>
<td>Accounting</td>
<td>Grant Management</td>
</tr>
<tr>
<td>Administrative</td>
<td>Reimbursement/Claims</td>
<td>Fund Raising</td>
</tr>
<tr>
<td>Business Management</td>
<td>Human Resources</td>
<td>Community Relations</td>
</tr>
<tr>
<td>Contracting Staffing</td>
<td>Business Management</td>
<td>Finance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Insurance Specialist</th>
<th>Home Care Administrator</th>
<th>Hospital Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims Investigator</td>
<td>Care Coordinator</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Medical Coding/Billing</td>
<td>Personal Care</td>
<td>Material Management</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Community Relations</td>
<td>Facilities Management</td>
</tr>
<tr>
<td>Administrative Specialist</td>
<td>Caregiver</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Health Specialist</td>
<td>Fund Raising</td>
<td>Patient Advocacy &amp;</td>
</tr>
<tr>
<td>Insurance Agent</td>
<td>Case Coordinator</td>
<td>Education</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Higher Education</th>
<th>Government Federal, State &amp; Local</th>
<th>Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching</td>
<td>Claims Administrator</td>
<td>Pharmaceutical Sales</td>
</tr>
<tr>
<td>Administrator</td>
<td>Quality Assurance</td>
<td>Medical Device Sales</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>Health Specialist</td>
<td>Advertising</td>
</tr>
<tr>
<td>Distance Learning</td>
<td>Health Educator</td>
<td>Medical Supplies</td>
</tr>
<tr>
<td>Health Clinics</td>
<td>Research Specialist</td>
<td>Promotion</td>
</tr>
<tr>
<td>Research Coordinator</td>
<td>Project Management</td>
<td>Medical Equipment</td>
</tr>
</tbody>
</table>
**B. HEALTH CARE MANAGEMENT ORGANIZATIONS**

**Advocacy, Policy, & Research**
- American Cancer Society
- American Diabetes Association
- American Heart Association
- Arthritis Foundation

**Disaster Relief**
- American Red Cross
- Public Safety & Disaster Relief
- FEMA
- National Guard

**Electronic Medical/Health Records**
- Consulting Firms
- Research, Design
- Engineering Firms

**Global Health**
- CARE International
- CDC
- Doctors Without Borders
- Global Health Action
- Pan American Health Organization

**Direct Service**
- Adult Day Care
- Ambulatory Surgery Centers
- Assisted Living Facilities
- Chiropractor practices
- Dentists Offices
- Dialysis Clinics
- Home Health Agencies
- Homeless Heath Care (i.e., shelters, clinics)
- Head Start Programs
- Hospice Care
- Independent Living Communities for Seniors

**Direct Service**
- Long-Term Care
- Mental Health Providers
- Not-forProfit Health Service Agencies
- Optometrists
- Personal Training
- Physical Therapy Practices
- Planned Parenthood
- Stated Funded Programs
- Specialist Medical Group Practices
- Substance Abuse Program
- Urgent Care Centers
C. HEALTH CARE MANAGEMENT PROFESSIONAL ORGANIZATIONS

Health Care
- American Academy of Physicians Assistants
- American College of Healthcare Executives
- American College of Health Care Administrators
- American Dental Association (ADA)

Professional
- American Dental Hygienist Association (ADHA)
- American Medical Association
- American Nursing Association
- American Pharmacists Association (APhA)
- American Psychological Association

Organizations
- American Public Health Association
- Association of State and Territorial Directors of Health
- National Association of Social Workers
- National Council on Interpreting in Health Care
- Regulatory Affairs Professional Society
INTERNERSHIP LEARNING AGREEMENT

(Completed form with original signatures must be returned to the HCM Internship Coordinator by the established deadline date each semester. The date will be determined by the HCM Department.)

Student ___________________________________________________________ Phone ________________________________

Email: __________________________________ @student.clayton.edu Expected Graduation Date: ________________

Laker ID ____________________________________________________________

Internship Semester Spring Summer Fall | Year ____________________________ Health Care Management Major

Organization Name

Organization Address

Site Supervisor __________________________________ Title ________________________________

Supervisor may NOT be a relative!

Supervisor’s Phone __________________________ E-mail ________________________________

By the end of this semester the student will understand and apply the knowledge gained from the internship experience to the health care environment as exhibited by meeting the following objectives:

1. Investigate the HCM Finance/Reimbursement of the specific facility __________________________
   __Duties, responsibilities, and activities for meeting objective:

2. Name and be able to explain HCM Regulatory Bodies controlling the practice site ________________
   __Duties, responsibilities, and activities for meeting objective:

3. Observe, define, and evaluate effectiveness of the Management Style at the practice site ________________
   __Duties, responsibilities, and activities for meeting objective:

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(Additional Learning Objectives specific to your site may be listed on an attached sheet.)
This Internship Learning Agreement is established to provide a basis of understanding between Clayton State University (CSU), the student intern, and the internship site. This agreement commits neither the internship site nor the student to permanent employment.

The CSU Associate Director of Career Services or Faculty Coordinator agrees to:
1. Provide related academic assignments coordinated with the internship experience.
2. Communicate with the internship supervisor throughout the semester to evaluate student’s work performance.
3. Assess degree to which student meets stated learning objectives.

The Internship Site agrees to:
1. Provide an internship experience that permits student to meet her/his learning objectives.
2. Provide supervision that emphasizes the student’s safety as well as the learning objectives.
3. Clarify to permanent employees the expectations for the student’s internship.
4. Notify CSU in a timely manner of any serious problems related to the internship, including a need to terminate student’s participation.
5. Furnish all necessary supplies and equipment.
6. Communicate periodically with CSU representatives regarding student’s work performance.
7. Complete and submit a final internship evaluation on a designated form at the end of each semester. This evaluation will provide input for the student’s course grade.

The Student agrees to:
1. Follow the rules and policies that apply to all employees including confidentiality.
2. Perform assigned tasks in a responsible manner including accurate and complete documentation.
3. Demonstrate honesty, punctuality, cooperation, courtesy, and a willingness to learn.
4. Maintain regular attendance both at CSU and at the internship site.
5. Avoid unsafe acts and be alert to unsafe conditions.
6. Notify appropriate internship site personnel or CSU Associate Director of Career Services of any significant difficulties experienced at the internship site.
7. Provide records or reports required by either CSU or the internship site.
8. Facilitate obtaining a completed, end-of-semester evaluation form from site supervisor.

AUTHORIZATION TO RELEASE STUDENT INFORMATION

I hereby authorize the Office of Career Services and/or my faculty coordinator at Clayton State University to release, on my behalf, to potential internship sites my GPA, resume, or other such information contained in my educational records as is necessary to aid the organizations in assessing my potential for participation in an internship. I further authorize the Office of Career Services to communicate with an internship site regarding my work performance during the semester(s) of participation.

I understand that this information will be disclosed to those persons at the internship site who have been determined by that organization to have a need to know. I understand that this information is being released pursuant to the Family Educational Rights and Privacy Act of 1974 and will not be released to other parties without my consent.

We the undersigned agree to the conditions set forth in this Internship Learning Agreement.

PRINT NAME             SIGNATURE             DATE
Student
Site Supervisor
Faculty Coordinator

□ APPROVED           □ DENIED

(Date received with completed information and signatures ______________________) Revised 01/31/14