# HEALTH IT
# INTERNSHIP HANDBOOK FOR HOST SITES

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Information in this handbook is subject to change.

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## HEALTH IT PROGRAM OVERVIEW

To help meet the Health IT workforce needs of the healthcare industry, at Benjamin Franklin Institute of Technology we have developed two degrees in **Health Information Technology** including an Associate of Science and a Bachelor of Science pathway.

The programs are based on an interdisciplinary curriculum that is aligned with the multiple skillsets hiring organizations are looking for. Students are taught, not only technology skills, but also critical thinking, communication (oral and written), management (people and projects), facilitation, and teamwork skills as well as a solid knowledge of the medical language, regulations, and practices. The BS program is the only one of its kind in Massachusetts, with 50% of its core faculty holding a doctorate in their academic field.

## HEALTH IT INTERNSHIP PROGRAM

Internship is a crucial element of the above Health IT programs because it enables the students to gain practical experience in their field of study while allowing employers early access to highly motivated and well-prepared students for temporary or seasonal projects as well as providing them with opportunity to guide the topics in the curriculum.

We typically seek for **two types** of internship opportunities for our students:

1. **Academic Internships**: structured placements following academic criteria set forth in the HI445 Syllabus which award four credits and typically occur during the spring semester. Available to BS students required to complete a minimum of 160 hours for graduation.
2. **Summer Internships:** informal placements, akin to summer jobs that offer no credit and students are expected to return to school in the fall. Available to both AS & BS.

## ACADEMIC INTERNSHIP GUIDELINES

To provide meaningful academic internship opportunity, the Host Organization should develop challenging and realistic work assignments that can be completed within a semester. Interns must be assigned a mentor who will supervise and assess the intern throughout their internship. Interested Host Organizations should contact the Health IT Department Chair, Gerald Elysee, as

well as the Director of Career Services and Industry Partnerships, Emily Leopold and supply the following information which will help us promote the internship and identify candidates:

    a. Company overview
    b. Detailed intern scope of work
    c. Required qualifications
    d. Assigned supervisor and contact information
    e. Timeframe and duration of academic internships (160 hour required minimum)
    f. Compensation
    g. Intern evaluation form (supplied midway and at completion of internship)

Student performance is expected to be assessed by a Supervisor experienced in Health IT in order to receive proper academic credit. The Host Organization should complete and sign the Memorandum of Understanding (MOU) in Appendix B of this handbook.

## APPENDIX A. CONDENSED HI445 SYLLABUS – PROFESSIONAL EXPERIENCE

### COURSE DESCRIPTION:

In order to fully meet the educational requirements of the BS degree program in Health IT, students are placed in a healthcare organization to gain supervised work experience in a professional working environment. Students will perform various tasks assigned by the Host Organization.  Some of the tasks may be in the areas of Electronic Health Records (EHRs), Health Information Exchange (HIE), computer networking, Health Level 7, testing, information security, healthcare databases, clinical applications, implementation support and management, and a host of other Health IT areas.

### COURSE OUTCOMES:

1. Understand the duties and responsibilities assigned to Health IT specialists.
2. Comprehend appropriate dress codes, speech, and proper behavior in the workplace.
3. Work alongside Health IT and other professionals to build, implement, maintain, and/or upgrade computerized health information systems essential to the host organization.
4. Adapt and apply classroom lessons to solve problems encountered at the internship.

### INTERNSHIP HOURS:

Students need to spend, at a minimum, 40 hours in internship for every credit hour.  Given that HI445 is a four-credit course, the minimum number of hours that should be spent at the internship is 160 hours for the semester.

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## APPENDIX B. INTERNSHIP MEMORANDUM OF UNDERSTANDING

1. **Purpose:** This Memorandum of Understanding (MOU) serves to govern the relationship between _____ (*Host Organization*) and Benjamin Franklin Institute of Technology (BFIT) involved in either an academic internship or a summer internship engagement, by which BFIT students gain supervised work experience in their field of study at a real-world professional healthcare organization.

2. **Responsibilities:** Benjamin Franklin Institute of Technology has created this MOU to describe the mutual responsibilities between Benjamin Franklin Institute of Technology and _____ (*Host Organization*) to safeguard the interests and assure optimal internship benefits to all parties involved.

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**Duration of Agreement: This MOU shall be effective from _____ to _____ 20___**

**Benjamin Franklin Institute of Technology agrees to:**

1. Assist _____ (*Host Organization*) with promoting the internship among the Health IT students and help identify the right candidates.

2. Assist student to identify an internship placement that meets the educational requirements of the Health IT program.

3. Recommend for internship only those students who are in good academic standing.

4. Prepare student for a successful internship experience by advising them through training of the importance of employability skills—professionalism, punctuality, communication, security and confidentiality as well as overall workplace behavior including: attire, speech, and appearance.

5. Supply a BFIT representative available for assistance and consultation in administering the internship program.

6. Assign a faculty member such as Health IT Department Chair to collaborate with the _____ (*Host Organization*) in developing goals, and monitoring the progress of student through periodic site visits.

7. Award a grade and related academic credit based on student's internship performance and completion of work assignments as well as additional requirements set forth in related internship course, HI445, Professional Experience.

**The _____ (*Host Organization*) agrees to:**

1. Uphold the Equal Employment Opportunity (EEO) employer statement at end of MOU.

2. Assign an employee to serve as an internship site supervisor for the student.

3. Supply a description of the intern scope of work as well the name and contact information of the internship supervisor including e-mail address and phone number.

4. Provide meaningful supervised work experience throughout the internship period, based on areas agreed upon with Health Information Technology (IT) department chair.

5. Create work schedules that are not in conflict with student's course schedule.

6. Notify BFIT liaisons immediately of any changes in student's job responsibilities or schedule.

7. Encourage student intern to complete any remaining degree requirements at BFIT following the completion of the internship and refrain from offering full-time employment until after the student intern earns his/her degree.

8. Notify BFIT liaisons of any intention to offer full-time employment to student or extend the period of internship in which he/she is enrolled.

9. Speak briefly with a member of BFIT's career service team after the first two weeks at the internship site to get feedback regarding student timeliness, professionalism and overall performance.

10. Upon completion of 80 hours conduct a mid-point review, using the evaluation form shown in Appendix C, to assess student's performance and progress. Discuss upcoming work schedules and areas of concern. Provide the Health IT department chair: a completed midterm evaluation of individual interns' performance.

11. Hold final evaluation session at 160 hours of internship completion and submit a written evaluation of the student's performance to the Health IT program coordinator as well as the student intern using the evaluation form shown in Appendix C.

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## Benjamin Franklin Institute of Technology (BFIT)—Contact Information

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*Emily Leopold*
Director of Career Services and Industry Partnerships
Contact Info: 617-588-1338 | eleopold@bfit.edu

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## (Host Organization)—Contact Information

*Name of Host Organization Representative:* _____

Title: _____

Address: _____

Phone: _____

E-mail: _____

## ACCEPTED AND AGREED:

Signature of Host Organization Representative _____ Date: _____

Name and Title of Host Organization Representative: _____

Signature of BFIT Representative: _____ Date: _____

Name and Title of BFIT Representative: _____

*EEO Statement: We are an Equal Employment Opportunity employer and do not discriminate against any applicant or employee on any grounds protected under federal, state, or local law, including race, color, religion, creed, age, sex, national origin, ancestry, marital status, pregnancy, disability (including those related to pregnancy or childbirth), sexual orientation, genetic information, gender identity or expression, veteran status or any other characteristic or activity protected under federal, state or local law.*

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## APPENDIX C. <u>MIDTERM PERFORMANCE EVALUATION</u> OF ACADEMIC INTERN BY SITE SUPERVISOR

Student: _____     Host Organization: _____

Internship Period from _____ to _____     Hours/Week: _____ Total Hours: _____

Thank you for hosting a Benjamin Franklin Institute of Technology student intern! An important process for interns is receiving constructive feedback from supervisors about their performance. Please schedule a time to meet with your intern to review this evaluation in person. A BFIT representative will schedule a phone conversation to discuss ways to support the student's success during the second part of the internship.

Please discuss this evaluation with the student after completing this form, either you or the student can scan and e-mail it to: gelysee@bfit.edu.

This evaluation has been discussed with student.     [   ] YES          [   ] NO

**Midterm Evaluation Completed by:** Supervisor Signature: _____     Date: _____

**Midterm Evaluation Reviewed by:** Faculty Signature: _____     Date _____

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**Please provide a rating for each of the five skills outlined below and provide feedback on intern strengths and areas for growth. Feel free to add any skills that you feel may be missing.**

| Rating Scale —————— Skill | 1 = Very Poor | 2 = Poor | 3 = Below Average | 4 = Average | 5 = Above Average | 6 = Excellent | 7 = Exceptional | Rating: |
|---|---|---|---|---|---|---|---|---|
| **Reliability** | Intern adheres to work schedule; is punctual; meets task and project deadlines. | | | | | | | |
| *Comments:* | | | | | | | | |
| **Initiative** | Intern is a self-starter who initiates tasks and suggests improvement/changes; identifies problems & opportunities & seeks solutions; undertakes additional responsibilities & responds to situations as they arise without supervision. | | | | | | | |

| Rating Scale ————— Skill | 1 = Very Poor | 2 = Poor | 3 = Below Average | 4 = Average | 5 = Above Average | 6 = Excellent | 7 = Exceptional | Rating: |
|---|---|---|---|---|---|---|---|---|
| *Comments:* | | | | | | | | |
| **Oral Communication** | **Intern communicates clearly and professionally in person & on the phone. Asks questions and asks for clarification when needed. He/She is able to establish good relationships/rapport with internal staff & stakeholders.** | | | | | | | |
| *Comments:* | | | | | | | | |
| **Quantitative Skills** | Intern has the appropriate skills to track, compute, and/or analyze quantitative information. | | | | | | | |
| *Comments:* | | | | | | | | |
| **Technical Skills** | Intern demonstrates ability to perform entry level computer programming and scripting to maintain and improve HEALTH IT systems. | | | | | | | |
| *Comments:* | | | | | | | | |

Strengths/Competencies:

Areas for Improvement:

Additional Comments (how to approach the second half of the internship):

# APPENDIX C. FINAL EVALUATION OF ACADEMIC INTERN BY SITE SUPERVISOR

Student: _____     Host Organization: _____

Internship Period from _____ to _____     Hours/Week:_____ Total Hours:_____

Please evaluate the performance of the above student by rating the below statements.  Please mark N/A on any statement you think is irrelevant to the work activities performed by the student, thus is "Not Applicable" for evaluation.  We welcome any suggestion that can help make this form better.  Therefore, please add, delete, or comment on any of the statements.  Thank you.

Please discuss this evaluation with the student after completing this form, and then scan and e-mail it to: gelysee@bfit.edu.

This evaluation has been discussed with student.     [   ] YES          [   ] NO

**Evaluation Completed by:** Supervisor Signature: _____     Date: _____
**Evaluation Reviewed by:** Faculty Signature: _____     Date _____

**General Feedback:**

    A.  Please indicate the student's most obvious strengths.

    B.  Please share the greatest areas of improvement you observed during the course of this internship.

    C.  What are some of the areas in which student still needs improvement?

    D.  Please indicate any additional comments regarding the student's performance.

| EMPLOYMENT READINESS SKILLS | Very | Poor | Below | Average | Above | Excellent | Exceptional | N/A |
|---|---|---|---|---|---|---|---|---|

| | Poor | | Average | | Average | | | |
|---|---|---|---|---|---|---|---|---|
| **1. SELF MANAGEMENT** | | | | | | | | |
| a. Arrives on time and maintains agreed schedule of hours | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **b.** Produces high-quality, accurate work | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| c. Prioritizes and organizes to work efficiently | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **SELF MANAGEMET TOTAL POINTS (21 max)** | | | | | | | | |
| **2. COMMUNICATION** | | | | | | | | |
| **a.** Professional & timely VERBAL communication | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **b.** Professional, polished & timely WRITTEN communication | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| c. Clear & effective communication of TECHNICAL observations | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **COMMUNICATION TOTAL POINTS (21 max)** | | | | | | | | |
| **3. TEAMWORK** | | | | | | | | |
| a. Establishes rapport and credibility with coworkers | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| b. Assists and cooperates with coworkers | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| c. Addresses disagreement directly and professionally | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **TEAMWORK TOTAL POINTS (21 max)** | | | | | | | | |
| **4. PROBLEM SOLVING** | | | | | | | | |
| a. Independently resourceful | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| b. Offers creative solutions to problems | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| c. Integrates personal learnings toward future work | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **PROBLEM SOLVING TOTAL POINTS (21 max)** | | | | | | | | |
| **5. JUDGEMENT** | | | | | | | | |
| a. Understands professional, ethical, & social responsibilities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| b. Demonstrates appropriate cell phone use during work day | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| c. Appropriate work place dress and hygiene | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **JUDGEMENT TOTAL POINTS (21 max)** | | | | | | | | |
| **6. INITIATIVE** | | | | | | | | |
| a. Demonstrates a take charge attitude | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| b. Enthusiastic about new task/challenges | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| c. Seeks ways to be helpful when main tasks are completed | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **INITIATIVE TOTAL POINTS (21 max)** | | | | | | | | |

| HEALTH IT TECHNICAL COMPETENCIES | Very Poor | Poor | Below Average | Average | Above Average | Excellent | Exceptional | N/A |
|---|---|---|---|---|---|---|---|---|
| 7. Demonstrates understanding of HEALTH IT concepts: meaningful use, health information exchange, and clinical decision support. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 8. Applies knowledge of healthcare concepts and terminology to the maintenance of digital information storage and retrieval systems. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 9. Applies communication standards (i.e. HL7 messaging) to improve and maintain the interoperability of health information systems. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 10. Observes administrative, legal, and medical constraints and rules in the implementation and use of HEALTH IT systems. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 11. Supports the administration of computer, network and web services and security. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 12. Applies and integrates the basic knowledge attained in server, networking, computer programming, scripting, web and database technologies to develop health care information solutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 13. Demonstrates ability to perform entry level computer programming and scripting to maintain and improve HEALTH IT systems. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 14. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 15. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 16. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| **TECHNICAL COMPETENTICES TOTAL POINTS (49 max)** | | | | | | | | |
| **GRAND TOTAL POINTS (161 max)** | | | | | | | | |