

**Internship Guidelines for  
Master of Health Services Administration**



**Mississippi  
College**

**A CHRISTIAN UNIVERSITY**

**Graduate School**

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## *Glossary of Terms*

**Internship Site** An organization or agency willing to provide an internship experience for students in the MHSA program.

**Site Supervisor** Professional at each internship site who is the contact person and/or supervisor for internship activities.

**Student** A student enrolled in the Master of Health Services Administration (MHSA) program in Mississippi College Graduate School

**MHSA Advisor** The campus liaison between the student and the internship supervisor.

Acknowledgment: This manual was adapted from the Arizona Graduate Program in Public Health Internship Guidelines.

## **1. Introduction**

This Internship Manual is for students, internship supervisors and faculty advisors in planning and monitoring internship experiences designed to complement MHSAs degree requirements as electives.

## **2. Purpose**

The internship is considered practical application of theory learned during the experience in the MHSAs degree program. Therefore, the internship should help the student:

- experience actual healthcare administration in a working environment;
- relate classroom knowledge to challenges and issues in the healthcare field;
- acquire new insight and competence into the health services industry;
- participate in a project useful to the sponsoring internship site, and the student;
- compose a written reflective evaluation of the practical experience;
- work together with on-site health professionals and become familiar about their duties and responsibilities.

## **3. Policies**

### A. Internships at Work Sites

Students may be given internship credit at their place of employment with the following stipulations:

- The place of employment is an approved internship site.
- The intern is assigned to a different area of responsibility for the participation period during said internship; i.e. interns will not receive credit for their regular jobs: the rationale behind the internship experience allows a participant an opportunity to learn new skills and obtain new knowledge about the organization.

### B. Stipends and Living Expenses

Compensation for internships is allowed and at the discretion of the internship site; it is not the responsibility of Mississippi College

### C. Professional Behavior and Confidentiality

The impression our interns representing the Mississippi College Master's of Health Services Administration program make during an external internship opportunity directly affects future employment opportunities open to them. Most of the experience require students work directly with clients and/or have access to confidential client information. It is imperative to be discreet and to disclose no information about the clients or the internship organization that might be considered confidential. Students should follow internship site standards as they would in any place of employment.

#### 4. Coursework

##### A. Credits/Requirements

The range of graduate elective credits is between three and six hours. Each three hour internship must include 150 on-site contact hours. A minimum of three credits must be taken at one organization/internship site in order to meet course requirements. Six units of credit at one site requires one final twenty-five page report; three units of credit requires one fifteen page report. The report should be internship activity details and include an insightful evaluation of the entire internship experience. Students must be enrolled in course HSA 6593 to receive internship credit. [This course may be repeated once for a total of six hours credit].

Course requirements include the following:

1. A listing of learning objectives\* written prior to the beginning of the internship.
2. Regular contact with the MHSAs advisor/campus internship director.
3. On-site internship of 150 clock hours for each 3 semester hours of graduate credit.
4. Keep a hand written journal/log of dates, people, places, things done and number of hours to help student with the final reflecting and evaluation of learning.
5. A complete written report.
6. An oral presentation to students and faculty during comprehensive exams.
7. Completion of evaluation forms and internship contract.

##### B. \*Sample learning objectives:

Learning objectives must be realistic and measurable. They should be as explicit as possible. For example:

Upon completing the internship experience, the MHSAs student will be able to:

1. Explain the structure of the site organization and the offices and their functions in each division; [apply appropriate organizational theory in description].
2. Develop and refine budgets for the appropriate tasks assigned.
3. Describe the major programs conducted by the ancillary programs offered by the organization at its main site and satellites.
4. Design, carry out and analyze projects important to the site organization
5. Design specific materials for use in the on-site organization.

##### C. Final Report and Expectations

Students' success level when finishing learning objectives will be measured by the completion of a reflective research report and evaluation of the internship experience. The reasons for the comprehensive report and the site evaluation are to assess a student's capacity to:

1. Be accountable in professional situations, assess importance of daily challenges and issues related to healthcare industry, make or recommend decisions based on the assessment, and evaluate the effectiveness of his/her work;
2. Adjust well to work in challenging situations, manage personal and professional schedule effectively and use the organization's resources, procedures and structure effectively;
3. Communicate clearly and distinctly both orally and in writing;

4. Offer ideas, collaborate and resolve conflicts in a professional manner;
5. Work in specialized task-oriented groups as well as with individual clients, and;
6. Uphold commitments made to the agency, colleagues, and clients, with ethical integrity and impartiality.

#### D. Report Format

Written Report Should Contain:

1. Title page
2. Table of Contents
3. Introduction or Background of the student and project.
4. Describe the internship site's characteristics including the mission statement, organizational structure, employment requirements and motivation and reward system.
5. Detail the goals and objectives of the internship experience: identify assignments necessary to master them, and explain how the essential tasks were deployed and monitored.
6. Description of internship project and responsibilities at the site.
7. Functions and activities descriptions. Narrative and quantitative data, if any. Describe which objectives were completed or not completed.
8. Challenges encountered, if any, and solutions used or implemented.
9. Overall evaluation of the experience, conclusions, recommendations regarding future use of the site, agency or program.
10. Citations, references, acknowledgements, if not included in the narrative. Make a reference list to the basic printed resources of most use to you during the assignment.
11. Appendices, including any products that resulted from the internship experience such as project reports, education materials, etc.

#### *Oral*

The student will be required to make an oral presentation before students and faculty during the comprehensive exam phase. The student is expected to report on activities encountered during the internship and especially those activities related to broader health care industry issues.

### **5. Responsibilities**

#### **A. Student**

1. Six months before intending to participate in an internship, begin to think about sites and meet with faculty advisor. Keep in mind career goals and geographic preferences.
2. Meet with internship advisor regarding the internship to formalize intent and go over guidelines.
3. Beginning at least one semester prior to internship - review the list of potential sites and decide on top choices.
4. Contact sites, make a final decision, and establish who will be your site supervisor.
5. Check with the Mississippi College Graduate School for existing affiliation agreement. An agreement between the site and Mississippi College must be in effect prior to the start of the internship. The internship contract should therefore be submitted to the Mississippi College Graduate School at least 2 months prior to placement.

6. Develop and finalize learning objectives and specific activities to accomplish these objectives in collaboration with the site supervisor and faculty advisor prior to site placement.
7. Finish internship agreement and send a signed copy to the site supervisor, Mississippi College internship coordinator, and your faculty advisor. This must be done before beginning the internship experience in order to receive credit. Register for credit for the internship.
8. Examine learning objectives with the site supervisor at the beginning of the internship.
9. Make monthly reports of activities from your hand written journal/log to internship supervisor on the Clinton campus.
10. Prepare a final report to be read and signed by the site supervisor, your advisor, and 1 other faculty person (use the title page provided in the Appendices).
11. Submit your report, evaluations and the internship agreement, including the final signatures, to the Mississippi College Graduate School Office by the semester's last day of classes. Your documents will be forwarded to the MHSA Advisor.
12. Represent the University and yourself in a professional manner.
13. Follow the rules and regulations of the organization sponsoring your internship.

Consult your MHSA advisor often, especially if problems should arise.

### **B. Site supervisor**

1. Look over and approve the learning objectives before the internship begins.
2. Help develop learning objectives and activities that will benefit both student and on-site organization, and provide initial approval for the internship agreement.
3. Have input when arranging the student experience.
4. Insure that the student is completing requirements at the site.
5. Insure that the student has physical space at the site.
6. Provide orientation, direction and supervision to the internship student.
7. Oversee progress of the student and communicate periodically with the MHSA faculty advisor.
8. Review and approve (sign off on title page) the final internship report.
9. Participate in evaluation of the student.
10. Provide final completion signature for the internship contract.

Contact the faculty advisor if a problem arises that is not resolved after meeting with the student.

### **C. Faculty advisor**

1. Meet with student to discuss possible sites
2. Insure all program paperwork has been completed with appropriate signatures.
3. Help develop learning objectives and activities, and provide the initial signature for the internship contract.
4. Meet with the internship student at least twice during the experience.
5. Maintain communication with the student and the site supervisor through visits, emails or phone contacts throughout the experience.
6. Review and grade the final internship report, and provide final signatures for the internship contract
7. Complete the University Grade Report.

## How to Become an Internship Site

The director of any agency wishing to become a Health Services internship site should contact the MHA Internship Coordinator at [forten00@mc.edu](mailto:forten00@mc.edu)

The phone number is (601) 925-3982. The following criteria are used to determine if the site meets the requirements of Mississippi College.

- 1 The site location is within the U.S.
2. The agency may be either public or private, profit or not for profit.
3. The selected agency or site must offer the student the practical application of principles of the healthcare industry which should be specified as goals and objectives to be achieved during the assignment of the trainee.
4. The time of assignment will not be less than 150 on-site clock hours (three academic credits).

### **Student Checklist for MHA Internship Experience**

#### **Mississippi College Graduate School, Master's of Health Services Administration**

You have enrolled for MHA Internship Credit (HSA 6593). The following information will outline all the steps you need to take to successfully complete your internship and internship paperwork requirements. Melanie Fortenberry is the HSA Internship Coordinator and Faculty Advisor. Call 601-925-3982 if you need further assistance, or E-mail: [forten00@mc.edu](mailto:forten00@mc.edu)

1	Meet with health services advisor to discuss possible sites
2	Review the list of potential sites and decide on top choices. Site eligibility includes the site having a written affiliation with Mississippi College Graduate School. Affiliations should be initiated 45 days prior to your start date and after concurrence from the planned site. The information on the Contract for Internship will be used to initiate any necessary affiliations.
3	Start to complete the Internship Contract (see forms section). This involves developing learning objectives in collaboration with your advisor and site supervisor.
4	Complete the Internship Contract; please note that you must have all signatures and an affiliation established prior to beginning your experience. Provide the MHA advisor, and site supervisor with a copy of the completed contract before you begin your experience.
5	Meet and maintain contact with your advisor during the internship.
6	Prepare and complete your internship report. This report should be read, approved and signed by your site supervisor, your advisor and 1 other faculty person. Use the pre-printed title page from the forms section.

7	Get the final signatures on the original Internship Contract and return it to the Mississippi College Graduate School along with a copy of your approved report.
8	Evaluations. There are two evaluation forms (in the forms section), one for the site supervisor and one for yourself. Please distribute these forms and ensure that they are returned to the Mississippi College Graduate School by the end of your internship.
	<b><i>All students are expected to represent the University and themselves in a professional manner and to adhere to the rules and regulations of the internship site. Should there be a problem that cannot be satisfactorily resolved with your site supervisor, consult with your faculty advisor. If the problem is still not resolved, contact the MHSA Advisor or Mississippi College Graduate Dean.</i></b>

**Mississippi College, Clinton, MS  
Master's of Health Services Administration  
Request for Internship**

<b>Student Name:</b>  <b>Address:</b>	<b>ID:</b>  <b>Phone:</b>  <b>Email:</b>
<b>Internship Site: [Provide full address]</b>  <input type="checkbox"/> <b>Affiliated</b> <input type="checkbox"/> <b>Seeking Affiliation</b>	<b>Dates Requesting Internship:</b>  <b>Hours per Week:</b>
<b>Site Supervisor:</b>  <b>Title:</b>	<b>Phone</b>  <b>Fax</b>  <b>Email:</b>
<b>Signatures Required for Internship</b>  <b>Beginning</b>	<i>Beginning Date:</i>  <i>Ending Date:</i>
<i>Student</i>	<i>Date</i>
<i>Internship Site Supervisor</i>	<i>Date</i>
<i>MHSA Advisor</i>	<i>Date</i>

Attach Proposed Learning Objectives: (attach additional sheets)

Attach Proposed Internship Activities: (attach additional sheets)

<b>Signatures Required for Ending Internship</b>	
<b>Completion</b>	<i>Ending Date:</i>
<i>Student</i>	<i>Date</i>
<i>Internship Site Supervisor</i>	<i>Date</i>
<i>MHSA Advisor</i>	<i>Date</i>

**Mississippi College Graduate School  
Box 4029, Clinton, MS 39058  
Master of Health Services Administration  
INTERNSHIP REPORT TITLE PAGE**

TITLE: \_\_\_\_\_

SITE: \_\_\_\_\_

STUDENT  
NAME: \_\_\_\_\_

COMPLETION DATE: \_\_\_\_\_

Site Supervisor Approval Report:

\_\_\_\_\_  
Signature

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

Advisor Approval of Report:

\_\_\_\_\_  
Signature:

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

I do \_\_\_\_\_, do not \_\_\_\_\_ give permission for this report to be made available for review by the general public.

Student Signature: \_\_\_\_\_

**Mississippi College Graduate School  
Box 4074, Clinton, MS 39058  
Master's of Health Services Internship  
STUDENT EVALUATION OF INTERNSHIP SITE**

**Student Internship Program:** \_\_\_\_\_ **Semester** \_\_\_\_\_

**Faculty Advisor:** \_\_\_\_\_

**Internship Site:** \_\_\_\_\_

**Internship Site Supervisor:** \_\_\_\_\_

***To the Student:***

Please use this form to evaluate your internship site. Your response will help both the faculty member and the Internship Program monitor the quality of the internship experience. Your honest evaluation is much appreciated.

Using the following scale, circle the response that represents your perception of your supervising faculty member's performance. In the space provided, please add comments to clarify and support your response.

**MARKING INSTRUCTIONS:**

**1 = Agree Strongly 2 Agree 3 = Disagree Strongly 4 Disagree**

- |  |   |   |   |   |
|--|---|---|---|---|
| 1. The staff were well qualified and experienced.  | 1 | 2 | 3 | 4 |
| 2. The facilities for students were adequate.  | 1 | 2 | 3 | 4 |
| 3. Orientation to the agency was adequate.   | 1 | 2 | 3 | 4 |
| 4. Opportunities for discussion with the staff were adequate.                                  | 1 | 2 | 3 | 4 |
| 5. The assignments met my learning objectives.   | 1 | 2 | 3 | 4 |
| 6. Staff were supportive of students.  | 1 | 2 | 3 | 4 |
| 7. The agency provided the agreed upon resources for meeting learning objectives.              | 1 | 2 | 3 | 4 |
| 8. I was given a manageable workload at this internship site.                                  | 1 | 2 | 3 | 4 |
| 9. I recommend that this internship site be considered for internship placement in the future. | 1 | 2 | 3 | 4 |

Comments: (If you need additional space, please use back of page.)

## INTERNSHIP/SITE SUPERVISOR EVALUATION OF STUDENT PERFORMANCE IN INTERNSHIP PROGRAM

Student in Internship Program: \_\_\_\_\_ Semester & Year: \_\_\_\_\_

Faculty Advisor: \_\_\_\_\_ Date: \_\_\_\_\_

Internship Site:  
\_\_\_\_\_

Internship Site Supervisor: \_\_\_\_\_

To the Internship Site Supervisor:

Please use this form to evaluate the performance of the student named above. Your response will help the MHSA Internship Program evaluate the performance of their students in general, and will provide the basis for this student's semester grade. Your honest evaluation is much appreciated.

Using the following scale, circle the response that represents your perception of the interaction. In the space provided, please add comments to clarify and support your evaluation of the program.

### MARKING INSTRUCTIONS:

**1** = Agree Strongly    **2** = Agree    **3** = Disagree    **4** = Disagree Strongly

- |  |   |   |   |   |
|--|---|---|---|---|
| 1. Student demonstrated the ability to identify tasks necessary to accomplish goals or objectives.   | 1 | 2 | 3 | 4 |
| 2. Student demonstrated the ability to coordinate and implement tasks to accomplish goals or objectives.   | 1 | 2 | 3 | 4 |
| 3. Student demonstrated the ability to evaluate and to improve the effectiveness of his/her own work.  | 1 | 2 | 3 | 4 |
| 4. Student demonstrated the ability to make decisions or recommend decisions based on his/her assessment of a situation.   | 1 | 2 | 3 | 4 |
| 5. Student accepted responsibility.  | 1 | 2 | 3 | 4 |
| 6. Student was adaptable and worked well in difficult situations.  | 1 | 2 | 3 | 4 |
| 7. Student demonstrated effective time management skills.  | 1 | 2 | 3 | 4 |
| 8. Students understood the significant components of the field agency including the mission statement, organizational structure, job design, motivation and reward system. | 1 | 2 | 3 | 4 |

MARKING INSTRUCTIONS:

1 = Agree Strongly   2 = Agree   3 = Disagree   4 = Disagree Strongly

9. Student demonstrated ability to use the agency's resources (human and material), procedures and structures, effectively.      1   2   3   4

***Interpersonal Skills***

1. Student worked effectively in task-oriented groups reflecting diverse people and perspectives.      1   2   3   4
2. Student demonstrated an ability to work effectively with a spectrum of citizens and/or consumers served by the agency.      1   2   3   4
3. Student demonstrated an ability to present ideas in a professional manner.      1   2   3   4
4. Student demonstrated an ability to negotiate and to resolve conflict.      1   2   3   4
5. Student demonstrated the ability to coordinate the efforts of a task-oriented group.      1   2   3   4
6. Student demonstrated effective written communication skills.      1   2   3   4
7. Student demonstrated effective oral communication skills.      1   2   3   4

***Professional Character***

1. Student adheres to commitments made to the agency, colleagues and citizens (clients/consumers).      1   2   3   4
2. Student acts in accordance with high standards of professional integrity and impartiality.      1   2   3   4
3. Student is respectful, fair and courteous.      1   2   3   4

Comments: (attach additional page as needed).

