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2019

HESA 370 Internship Preparation

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HESA 370: Internship Preparation

Fall 2019

Department of Health Services Administration
College of Professional Sciences

Schedule: M 2:00-2:50pm
Classroom: Hailstones 19
Credit Hours: One Undergraduate Credit Hour
Prerequisites: HESA 101, HESA 110
Faculty: Frederick R. Browne, Ph.D.
Office: Schott Hall, Room 405
Office Hours: 11:00am-12:30pm on Wednesdays, or by appointment
Office Phone: (513)745-3187
Cell Phone: (513)614-4915 call or text
E-mail: brownef@xavier.edu (preferred)

Course Description (from the Xavier University Catalog)

This course focuses on preparing students for a summer internship through conversations with internship preceptors in various areas of healthcare. These conversations focus on current topics in healthcare, such as innovations in healthcare, and issues facing providers. Students will also be given instruction in writing cover letters, resumes, and interviewing strategies.

HSA Department Mission Statement (2011):

In keeping with its Catholic, Jesuit tradition, the mission of the Department of Health Services Administration at Xavier University is to educate knowledgeable, highly skilled, values-oriented future leaders who will contribute to the health of society by continuously improving the management of health related organizations. HSA will accomplish its mission through:

- Challenging students in the classroom and in applied field experiences including internships and administrative residencies
- Developing internal and external collaborative relationships with academicians and with health care practitioners which lead to innovations in teaching as well as in the delivery of health services
- Incorporating research, scholarship, and collaborative projects into the classroom experiences and field work.

Competencies/Student Learning Outcomes for HESA 370			
Course Objectives	Student Learning Outcome	Minimum expected level of competence	Method of assessment
Create an effective resume that will help them in acquiring an internship position	Be able to use clear and effective written communication skills (BSHSA SLO 10)	2 – Competent: Writing shows correct grammar and writing skills and these are applied consistently. There is generally good organization of thoughts.	Resume Assignment
Equip students with the skills necessary to obtain an internship	Be able to present information using appropriate oral and technology skills (BSHSA SLO 11)	2 – Competent: Individual graphic presentation is based on logical order of scholarly background literature and supportable conclusions. Materials	Mock Interview/analysis

		are mostly error-free. Presentation contributes to the receiver's ability to make decisions. Presentation is delivered well.	
Establish student awareness of professional protocol required in the student internship experience	Demonstrate effective job and internship search skills (BSHSA SLO 16)	2 – Competent: Possesses good job and internship search skills as evidenced by a solid resume, ability to answer basic and behavior-based interview questions, and networking with minimal assistance.	Resume Assignment; Mock Interview/analysis; Reflection on Career Path Paper

Required Readings:

Textbook:

There is no required textbook for this course.

Articles/Chapters:

Articles or book chapters are required reading for this course. Please see the course documents in Canvas or this syllabus for due dates. Please note: additional timely articles may be assigned during the semester.

Class Schedule:

Session	Topic	Readings	Assignment
August 19	No In-Class Meeting Complete Online Module		Career Services Resume Appointment Assigned
August	(Not a Class Day)		Syllabus and First Day Quiz Due (Via Canvas)
August 26	Guest Lecture – Resumes and Cover Letters – Heather Deters, Career Coach, Career Development Office, Xavier University	Article: "Want An Unbeatable Resume?..."	Resume Assignment Assigned – Bring Resume to Class (Electronic or Print)
September 2	LABOR DAY – NO CLASS		
Week of September 2	Resume Appointments at Career Development Office		
September 9	Internship Manual and HESA 371		LinkedIn Profile Assigned
September 16	Networking Guest Lecture – Networking – America Muller, Second Year MHSA Student - (last 20 minutes)	Article: "Recruiting Through Social Media" Article: "Why Your Social Media Habits Are As Important As Your Resume"	Resume Assignment Due
September 23	Guest Lecture – Hospitals – Emily Cordle, BSHSA '15, Patient Engagement Consultant, TriHealth		
September 30	Job Search Etiquette		LinkedIn Profile Due

October 7	Guest Lecture – Professionalism – Amber Brogden, MHSA '07, Healthcare Consultant		
October 14	Guest Lecture – Interviewing – Heather Deters, Career Coach, Career Development Office, Xavier University	Article: “10 Tricks to Prepare for Your Next Job Interview” Article: “5 Most Devastating Millennial Job Interview Mistakes” Article: “How to Answer the Tell Me About Yourself Interview Question” Article: “Behavioral Interviewing: Back to the Future”	Career Services Mock Interview/Analysis Assigned
October 21	Interviewing		
October 28	Guest Lecture – Long-Term Care – Stephanie Young, BSHSA'15, Executive Director, CareCore Health		Reflection on Career Path Assigned Mock Interviews Week 1
November 4 Mexico	Guest Lecture – Clinical Research – Dr. Peter Mallow, Director of the HECOR Program, Xavier University		Mock Interviews Week 2
November 11	Open Class Day (TBD or to accommodate speaker changes needed)		Mock Interviews Week 3
November 18	Guest Lecture – Information Management – Liz Clines, BSHSA '17, Application Coordinator, Mercy Health		Career Services Mock Interview Completed
November 25	Leveraging Your Internship	Article: “10 Simple Tips for Internship Success”	Mock Interview Analysis Due
December 2	Guest Lecture – Managing Relationships – Dr. Nancy Linenkugel, MHSA '81, HSA Department Chair, Xavier University	Article: “The Critical First Year on the Job”	Reflection on Career Path Due

Grade Requirement:

Introductory Course Grades (and HESA 370) for Students majoring in Health Services Administration:

- Students must achieve a grade of B- or higher in both HESA 101, HESA 110 and HESA 370. Grades lower than B- will result in a student not receiving credit for that course requirement towards their Health Services Administration degree.

Retaking Introductory Courses:

- If a student receives a grade of C+ or below in HESA 101, HESA 110, or HESA 370 they may retake that course two times as per the general university policy.
- The student will be considered on departmental probation until they achieve or surpass the required grade for the designated course.
- The course must be retaken at Xavier.
- Students may retake any and all HESA courses for which they fail to meet department requirements two times.
- If a student fails to meet department grade standards after retaking a course two times, they will be dismissed from the major.
- If being dismissed, students will meet with the BSHSA Program Director and determine into which major or program they would like to be placed.

GPA Requirement for Health Services Administration Majors:

Students must maintain an overall combined major/concentration GPA of 2.67. This GPA is made up of all courses taken in the major and concentration (HESA courses), and equates to a B- average for all major courses. If the student is to change concentrations, grades from their first concentration still apply to the calculation of this GPA. See the program website for a full description of the policy.

Internship Advisors

As you begin your internship search process, you will be assigned to an “internship advisor” to assist you in the process. Guess who?? Dr. Browne! You will be expected to meet with me at least once during the Fall semester. You are welcome to utilize your advisor more frequently!

Your advisor will:

- Help you to determine the kind of internship opportunity that might be a good fit for you
- Give you feedback on resume/cover letter (though CDO should be your main resource here)
- Assist you with networking and identifying contacts
- Coach you on how to approach your internship search
- Coach you on networking, and how to manage your impression with potential preceptors
- Provide advice regarding interviewing (though CDO should be your main resource for practice interviews, or your MHSA interviewer!)

Your advisor will NOT:

- Do the networking for you
- Recreate and fix your resume and/or cover letter
- Provide you with an internship

Your advisor is a resource, so please make sure you take advantage of this!

Attendance Policy: Reasonable attendance at all class meetings is expected. If a student is unable to attend a class, **the responsibility of missed class content is the sole responsibility of the student.** Tests and written assignments will include content covered in class or in the assigned readings. See University Catalogue.

Attendance Procedure:

- 1) You will be documented as **present** if you are in class and on time.
- 2) The instructor will document student attendance.

3) Excused absences include:

- 1) A funeral, with a program, obituary or holy card
- 2) A required activity for another class or university sponsored athletic event, with a memo from the professor or program director
- 3) A documented medical event, with dated, timed and signed documentation (all other Protected Health Information may be redacted)
- 4) A documented legal event, with dated, timed and signed documentation (all other confidential information may be redacted)

You have **one week from the date of your return** to class to submit documentation for excused absences to your instructor. Failure to submit documentation within one week will result in your absence being unexcused.

4) Unexcused absences

Unexcused absences include, for example:

- Social events, such as weddings, parties, etc.
- Events related to outside employment, such as job training, orientation, business travel, etc.
- Personal travel, such as leaving campus early or coming back late from a holiday break
- Problems due to poor planning on your part, such as missing class due to oversleeping or exhaustion due to staying up all night to complete an assignment, etc.

You are allowed a specified number of unexcused absences without penalty.

- One unexcused absence for courses that meet once per week
- Two unexcused absences for courses that meet twice per week
- Three unexcused absences for courses that meet three times per week

You are advised to save these “free” days for unavoidable weather, minor illness and personal events.

Penalty: Unexcused absences, greater than the number specified above, will result in the reduction of the student’s final grade of 1.5% for each unexcused absence.

- 5) Final determination is at the discretion of the instructor for the course. Courses with teams, projects and community service may have additional specifications.

Assignments:

All assignments will have a description that is available via Canvas. The assigned dates noted in the course schedule above are intended to help you stay on track with completing your work for this course. Assignment descriptions will be available by the assigned date at the latest, but will likely be available before that date as well.

All papers and the group project should be written utilizing APA format. The library provides a good resource on APA format via the following website: http://www.xavier.edu/library/help/apa_guide.pdf. Also, RefWorks available via the library website is a tool that can assist you in creating reference pages in APA format.

Syllabus and First Day Quiz: After viewing a video presentation and reviewing the syllabus, you will take a quiz about the HESA 370 class. This quiz will be multiple choice, and will be administered via Canvas through an online module.

Resume Assignment: You will create a resume for this class as an assignment. You will create a first draft of a resume, and then you will have an appointment with a career counselor at the Career Development Office to have your resume critiqued. You will then make recommended changes, and submit your resume to your professor via Canvas.

Mock Interview/Analysis Assignment: You will schedule and complete a videotaped mock interview with a career counselor at the Career Development Office. After your interview, you will write a brief (at least two pages) analysis of how you performed in the interview, and what you can do to improve going forward. Your career counselor will provide you with feedback that will help you with this part of the assignment. You will submit your analysis paper via Canvas.

LinkedIn Assignment: You will create a LinkedIn profile for this course. Once you have created your profile (following the requirements in the detailed assignment description available via Canvas), you will request to connect with your professor via LinkedIn such that your professor can evaluate your profile.

Reflection on Career Path Paper: You will write a paper about where you are in terms of identifying moving forward with your career plans. This paper will give you a chance to reflect upon where you are in your “five year plan”, and what you need to do to move forward with it now. You will submit this short paper (at least three pages) via Canvas.

Participation:

Participation will count for 20% of your final grade. Note that this is a LARGE percentage! This is not a class where sitting and passively “absorbing” information will work. Active participation includes:

- Being in class
- Being on time to class
- Being awake and alert in class, not focused on other things (i.e. other homework or activities)
- Asking questions
- Offering your perspectives
- Sharing information
- Being active in small group activities
- Showing respect to your classmates, guests, faculty, etc.
- Being dressed appropriately, which for this class means business casual

If you are engaged in class, this should be an easy 20% to achieve. A good rule of thumb is to make sure you verbally contribute at every class meeting!

Canvas:

Canvas will be used in a variety of ways for this class. The syllabus, assignment descriptions, and articles/chapters outside of the class will all be available via Canvas. In the spirit of sustainability, such materials will not be printed off and handed out in class.

Papers should be turned in via Canvas through “Turnitin”. Papers will be graded and returned via the Turnitin feature of Canvas.

Academic Honesty

“The pursuit of truth demands high standards of personal honesty. Academic and professional life requires a trust based upon integrity of the written and spoken word. Accordingly, violations of certain standards of ethical behavior will not be tolerated at Xavier University. These include theft, cheating, plagiarism, unauthorized assistance in assignments and tests, unauthorized copying of computer

software, the falsification of results and material submitted in reports or admission documents, and the falsification of any academic record including letters of recommendation. All work submitted for academic evaluation must be the student's own. Certainly, the activities of other scholars will influence all students. However, the direct and unattributed use of another's efforts is prohibited as is the use of any work untruthfully submitted as one's own. Penalties for violations of this policy may include one or more of the following: a zero for that assignment or test, an "F" in the course, and expulsion from the University. The dean of the college in which the student is enrolled is to be informed in writing of all such incidents, though the teacher has full authority to assign the grade for the assignment, test, or course. If disputes of interpretation arise, the student, faculty member, and chair should attempt to resolve the difficulty. If this is unsatisfactory, the dean will rule in the matter. As a final appeal, the academic vice president will call a committee of tenured faculty for the purpose of making a final determination."

Faculty Note

In addition to the above (taken directly from the University Catalog), please be aware that cutting and pasting from the Internet is plagiarism, and will be treated in the same manner as any other type of plagiarism. If you use more than three words written by someone else, I expect it to be in quotes. When you are writing you should use your own words and thoughts, not those of anyone else. You **may not** take a sentence and change one to two words and call it your own.

Late Assignment Policy:

Late assignments will accrue a penalty of 10% per day the assignment is late. An assignment is considered one day late if it is submitted past the identified due date/time. It is considered two days late if it is submitted any more than 24 hours past the identified due date/time, and so forth. This includes weekends! Once an assignment is more than 10 days late, it will become a zero and will not be accepted for credit.

If a student wants an extension for an assignment, this must be received no less than 48 hours before the assigned due date/time. Extensions are not guaranteed, and are at the discretion of the instructor. Extensions may include a late penalty.

Technology Policy (i.e. laptops, tablets, etc.)

The use of laptops, tablets, phones, or other electronic devices is not permitted during class. Students will need to take notes using paper and pencil/pen. If there is an extenuating reason that requires you to be able to use some form of technology, please talk with your instructor directly about this.

Students with Disabilities

Xavier University is committed to providing equal opportunity and access to the educational experience through the provision of reasonable accommodations. For students who have an accommodations letter from Disability Services, it is essential that you email the letter and meet with me as soon as possible to discuss your disability-related accommodation needs for this course.

If you have not yet met with Disability Services to arrange accommodations, it is necessary that you do so as soon as possible as accommodations are not retroactive. If you would like information regarding eligibility for academic accommodations due to barriers associated with a potential disability, please

contact Cassandra Jones, Director of Disability Services, by phone at 513-745-3280, in person on the Fifth Floor of the Conaton Learning Commons, Room 514, or via e-mail at jonesc20@xavier.edu to coordinate reasonable accommodations as soon as possible. Please contact Disability Services well in advance of needing an accommodation as the registration process can take several weeks.

It is important to note that any disability-related information including accommodations is confidential.

Business Casual Dress

Business casual dress is **expected in every class**. Business casual dress includes:

- Slacks or khakis, not wrinkled!
- Dress shirt or solid color polo shirt, not wrinkled
- Jacket (though not required of business casual)
- Tie (though not required of business casual)
- Dress shoes (not tennis shoes)
- Skirts (dress, not casual)
- Blouses
- Shoes not open-toed

Final Grade:

Your final grade will be determined via the following manner:

Quiz:	2.5%
Resume:	20%
Mock Interview/Analysis:	20%
LinkedIn Profile:	10%
Reflection on Career Path:	30%
Participation:	17.5%

Grading Scale (Note: .5% will be rounded up):

A	94-100
A-	90-93
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	60-66
F	below 60