Southern Illinois University Carbondale

Bachelor of Science in Health Care Management
Internship Handbook
# TABLE OF CONTENTS

## INFORMATION FOR INTERNS ................................................................. 3

- Introduction ......................................................................................... 3
- Purpose and Goals of the Internship ..................................................... 3
- Planning for Your Internship ............................................................... 3
- Internship Process ................................................................................ 4
- Responsibilities of the Intern ............................................................... 7

## INFORMATION FOR PRECEPTORS ......................................................... 9

- Introduction ......................................................................................... 9
- Memorandum of Understanding (MOU) .................................................. 9
- Preceptor Orientation .......................................................................... 9
- Internship Requirements ...................................................................... 9
- Responsibilities of the Preceptor ........................................................ 10

## INTERNSHIP POLICIES ...................................................................... 11

- Attendance ......................................................................................... 11
- Holidays .............................................................................................. 11
- Outside Employment ........................................................................... 11
- Inclement Weather ............................................................................. 11
- Request for Time-Off .......................................................................... 12
- Transportation and Parking ............................................................... 12
- Dress Code ......................................................................................... 12
- Handling Unanticipated Situations ..................................................... 12

## APPENDICES ................................................................................. 14
INFORMATION FOR INTERNS

Introduction

Congratulations! You have reached the last stop in your HCM journey here at SIU—the internship. This handbook will outline the information you need to prepare for, complete, and succeed in your internship. It is your responsibility to be familiar with this information and act in accordance. Please use the checklist in the Appendix to guide you through the process.

The internship is required of all students pursuing the Bachelor of Science in Health Care Management. As the cumulating experience of the program, the internship provides you the opportunity to apply the knowledge and skills you have learned in HCM courses to real healthcare problems and situations. Furthermore, you will complete your internship under the supervision of a qualified and experienced healthcare professional. This provides you the opportunity to learn from those already working in the field and builds a bridge from your current academic world to your future professional world.

Purpose and Goals of the Internship

The purpose of the internship is to provide you with professional experience. For some students, the internship may be the only work experience acquired before graduation. As such, the internship provides a critically important experience to gain insights from the field. Additionally, the internship provides an opportunity for professional development and for you to solidify your career goals. Finally, you will interact with healthcare professionals from a variety of disciplines, enhancing your understanding of interprofessional collaboration necessary to meet patients’ needs.

The goals of the internship experience are to:

- Observe and interact with a variety of healthcare professionals
- Gain practical experience in a healthcare organization
- Enhance understanding and application of health management principles
- Establish professional contacts in the healthcare field
- Strengthen professional skills required of healthcare managers

Planning for Your Internship

Below are important considerations as you begin planning for your internship:

- Meet with your Academic Advisor regularly to complete prerequisite and HCM courses. Please note: all core classes must be completed before starting your internship. The following are the core classes: HCM 320, HCM 340, HCM 360, HCM 364, HCM 365,
HCM 366, HCM 375, HCM 382, HCM 384, HCM 385, HCM 388, HCM 390, HCM 410, HCM 413, HCM 420, and HCM 421.

- Join the Student Healthcare Management Association (SHMA) to meet other HCM students and ask about their internship experiences. SHMA also provides career exploration and networking opportunities, which will be helpful in narrowing your career goals. Consider joining other professional organizations as well (see Appendix).
- Make note of which courses interest you the most and which health care settings you prefer. This can be helpful in narrowing down an internship site.
- Attend an internship orientation session (required to enroll in HCM 421).

**Internship Process**

**Step 1: Attending an Internship Orientation Session**

Prior to enrolling in HCM 421, you are required to attend an internship orientation session. Orientation sessions will be held both in-person and online to accommodate all HCM students. During the orientation session, the Internship Handbook will be distributed and HCM 421 and HCM 422 will be discussed. You will also have the chance to review the list of health care organizations that currently have an MOU on file with SIU. If an MOU is not a file at the facility you wish to do your internship, a new MOU will need to be required (see step 3).

**Step 2: Identifying an Internship Site**

Following the orientation session, you should begin identifying internship sites you are interested in; you will secure your internship site during HCM 421. Students are recommended to identify three potential internships they wish to intern at (list on the checklist in the Appendix). Each internship site accepts a different number of interns each semester and has different criteria for selecting interns. Identifying more than one internship site will provide “back-ups” if necessary. Please note that you are not guaranteed an internship at one of these sites. The Internship Coordinator can work with you to identify internship sites that fit your interests and career goals. If a student is unable to locate an internship site, the Internship Coordinator may assign the student to an internship.

If you will be completing your internship at your current site of employment, the following guidelines must be met:
- Internship responsibilities are separate from and not related to current work responsibilities
- Internship hours must extend beyond current work hours
- The internship preceptor and current supervisor must be separate individuals
Step 3: Requesting a New MOU (if necessary)

If you identify an internship site that does not currently have an MOU on file with SIU, a new MOU will need to be requested. Students should work with the Internship Coordinator to complete this process. **Please note that a new MOU may take 6 to 8 months or longer to process.** Please start this process as early as possible if necessary. Below are MOU request deadlines to limit delays in completing your internship:

- Fall semester internship: contact Internship Coordinator no later than February 1 prior
- Spring semester internship: contact Internship Coordinator no later than June 1 prior
- Summer semester internship: contact Internship Coordinator no later than October prior

Step 4: Applying to Internship Site

Each internship site has a different process for applying to internship sites. Instructions are included in the HCM Current Internship Database file available to all students enrolled in HCM 421. Please follow the provided instructions for applying to your desired internship site. If you are unable to secure an internship at your first-choice site, apply to your second choice as identified in step 1. If you have any questions, please contact the Internship Coordinator.

Step 5: Securing your Internship

Congratulations! Reaching this step means you have been offered an internship and now need to secure your internship. There are several steps you need to take to complete this process.

- Complete the Internship Agreement Form (see Appendix)
  - You will need to work with your preceptor to complete this form. In addition to basic contact information, you and your preceptor will identify your work schedule for the internship and the projects or activities you will complete during your internship.
  - The final agreement form must be submitted to the Internship Coordinator to enroll in HCM 422 (prior to the start of your internship).
- Provide immunization records
  - You will need to provide records of the following immunizations:
    - **Tetanus-Diphtheria-Pertussis:** Proof of three (3) Tetanus vaccinations containing Pertussis (DTP, DPT, DTap, or Tdap) are required. One dose must be Tdap. One dose must be within the last 10 years. TT is not acceptable.
    - **Measles-Mumps-Rubella (MMR):** Two (2) doses are required. All doses must be on or after 1st birthday at least 28 days apart and after 12/31/67.
      - If vaccines were given separately, the same guidelines apply.
      - Positive serum titers are also acceptable proof of immunity. Copy of lab reports must be submitted.
    - **Meningitis Conjugate:** One (1) required on or after 16th birthday (applicable only to students under age 22).
Immunization records can be obtained from SIU Student Health Services, your high school, or your health care provider.

- Immunization records must be submitted before starting your internship.

- **Tuberculosis (TB) skin test**
  - You will need to provide a copy of a negative TB test. TB tests are valid for one year. You are responsible for covering the cost of the test.
  - TB skin test must be submitted before starting your internship.

- **Hepatitis B vaccination or signed waiver**
  - You will need to provide records of the Hepatitis B vaccination or sign the waiver form (see Appendix). You are responsible for covering the cost of the Hepatitis B vaccination, if applicable.
  - Hepatitis B vaccination record or signed waiver must be submitted before starting your internship.

- **Criminal background check (if required by facility)**
  - You need to check with the facility to determine if a criminal background check is required. If so, you are responsible for obtaining and submitting the background check to the facility within the timeframe specified by your Preceptor.
  - You do not need to submit this information to the Internship Coordinator.

- **Drug screening (if required by facility)**
  - You need to check with the facility to determine if a drug screening is required. If so, you are responsible for obtaining and submitting the drug screening to the facility within the timeframe specified by your Preceptor.
  - You do not need to submit this information to the Internship Coordinator.

- **Influenza vaccination (if required by facility)**
  - You need to check with the facility to determine if the influenza vaccine is required. It is recommended for all students who have direct contact with patients.
  - You do not need to submit this information to the Internship Coordinator.

### Step 6: Completing your Internship

Over the duration of your internship, you will need to adhere to the responsibilities of the intern (outlined below). Additionally, you will need to complete the requirements of HCM 422. Be sure to log into MyCourses frequently throughout your internship to submit requirements according to outlined timeframes. It is critical that you submit assignments on time, as this provides the necessary communication with the Internship Coordinator to monitor the internship process.

The academic requirements of HCM 422 are as follows:

- **Weekly Journals**
  - You will complete weekly journals throughout your internship that detail your current experience, activities, projects, observations, and meetings. Journals must be submitted each week on MyCourses.

- **Weekly Timesheets**
You will keep track of your internship hours on the provided timesheet. Your Preceptor will validate your timesheet by initialing at the end of each week. Timesheets will be turned in monthly on MyCourses.

- Evaluations
  - Your Preceptor will evaluate your progress and competencies twice during your internship: once at the midpoint of your internship and once at the end of your internship. You and your Preceptor should review the evaluation together. After you have reviewed your evaluation with your Preceptor, you will submit your evaluation on MyCourses. Evaluations must be submitted within 48 hours of review.

- Interprofessional Shadowing Reflection
  - During your internship, you will complete a minimum of two (2) shadowing experiences with a profession other than health administration (i.e. physician, nurse, physical therapist, dietician, etc.). You and your Preceptor should work together to identify these shadowing experiences. After each shadowing experience, you will complete a brief (1-2 page) reflection on the roles and responsibilities of the professional and the ways in which this profession interacts with health administrators. These reflections should be submitted to MyCourses by the end of your internship.

Additional details and specifications are outlined in the HCM 422 syllabus and will be provided on MyCourses.

**Responsibilities of the Intern**

- Complete and submit the Internship Agreement Form and other requirements outlined in step 4 above within required timeframes.
- Complete a total of 150 contact hours at the internship site.
  - All contact hours must be completed at the internship site and/or under the supervision of the Preceptor. Work completed at home does not count toward contact hours. Assignment completion for HCM 422 also does not count toward contact hours (such as weekly reflection journals).
- Complete weekly journals and other required assignments as outlined in the HCM 422 syllabus.
- Commit to the work schedule determined with the Preceptor. Any adjustments in this work schedule must be approved by both the Preceptor and Internship Coordinator. Failure to adhere to the work schedule may lead to termination from the internship and a failing grade in HCM 422. Students are not allowed to repeat HCM 422.
- Adhere to the policies and procedures of the healthcare organization and of the HCM Internship Program (see Appendix).
- Establish a productive and respectful working relationship with the Preceptor, coworkers, volunteers, patients, and other members internal and external to the organization.
• Maintain confidentiality with respect to any and all information the intern reviews or hears while at the organization.
• Complete all projects and/or goals outlined on the Internship Agreement Form in the timeframes determined by Preceptor.
• Be proactive in seeking additional opportunities to assist with projects at the healthcare organization.
• View the internship as a learning experience; take notes, ask questions, and explore the decision-making processes that managers engage in daily.
INFORMATION FOR PRECEPTORS

Introduction

Thank you for your commitment to the Health Care Management (HCM) Internship Program and your support of our interns! The internship is a vital component of the program, as it provides students to opportunity to apply the knowledge and skills they have learned in HCM courses to real healthcare problems and situations. For some students, the internship may be the only work experience acquired before graduation. As such, the internship provides a critically important experience to gain insights from the field.

The goals of the internship experience are for students to:
- Observe and interact with a variety of healthcare professionals
- Gain practical experience in a healthcare organization
- Enhance understanding and application of health management principles
- Establish professional contacts in the healthcare field
- Strengthen professional skills required of healthcare managers

Memorandum of Understanding (MOU)

A MOU must be established between SIUC and your facility before a student can begin their internship. The MOU approval process can take 6 to 8 months or longer. As such, we recommend beginning this process as early as possible to prevent delays in internship start dates.

Preceptor Orientation

A recorded webinar will be provided to all preceptors. The purpose of this webinar is to explain the goals and purpose of the internship program, orient preceptors to HCM Internship Policies, and outline the responsibilities and expectations of the Intern, Preceptor, and Internship Coordinator. A copy of the Internship Handbook will also be made available to all preceptors.

Internship Requirements

Each student must complete a minimum of 150 contact hours. These hours must be completed at the internship site and/or under the supervision of the Preceptor.

Before a student begins his/her internship, an Internship Agreement Form will be completed in coordination with the Preceptor. In addition to contact information, this form will specify the Intern’s work schedule during the internship as well as the major projects or activities the Intern will complete. You are free to identify projects or activities that best fit the needs of the organization and the goals of the internship. Example projects or activities include:
- Conduct a data analysis project
• Create a training plan and presentation
• Update policies and procedures
• Participate in process improvement projects
• Participate in budget planning

During the internship, the Intern will be required to complete the following:
• Weekly journals that detail experiences, activities, projects, observations, and meetings
• Weekly timesheets that track internship hours
  o We ask you to validate the Intern’s timesheet by initialing at the end of each week.
• Evaluations of the Intern’s progress and competencies
  o You will evaluate the Intern twice during the internship: once at the midpoint of the internship and once at the end of the internship. We ask you to review the evaluation will the Intern. After you have reviewed the evaluation with the Intern, please provide the evaluation to the Intern to submit.
• Interprofessional shadowing and reflection
  o During the internship, the Intern should complete a minimum of two (2) shadowing experiences with a profession other than health administration (i.e. physician, nurse, physical therapist, dietician, etc.). You are free to identify the professionals and the length of observation. The goal of the interprofessional shadowing experience is to provide insights on the vast roles and responsibilities that comprise healthcare organizations.

Responsibilities of the Preceptor
• Provide overall supervision of the internship experience.
• Work with the Intern to identify relevant and meaningful projects and/or goals to be completed during the internship.
  o The Intern will document and submit these goals to the Internship Coordinator via the Internship Agreement Form (to be signed by both Intern and Preceptor).
• Meet with the Intern regularly to discuss progress, problems, and questions.
• Allow the Intern to attend meetings that the Preceptor is attending, when feasible.
• Communicate with the Internship Coordinator if problems or concerns arise.
• Complete two evaluations with the Intern: one at the midpoint of the internship and one at the end of the internship. These forms should be reviewed with and provided to the Intern.
• Complete a Preceptor Evaluation form to provide feedback on your experience as a Preceptor. This form will be completed via Survey Monkey and will be sent via email from the Program Director.
INTERNSHIP POLICIES

Attendance

The Intern must comply with the policies and rules set forth by the Preceptor and the health care organization. Interns are expected to maintain a regular work schedule. The Intern must notify both the Preceptor and Internship Coordinator in the event of an unexpected absence (i.e. illness). It is the Intern’s responsibility to call the Preceptor at least 30 minutes prior to the start of scheduled work time; additionally, the Intern must email the Internship Coordinator on the day of the absence. If the Intern is out from work for three or more consecutive workdays, he/she must submit a doctor’s note to both the Preceptor and Internship Coordinator. Time lost due to illness must be made up before the end of the internship.

Interns must report to their internship at the designated start time. Tardiness is unacceptable. Three late arrivals will be considered one absence. Repeated absences and/or tardiness can result in dismissal from the internship and a failing grade in HCM 422.

Any issues with attendance should be documented on the weekly timesheet and communicated to the Internship Coordinator.

Holidays

The Intern will follow the holiday schedule recognized by the health care organization and not of the University. Interns are entitled to observe religious holidays. Interns should communicate absence due to observation of a religious holiday to the Preceptor and Internship Coordinator at least one week prior to the holiday. Time lost should be made up prior to the end of the internship. Preceptors are asked to work with Interns to meet these needs.

Outside Employment

There is no restriction on holding outside employment in addition to the internship. However, Interns should not leave their internship early or arrive late due to outside employment. Furthermore, outside employment cannot interfere with the Intern’s responsibilities at the organization. If outside employment interferes with attendance or responsibilities, the Intern may be dismissed from the internship and a failing grade assigned in HCM 422.

Inclement Weather

If inclement weather occurs when the Intern is scheduled to work, it is the Intern’s responsibility to call the Preceptor within 30 minutes prior to the start of scheduled work time. The Intern should also email the Internship Coordinator. The Intern should document “Weather” on his/her timesheet. Time lost due to inclement weather must be made up before the end of the internship.
Request for Time-Off

Requests for time-off are left to the discretion of the Preceptor and health care organization. Interns must submit any request for time-off at least two weeks in advance. If granted, the Intern must arrange to make up time lost with the Preceptor.

Transportation and Parking

Interns are responsible for transportation to and from the internship site. Interns should park only in designated areas and are responsible for any fees that may be associated with parking at the facility.

Dress Code

Interns are expected to adhere to the health care organization’s policies and rules regarding dress code. At a minimum, the following expectations must be met:

- Professional/business attire should be worn consistently. Dress should be appropriate for the work responsibilities involved. Open toe shoes should not be worn.
- If an identification badge is required by the health care organization, the badge must be worn so it is easily visible at all times.
- Hair must be of natural color, clean, neatly groomed, and be kept in a way that does not interfere with duties or safety.
- Make up, perfume, and cologne should be moderately applied. Please be cognizant of patient sensitivities to fragrances.
- All visible tattoos must be covered and body piercings outside the ear lobes are prohibited during working hours.
- Fingernails should be clean and trimmed, extending no more than ¼” beyond fingertips. Acrylic nails should not be worn. Clear or conservative light-colored nail polish may be worn.
- Proper hygiene should be maintained at all times.

Handling Unanticipated Situations

Activities Not Specified on Internship Agreement Form

Interns may be asked to perform functions that are not anticipated but are within the general expected duties of any internship. These may include photocopying, answering telephones, delivery of documents, etc. While these activities are important to the operation of any healthcare organization and a certain level of these activities is expected in any position, these activities should not constitute most of the internship. If Interns feel they are performing a substantial amount of these activities, please contact the Internship Coordinator.
Activities Against Values or Beliefs

In the unlikely situation that Interns asked to perform certain activities that are unethical or compromise their personal values or beliefs, please contact the Internship Coordinator.

Discrimination or Harassment

If Interns feel they are being harassed or discriminated in any way, please contact the University Affirmative Action Office or the Internship Coordinator for further guidance. The University Affirmative Action Office is located in Miles Hall, Room 120 (phone: 618-536-6618).

Similarly, if a Preceptor feels the Intern is acting in a discriminatory or harassing manner, please contact the University Affirmative Action Office or the Internship Coordinator.

Workplace Safety

If Interns are concerned with workplace hazards or general workplace safety, please contact the Internship Coordinator.
APPENDICES

Securing an Internship Checklist ................................................................. 15
HCM Internship Handbook & Policies Acknowledgement Form .................. 16
Internship Agreement Form ........................................................................ 17
Hepatitis B Waiver Form ........................................................................... 18
Evaluation of Intern Competencies ............................................................. 19
Professional Organizations ......................................................................... 21
<table>
<thead>
<tr>
<th>☑️</th>
<th>Date Completed</th>
<th>Action Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>_____________</td>
<td>Attend internship orientation session</td>
</tr>
</tbody>
</table>
| ☐  | _____________ | Identify three potential internship sites:  
|     |                | 1. __________________________________________________ |
|     |                | 2. __________________________________________________ |
|     |                | 3. __________________________________________________ |
| ☐  | _____________ | Email Internship Coordinator to request new MOU (if applicable) |
| ☐  | _____________ | Apply to internship site(s) as required by site(s) |
| ☐  | _____________ | Complete Internship Agreement Form with Preceptor |
| ☐  | _____________ | Email Internship Agreement Form to Internship Coordinator  
|     |                | (required to enroll in HCM 422) |
| ☐  | _____________ | Submit immunization records on MyCourses |
| ☐  | _____________ | Submit Tuberculosis Skin Test on MyCourses |
| ☐  | _____________ | Submit Hepatitis B vaccination record or signed waiver on MyCourses |
| ☐  | _____________ | Obtain background check if required by facility |
| ☐  | _____________ | Obtain drug screening if required by facility |
| ☐  | _____________ | Obtain influenza vaccination if required by facility |
I, ______________________________, have received and read the HCM Internship Handbook. I understand that it is my responsibility to understand and abide by the information provided in the handbook. I also understand it is my responsibility to seek clarification from the Internship Coordinator if I do not understand information in the handbook.

I understand that I will be treated at an employee at my internship site and I must follow the policies and procedures of the facility. I understand I must follow the schedule as outlined on the Internship Agreement Form and must communicate any concerns or questions to my Preceptor and/or the Internship Coordinator. I understand if I fail to uphold the policies outlined in this handbook and/or the policies of the healthcare organization, I may be subject to disciplinary measures which may result in being dismissed from my internship.

By signing below, I acknowledge receipt of the HCM Internship Handbook and understand the obligations outlined.

____________________________________________________________
Signature

____________________________________________________________
Date
Internship Agreement Form
Southern Illinois University Carbondale
Health Care Management

The purpose of this Agreement is to outline the arrangements between the student intern and the preceptor/internship site. Please complete this form in its entirety. Students are required to submit this form prior to the internship start date.

Student Name: ____________________________ Dawg Tag: __________

Address: __________________________________________________________________

Email: ________________________________ Phone Number: ________________________

HCM 422 Term:  ☐ Spring  ☐ Summer  ☐ Fall  Credit Hours: ______

INTERNERSHIP INFORMATION:

Organization Name: __________________________________________________________________

Address: __________________________________________________________________________

Preceptor Name: ____________________________ Title: _________________________________

Preceptor Email: ____________________________ Phone: ________________________________

Internship Start Date: ___/___/______  Internship End Date: ___/___/______

Hours per Week: ________  Work Schedule: __________________________________________

Internship Projects, Activities, or Assignments:
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Any changes to the above information must be approved by the Internship Coordinator.

________________________________________________________________________________
Student Signature  Date

________________________________________________________________________________
Preceptor Signature  Date
Hepatitis is a serious viral infection of the liver. The most severe form of Hepatitis is caused by a virus known as Hepatitis B. Hepatitis B can be spread to health care workers by accidental needle stick or other exposures to blood or bodily fluids of Hepatitis B-infected patients. There is no known cure once a patient is infected, but a vaccine is available that can prevent Hepatitis B infection if you are accidentally exposed to Hepatitis B-infected blood or bodily fluids.

I, ________________________________, understand that due to my occupational exposure to blood or other potentially infectious items or materials, I may be at risk for acquiring the Hepatitis B virus. I have read the *Information Sheet: Hepatitis B and Hepatitis B Vaccine*, available on D2L, and had an opportunity to ask questions. However, I decline the Hepatitis B vaccination at this time. I understand that by declining this vaccination, I continue to be at risk of acquiring Hepatitis B. I understand that if, in the future, I continue to have occupational exposure to blood or other potentially infectious items or materials and want to be vaccinated, I can receive the vaccination series at the time.

_______________________________  __________________
Signature                    Date
Evaluation of Intern Competencies  
Southern Illinois University Carbondale  
Health Care Management

Date of Evaluation: _________________  ☐ Midpoint Evaluation  ☐ Final Evaluation

Student Name: ________________________________________________________________

Preceptor Name: ______________________________________________________________

Please rate the intern on his/her performance in the following competencies

<table>
<thead>
<tr>
<th>Competency Level</th>
<th>4</th>
<th>Advanced</th>
<th>Deep understanding and skills. Applies competency regularly and independently. Role model for this competency.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td>Proficient</td>
<td>Sufficient understanding and skills. Applies competency regularly with prompting required at times.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Developing</td>
<td>General understanding of key principles. Capable of applying competency with coaching and support.</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>Inadequate</td>
<td>Does not demonstrate competency at expected level, even with coaching and support.</td>
</tr>
<tr>
<td>NA</td>
<td></td>
<td>Not Assessed</td>
<td>Competency not able to be assessed</td>
</tr>
</tbody>
</table>

**COMMUNICATION AND RELATIONSHIP MANAGEMENT**

- Demonstrates effective interpersonal relations
- Provides internal customer service
- Prepares and delivers business communications, including meeting agendas, presentations, and business reports
- Sensitive to what is correct behavior when communicating with diverse cultures, internal and external
- Provides and receives constructive feedback
- Uses factual data to produce and deliver credible and understandable reports

**LEADERSHIP**

- Adheres to legal and regulatory standards
- Uses collaborative techniques when engaging with co-workers
- Holds self accountable

**PROFESSIONALISM**

- Adheres to ethical business principles
- Adheres to professional norms and behaviors
- Demonstrates time management skills
- Conducts frequent self-assessments
- Networks with colleagues
### KNOWLEDGE OF HEALTHCARE ENVIRONMENT

<table>
<thead>
<tr>
<th>Topic</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare and medical terminology</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Levels of healthcare along the continuum of care</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Evidence-based management practice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Healthcare economics</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Interrelationships among access, quality, cost, resource allocation, accountability, and community</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Physician roles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Nurse and allied health professionals’ scope of practice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Role of nonclinical professionals in the healthcare system</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Workforce issues</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Staff perspective in organizational settings</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Patient perspectives</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Socioeconomic environment in which the organization functions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Healthcare trends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Healthcare technologies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Regulatory and administrative environment in which the organization functions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

### BUSINESS SKILLS AND KNOWLEDGE

<table>
<thead>
<tr>
<th>Skill</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to analyze and evaluation information to support a decision or recommendation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Ability to distinguish relevant from irrelevant information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Collect and analyze data from internal and external sources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Identify alternate processes and potential solutions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Demonstrate critical thinking and analysis</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Financial management and analysis principles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Human resources laws and regulations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Organizational policies and procedures and their functions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Build trust and cooperation between/among stakeholders</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Manage projects and/or resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Data analysis, including manipulation, understanding of and ability to explain data</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Technology privacy, confidentiality and security requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>Quality improvement theories and frameworks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

### GENERAL COMMENTS:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
Professional Organizations
Southern Illinois University Carbondale
Health Care Management

- American College of Healthcare Executives (ACHE)
  - Mission: To advance its members and healthcare management excellence
  - Student Membership Information: http://www.ache.org/faculty_students/students.cfm

- Mid-America Healthcare Executives Forum (MACHEF)
  - Local chapter of ACHE in the Central/Southern Illinois Region
  - More information: http://mhef.ache.org/

- Medical Group Management Association (MGMA)
  - Mission: Empower practices, providers, and patients to create meaningful change in healthcare
  - Student Membership Information: https://www.mgma.com/membership/memberships/individual/mgma-student-membership-first-year

- Healthcare Financial Management Association (HFMA)
  - Mission: Leading the financial management of health care
  - Student Membership Information: https://www.hfma.org/benefits/

- American Public Health Association (APHA)
  - Mission: Improve the health of the public and achieve equity in health status
  - Student Membership Information: https://www.apha.org/membership/student-membership