UNC Charlotte  
College of Health and Human Services  
Department of Public Health Sciences  

HCIP 6400 (HCIP 6198) Internship (3 graduate credits, experiential)  
Spring 2018  

{internship as capstone version}  

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Catalog Course Description  

Pre-requisites: Enrolled in the HI PSM and completed a minimum of 18 credit hours.  
The purpose of the health informatics internship is to offer administrative experience in a health care setting for students. The initial assumption is made that students participating in the internship experience have had limited hands-on exposure to health care administration. Graded on a Pass/Unsatisfactory basis.  

Course Overview and Goals  

The Health Informatics and Analytics Internship provides a structured experiential learning opportunity for students to apply theories, ideas, principles, and skills learned in the classroom to health informatics and analytics practice. The internship experience also provides students an opportunity to gain understanding of healthcare organizations, their culture, management systems, operations, resources, products, services, markets, service areas, and specialty areas. Using the internship site as the “organizational laboratory,” the student further develops skills for becoming a Health Informatics and Analytics professional. As life-long learners and practitioners, students will continue to develop and grow their knowledge, skills, professionalism, and competence.  

The practice experience occurs in healthcare organization carefully selected by the student and approved by the HIA Director. Students are encouraged to select an internship position based on their career interests. In almost all instances, the HIA Director supervises the internship in tandem with a qualified preceptor at the internship site. Our expectation is that the preceptor mentors and guides the student.
Syllabus Subject to Change
The instructor reserves the right to alter this syllabus based on best practices that fit changing circumstances.

Required Texts & Readings
Current Academic Year Student Handbook; other resources as posted to Canvas or otherwise provided

Teaching Strategies
HCIP 6400 Internship is an experiential learning course. A minimum of 160 hours of supervised field placement effort in health informatics/analytics/administration is required. No formal classroom sessions are held.

Course Objectives and 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.
3. Demonstrate effectiveness in examining data qualitatively and/or and 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 negation 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 HIA parent units (CCI and CHHS), by giving students work experience in environments in which they will eventually pursue careers. While serving in on- or off-campus graduate internships, students are representatives of the program and subject to the internship procedures as implemented by the Department of Public Health Sciences. As such, they will act with total professionalism at all times. The guidelines of professional conduct are consistent with the program's educational competencies. I ask that you review the professional conduct guidelines summarized below and published in the Program Handbook.
**Professional dress.** 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 Though Email.** Students should submit all assignments over email as an attached file by the due date. Give all files a brief, meaningful file name (from the recipient’s perspective), and include your name (last, first), 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: SmithAnna_DraftReport_07-10-13.

**Email etiquette.** For all emails sent related to this course, as well as all emails sent in the HIA program, please include a brief descriptive subject line. Include a salutation, e.g., “Dear Dr. Smith”; a brief email message; and sign the email (name, possibly other signature block information). In general, students using electronic communications should conduct themselves as responsible professionals. We caution students to recognize that electronic communications are far more prone to misinterpretation than many other forms of communication. Their brevity heightens this possibility. When writing good electronic communications, please give a heightened level of attention to the potential reactions of diverse readers, in particular cognizance of our increasingly racially, ethnically, and culturally diverse society. When communicating electronically, always “take the high road” of graciousness and sensitivity. When emotionally raw, allow time for reflection before sending. When in doubt, refrain from sending. 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_.

**Cells phones and other technology.** The use of cell phones, beepers, or other communication devices is disruptive, and is therefore discouraged during meetings with preceptors and instructors. In case of emergent or urgent matters, advise the instructor/preceptor of the situation, turn cell phone to the "vibrate" option, and excuse yourself to leave the room to respond to the call. Otherwise, cell phones and other communication devices should be turned off during professional meetings.

**Students who do not conduct themselves professionally will be dismissed from the internship. Dismissal is likely to jeopardize a student’s ability to complete the program.**

**Course Processes and Roles**

The course will follow this basic flow of tasks and deliverables.

**Finalize objectives (first 20 hours).** During the first 20 hours of the internship, the student and preceptor expand upon the preliminary statement of goals and objectives to develop a short (1 page) proposal detailing specific objectives and related anticipated deliverables to be accomplished over the remainder of the internship along with a brief description of the approach(es) planned to accomplish those objectives. The responsible faculty member will
review and approve the proposed objectives to ensure they are appropriately scoped (e.g., reflect adequate graduate level content relevant to health informatics and analytics) and scaled (e.g., reflect approximately 160 hours of effort [or more if agreed to by student and preceptor]).

**Periodic Progress Reports (every 40 hours [4 in total]).** Students must complete a minimum of 160 hours of Health Informatics internship experience with the selected organization. Students will submit periodic progress reports/updates via e-mail to the internship faculty advisor. These reports will briefly summarize

Final Report. (10-12 pages, plus appendices [deliverables].) Student will prepare a report (10 to 12 pages) detailing the internship experience. The report will follow the outline provided below.

Final presentation (at conclusion of internship/as scheduled). At the end of the internship, students will deliver a brief (15 minutes followed by Q & A) presentation to their peers and invited guests summarizing their objectives, methods, and deliverables and reflecting on insights and lessons learned (parallels the written report).

Preceptor evaluation of student intern (within two weeks of concluding internship). The designated preceptor will complete an assessment of the student intern using a structured preceptor assessment tool (online survey or paper copy if needed).

Student evaluation of student intern (within two weeks of concluding internship). The student will complete an assessment of the internship experience (self and organizational assessment) using a structured assessment tool (online survey or paper copy if needed).

**Role of Preceptor.** The preceptor is a specific individual at the internship organization who supervises and mentors the intern and acts as a point of contact with the program. The preceptor is expected to take on the following responsibilities to support the internship experience.

- Supervises the student’s learning during the internship experience.
- Serves as a model for the students to observe and advise the student routinely.
- Consults (if/as needed) with responsible faculty on the student’s progress.
- Completes a student evaluation form at the end of the internship experience.

**Role of Faculty Advisor.** The faculty advisor (typically the HIA Program Director or Designee) is the liaison between the student, preceptor, and the HIA PSM Program.

**Evaluation Methods**

The course is graded on a Pass/Unsatisfactory (fail) basis. Students must meet minimal acceptable standards for each required element outlined below to receive a passing grade. The relative weights assigned to each of the elements below reflects their importance to the overall course objectives in terms of time, intellectual effort, and value to the program’s overall goals and objectives. The expectations for each of these elements are described in detail elsewhere.

- 10% Mutually established goals and objectives between the preceptor and student
- 20% Progress reports/updates (including completion of required hours [4])
• 10% Intern organizational assessment
• 20% Preceptor evaluation of the intern
• 20% Student presentation
• 20% Student internship report

We expect—and require—a polished level of technical writing and presentation in the final product. Please allow for at least one round of revision following submission of the final report. [CRITICAL IF EXPECTING TO GRADUATE AT SEMESTER’s END]

Students who are unable to complete the required internship hours and/or submit an acceptable final report by the last day of classes for the semester and are otherwise making satisfactory progress will be assigned an IP (in progress) until the assignment is complete. After one additional semester, the IP will be changed to an I (incomplete). Such an incomplete will default to a U (unsatisfactory/fail) at the end of the following semester, with all of the attendant consequences of receiving a failing grade.

Applicable University & College Policies

Code of Student Responsibility. “The UNC Charlotte Code of Student Responsibility (the Code) sets forth certain rights and responsibilities in matters of student discipline. The Code defines these responsibilities and guarantees you certain rights that ensure your protection from unjust imposition of disciplinary penalties. You should familiarize yourself with the provisions and procedures of the Code” (Introductory statement from the UNC Charlotte brochure about the Code of Student Responsibility). The entire document may be found at this Internet address: http://legal.uncc.edu/policies/up-406

Academic Integrity: All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Students are expected to submit their own work, as either individuals or contributors to a group assignment. Definitions and examples of plagiarism and other violations are set forth in the Code. The Code is available from the Dean of Students Office or online at: http://legal.uncc.edu/policies/up-407.

Faculty may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.

Course Credit Workload. This 3-credit graduate course requires a minimum of 160 hours of practical experience in a workplace setting, an average of 10-12 hours per week over a regular 15-week semester, or up to 40 hours per week in a compressed format. In addition, periodic progress reports and the final written report typically will require 20 additional hours of effort.

Special Needs. If you have a documented disability and require accommodation in this course, contact Disability Services, Fretwell 230, phone: 687 4355 voice/TDD) the first week of the semester. Information about available services may be found at http://legal.uncc.edu/policies/up-501. Accommodations for learning will be arranged by that office and communicated to the Instructor. If you speak English as a second language, please inform the instructor.
**Diversity Statement.** 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 socio-economic status.

All students are required to abide by the UNC Charlotte Sexual Harassment Policy ([http://legal.uncc.edu/policies/up-502](http://legal.uncc.edu/policies/up-502)) and the policy on Responsible Use of University Computing and Electronic Communication Resources ([http://legal.uncc.edu/policies/up-307](http://legal.uncc.edu/policies/up-307)). 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.

**Religious Accommodation.** It is the obligation of students to provide faculty with reasonable notice of the dates of religious observances on which they will be absent by submitting a Request for Religious Accommodation Form to their instructor prior to the census date for enrollment for a given semester ([http://legal.uncc.edu/policies/up-409](http://legal.uncc.edu/policies/up-409)). The census date for each semester (typically the tenth day of instruction) can be found in UNC Charlotte’s Academic Calendar ([http://registrar.uncc.edu/printable-calendar](http://registrar.uncc.edu/printable-calendar)).

**CHHS Field Placements.** The student is responsible for complying with requirements in affiliation agreements affecting student in clinical setting experiences.

If there is a disaster (i.e., fire, bomb threat) or any event at an agency that results in a student being unable to engage in the clinical educational responsibilities, please report the disaster or event to Michael Thompson, methomp1@uncc.edu, 704-687-8980.
### Important Deadlines – Spring 2018

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<tr>
<th>Due Date</th>
<th>Requirement(s)</th>
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<tr>
<td>By completion of first 20 hours of internship effort</td>
<td>• Submit finalized internship objectives to HIA Internship Course Director.</td>
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<tr>
<td>Upon completion of 40 hours of internship effort*</td>
<td>• Submit first progress report to HIA Internship Course Director</td>
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<td>Upon completion of 80 hours of internship effort*</td>
<td>• Submit second progress report to HIA Internship Course Director</td>
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<tr>
<td>Upon completion of 120 hours of internship effort*</td>
<td>• Submit third progress report to HIA Internship Course Director</td>
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<tr>
<td>Upon completion of internship*</td>
<td>• Submit fourth (final) progress report to HIA Internship Course Director</td>
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<tr>
<td>Thursday 3 May 2:445p [CHHS 426]**</td>
<td>• Internship Presentation</td>
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- **IFF presumptive May Graduate**

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<th>Due Date</th>
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<td>Wednesday 2 May [NOON]</td>
<td>• Submit a complete draft of Internship Final Report to HIA Internship Course Director</td>
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| Thursday 11 May [NOON] | • Submit completed Student Evaluation to HIA Internship Course Director  
|                     | • Preceptor submits completed Preceptor Evaluation form to HIA Internship Course Director  
|                     | • Submit final/revised internship report to HIA Internship Course Director |
| Monday 14 May [Noon] | • Receive approval of HIA Internship Report as final/grade reported. |

- **IFF graduating Summer or later**

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| Monday 14 May      | • Submit completed Student Evaluation to HIA Internship Course Director  
|                    | • Preceptor submits completed Preceptor Evaluation form to HIA Internship Course Director |
| Tuesday 29 May     | • Submit a complete draft of Internship Final Report to HIA Internship Course Director |
| Thursday 7 June [Noon] | • Submit final/revised internship report to HIA Internship Course Director |
| Monday 11 June*    | • Receive approval of HIA Internship Report as final/grade reported. |

*Students planning to graduate in May 2018 will need to submit their internship report draft and receive approval of the final report much earlier. If you plan to graduate in May 2018, contact the HIA Internship Course Director to discuss calendar-based due dates for these items.  
** All students present (even if partial/in progress).