



**IT Internship Project
Health Informatics PSM**

HCIP 6198 – IT Internship Project

Course Number: HCIP 6198

Course Title: IT Internship Project

Course Credit: 3 Graduate Credits

Pre-requisites: Enrolled in the HI PSM and completed a minimum of 18 credit hours

Course Days/Hours: Variable

Faculty: TBA

Catalog Course Description:

Complete a team-based project that is originated from an IT organization and approved by the program.

Course Overview and Goals:

The purpose of the IT Internship Project in the context of the Health Informatics program is to offer (1) information technology development experience for students (2) that addresses significant application issues specific to the health domain. The initial assumption is made that students participating in the internship experience have had limited hands-on exposure to IT development in a health organization context. The internship is an opportunity for students to apply theories, ideas, principles, and skills learned in the classroom to Health Informatics practice. Using the internship site as the “organizational laboratory,” the student further develops skills for becoming a Health Informatics professional. Knowledge, skills, abilities, and experiences will continue to develop and grow as each student graduates and becomes a life-long learner and practitioner of Health Informatics. The internship experience is about understanding information technology needs and practices within a health care organizational context, including their culture, IT systems, management systems, operations, resources, products, services, markets, service areas, and specialty areas. A specific individual at the selected organization, referred to as the *preceptor*, is expected to provide internship project supervision and act as a point of contact. Ideally, the preceptor becomes a mentor for the student. The experience is obtained in selected health related organizations approved by the HI Program Director under the guidance of UNC Charlotte faculty and a qualified preceptor at the selected organization.

Course Competencies:

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

1. Create novel information technology solutions to address specific Health domain problems for health organizations, in terms of IT design, development, or analysis.
2. Create innovative strategies for decision-making and problem solving; strategies should incorporate perspectives of various stakeholders and be responsive to our increasingly diverse workforce and society.



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3. Demonstrate effectiveness in examining data qualitatively and/or quantitatively, and in utilizing methods appropriate for the project to analyze information, and to identify patterns and trends.
4. Articulate and model professional and ethical behavior in the health organization workplace.
5. Demonstrate effectiveness in working with others in the organization, with particular emphasis on racial and ethnic and cultural sensitivity, and the ability to work effectively with personnel with diverse backgrounds.
6. Demonstrate effectiveness in working as part of a team, listening and responding effectively to the ideas of others, and successfully use negotiation and conflict resolution skills.
7. Demonstrate effectiveness in organizing, synthesizing, and articulating ideas and information in writing and orally.

Course Conduct and Professional Responsibility:

The internship serves as an extension of the teaching mission of the Department of Software and Information Systems, by giving students work experience in the type of health organization or research environment in which they will eventually pursue careers. While serving in graduate internships, students are representatives of the Department. As such, they will act with total professionalism at all times.

- Students participating in internships need to follow the dress standards of their work environment. All students need to comply with the work hours associated with their assistantship or internship. While at work, all students should ensure that their level of effort and contribution to the work environment meet and, preferably, exceed sponsor expectations.
- *Submitting Assignments Through Email and Email Etiquette:* Students should submit all assignments over email as an attached file by the due date. Give all files a brief, meaningful file name, and include your name, a brief description of the file, and the date. For example, for a student named Anna Smith, for a draft of the report, submitted on July 10, 2013, the file name might be: AnnaSmithDraftReport_07-10-13.
- *Email etiquette:* For all emails you send related to this course, as well as all emails you send in the HI program, include a brief descriptive subject line, to clearly indicate the subject of your email. Include a salutation, e.g., "Dear Dr. Smith"; a brief email message; and sign the email with your name. In general, students using electronic communications for all courses and UNC Charlotte-related communications should conduct themselves as responsible professionals. It is important to recognize that electronic communications are far more prone to misinterpretation than many other forms of communication. Their brevity



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heightens this possibility. When writing good electronic communications, you must dramatically raise your level of attention to the potential reactions of diverse readers. Before sending any electronic communication, consider the range of potential reader reactions; this is particularly important given our increasingly racially, ethnically, and culturally diverse society. When communicating electronically, always “take the high road” of graciousness and sensitivity. If you are in doubt, do not send the email. Do not compose email messages in all caps: USING ALL CAPS IN AN EMAIL MESSAGE IS OFTEN INTERPRETED AS YELLING. Instead, use an underscore at the first and last letters of a word you wish to emphasize, like this.

Internship Requirements:

1. A short formal proposal (2-3 pages) of tasks to be accomplished must be developed by the student in consultation with the preceptor and participating organization. Within the first two weeks of the internship, each student needs to meet with the internship preceptor and, using the syllabus as a guide, articulate the objectives and proposed tasks for the internship. A written report of the student’s objectives must be provided to the faculty advisor for approval within the first two weeks of the internship.
2. The proposal for objectives and tasks must address two fundamental aspects.
 - a. First, there must be a significant Health Informatics or Health Information Technology development component. This may involve design, implementation, or analysis, but it should represent some tangible advancement of IT systems or IT-enabled outcomes for the organization. For example, data entry for Electronic Health Records certainly involves IT systems and may be very important for an organization, but it does not represent a significant IT development aspect. Whereas developing an underlying database and user interface for others performing data entry, or developing novel predictive analysis and reporting capability from historical patient outcomes using an existing data warehouse, would represent a significant development.
 - b. Second, the IT development must have some **direct relevance to the health domain**. For example, creating an external facing web site for an organization may involve significant IT development but would typically bring together pre-existing content descriptions with only a limited need for understanding the important Health concepts underlying those descriptions. Whereas developing an internal web-based dashboard tool for managing electronic healthcare records would require an understanding of many health domain concepts and how they interact, in order to realize such a system.



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3. Students must complete a **minimum of 160 hours** of Health Informatics internship experience with the selected organization during the semester of enrollment in the HCIP 6198 IT Internship Project course.
4. The student will submit biweekly progress reports/updates via e-mail to the internship faculty advisor.
5. Student will write a report (10 to 12 pages) detailing the internship experience; details about the report are described in the syllabus.
6. A representative of the participating organization, the preceptor, will evaluate the student.
7. The student will evaluate the internship experience.
8. The faculty advisor will evaluate the student's overall performance in the internship and assign a letter grade.

Role of Preceptor:

The preceptor is a specific individual at the internship organization who provides internship project supervision and acts as a point of contact with the program. Ideally, the preceptor acts as a mentor for the student. The preceptor is expected to take on the following responsibilities to support the internship experience.

- The preceptor is responsible for the student's learning during the internship experience.
- The preceptor serves as a model for the students to observe and advise the student routinely.
- The preceptor periodically consults with responsible faculty on the student's progress.
- The preceptor completes a student evaluation form at the end of the internship experience.

Role of Faculty Advisor:

The faculty advisor is the liaison between the student, preceptor, and the HI PSM Program. The advisor assists in the selection of participating organizations and maintains communication with the student and preceptor throughout the internship experience. Faculty advisors are selected by agreement of the student, the HI PSM Program Director and participating organization.

Important Deadlines:

The following items need to be submitted to the Faculty Advisor according to the schedule outlined below:

- Signed agreement with organization/preceptor, *first week of semester*
- Develop written objectives for the internship, in collaboration with the preceptor, within the organization, *two weeks after start date*



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- Biweekly progress reports/updates via e-mail to the faculty advisor
- Student evaluation of internship experience, *beginning of finals week (Appendix B)*
- Preceptor evaluation of student, *beginning of finals week (Appendix A)*
- Student Internship Report, *during finals week*

Internship Evaluations and Report:

At the end of internship semester, each student will evaluate the experience using the form included as *Appendix B* of this syllabus. These assessments must be turned in to receive a grade in this course.

To demonstrate accomplishment of concrete objectives and assure accountability during the field experience, as well as providing measurable benefits to the organization, each student intern is required to develop a report using the following format.

1. Title Page: Give your internship project a concise, professional, descriptive title. Include the title, the course number, the semester (e.g., Spring 2010), your name, and the names of your faculty advisor and your preceptor.
2. Table of Contents
3. Executive Summary: your summary needs to concisely describe the internship experience, and the essential results and conclusions, in about 500 words, single-spaced.
4. Introduction
 - Statement of the problem(s), clearly identifying both (a) the Information Technology development aspects, and (b) relevance to the Health domain context.
 - Objectives of the internship experience
 - Review of relevant literature
5. Methods
 - Methods to achieving each objective or barriers to achieving objectives
 - Timeline outlining at what points in the internship experience you performed the management study
 - Description of the site at which you did the internship
 - The role(s) of your internship preceptor(s)
6. Results
 - This section should be organized according to the objectives; indicate what learning objectives were achieved, and which ones were not achieved and why
 - Describe how the student's experience in the internship relates back to the literature



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- Describe how the internship experience integrated the student's course work in the HI Program. Note: This is an essential part of the report and will be an important element taken into account in assessing the adequacy of the internship report
 - Describe the opportunities the internship afforded you to apply skills acquired in the classroom
 - Describe observations you were made that enhanced your training in the HI program
7. Discussion and Conclusions
- Your general conclusions drawn from the internship experience
 - Describe any new avenues of inquiry that the internship experience suggested you should pursue to be a more effective manager
 - Discuss exposure to operational issues that you might want to more fully understand by taking courses in the future
 - Describe the what kinds of socialization experiences were afforded by the internship opportunity e.g., helped to teach you about professionalism or how to behave in particular roles
 - Discuss what opportunities the internship provided to learn about the art of mentorship
 - Describe organizational or leadership theories used or not viewed as useful in the internship
 - Describe how the internship or your preparation for it might be improved

Appendices

One of the appendices should be a copy of the biweekly reports submitted to the faculty advisor over the period of the internship.

Referencing of the literature cited in the report should be in a recognized and consistent style, such as the American Psychological Association (APA) style.

Report Presentation

The report is generally between 10 to 12 pages long. Except for your executive summary, your report needs to be double-spaced, using Times New Roman, 12-point font, at about 275 words per page. You need to paginate your report, i.e., put page numbers on, beginning with the executive summary.

Submitting Assignments by Due Date: All assignments and the due date for each are described in the syllabus. Thus, there is no reason for assignments to be late. If work or personal circumstances will prevent you from completing an assignment as scheduled,



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arrangements for an alternative delivery date must be made *in advance* with the instructor. Assignments that are late without advance arrangements will receive a grade reduction. In addition, in the business community, form is almost as important as content. You should format all assignments so that they are well organized and clearly laid out. You should carefully proof and correct all of your written work before submitting. Substandard written work, including submissions with significant grammatical or spelling errors, will be returned without a grade.

Evaluation and Grading:

- Biweekly progress report, submitted in a timely fashion 10%
- Final Report 90%

Procedures for Approval to Take the Internship Course:

An Internship must be approved by the HI Program Director prior to enrollment, guided by the requirements articulated below. A permit to register for the internship course will be provided only after the following have been complied with:

1. Student has confirmed with the Program Director their interest in doing an internship at least a semester prior to the time the internship is to occur.
2. If required by the internship organization, the student must provide evidence that they have had immunizations for DTP (diphtheria, tetanus, pertussis) or TD (tetanus, diphtheria), MMR (measles, mumps and rubella) and polio or poliomyelitis, submit results of a recent TB test, and provide evidence of at least starting the process for taking a Hepatitis B vaccination or submit a letter refusing to take the Hepatitis B vaccine series.
3. If required by the internship organization, a student must have a drug screen test and a criminal background check completed before an internship course permit can be issued. Please note that the student is responsible for keeping and maintaining records of their drug screen test and background check and to have these available when requested by the agency. Additional requirements such as CPR training may also apply.
4. Receipt by the Program Director, of a letter of agreement signed by the preceptor or another responsible official from the agency where the student will be doing the internship. The preceptor agreement letter must be initiated by the HI Program Director to the respective agency officials for their signature.

Preceptor Evaluation of Intern:

At the end of the semester the intern's preceptor will be asked to supply the academic advisor with an evaluation of the intern. The evaluation is shown as *Appendix A*.



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Intern Evaluation of Internship Experience:

At the end of the semester the student will supply an evaluation of the internship experience using the form shown as *Appendix B*.

Internship Contact Form:

Before the internship starts, the student will provide information about their contact person at the organization using the form shown as *Appendix C*.

Obtaining an Internship:

We encourage and expect HI PSM students to explore internship options through opportunities provided through the program, including:

- health care professionals you have met through the program, such as guest speakers;
- HI faculty affiliates and part time HI faculty members;
- recent alumni, particularly HI PSM students who graduated in the previous year;
- your classmates; and
- Public Health Sciences faculty.

Networking effectively is an essential skill for a health care administrator. Using your own initiative will help you develop important skills and help you to obtain an internship that is a closer fit with your professional interests and succeed in your career.

Applicable University Policies:

Please review these policies carefully.

Academic Integrity: Most students are extremely honest in their academic work. All students have the responsibility to know and to observe the UNC Charlotte Code of Student Academic Integrity. In that code, cheating, fabrication and falsification, multiple submissions, plagiarism, abuse of academic materials, and complicity in academic dishonesty are prohibited. It is your responsibility to understand this policy and the definitions of what constitutes cheating and plagiarism. You must provide appropriate citations and references for material that is not in your own words or that expresses ideas that are not your own. This includes any facts or statistics unless they can be considered common knowledge. If you use words that are not your own then they must be in quotes and cited. If you use words that are not your own and you do not cite them, this is plagiarism. Do not overuse quotations. You must learn to summarize and paraphrase ideas from materials and then reference them appropriately. Students are expected to adhere to these and all other UNC Charlotte policies. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code.



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Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online at <http://www.legal.uncc.edu/policies/ps-105.html>.

Disability/Special Needs Policy: If you have a documented disability and require accommodation in this course, contact the Disability Services office, located in the Fretwell building, Room 230. Phone (704) 687-4355. Information about available services can be found at <http://www.ds.uncc.edu/>. Students in this course seeking accommodations to disabilities must first consult with the Office of Disability Services and follow the instructions of that office for obtaining accommodations. Please initiate this process and inform me during the first two weeks of class.

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

Sexual Harassment: All students are required to abide by the UNC Charlotte Sexual Harassment Policy (<http://www.legal.uncc.edu/policies/ps-61.html>) and the policy on Responsible Use of University Computing and Electronic Communication Resources (<http://www.legal.uncc.edu/policies/ps-66.html>). Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.

Cells phones and other technology: The use of cell phones, beepers, or other communication devices is disruptive, and is therefore discouraged during meetings with your preceptor and instructor. If you have a personal or professional emergency or urgent matter, turn your cell phone to the "vibrate" option, and leave the room to respond to the call. Otherwise, cell phones and other communication devices should be turned off during professional meetings.