

Qassim University
College of Public Health & Health
Informatics



Bachelor of Health Administration
(BHA) Program
Internship Guidelines

INTERNSHIP GUIDELINES

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INTERNSHIP GUIDELINES

OVERVIEW OF THE COLLEGE AND DEPARTMENT

College of public Health and Health Informatics

Vision

A national distinguished college in the field of public health and health informatics that can qualify specialized personnel, supporting applied scientific research and Sustainable development in Qassim region.

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Mission

The provision of accredited developed health educational programs for qualifying national specialized personnel , provision of consultant research services in the field of public health and health informatics , reinforcement of local Sustainable development , manipulation of modern technologies for the academic and administrative process , development of self-resources for the college , building-up cooperation channels , partnership in different health fields that is nationally and internationally specialized

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Objectives

Objective 1: Raising the quality of education in the college to become one of the most distinguished faculties in the academic field on the level of the Kingdom and acquiring national and international academic accreditation for some programs.

Objective 2: Raising the efficiency and competitive ability of students

Objective 3: Reinforcing the role of the college in serving the local community and submitting applicable researches and consults that deal with health problems and to achieve the concept of health development.

Objective 4: Raising the performance of the institutional informatics technical administrative level.

Objective 5: Building up cooperation relations with local, national and international institutes working in the field of health care.

Objective 6: Building up and developing the charitable organizations of the college and diversifying its financing resources and rationalizing expenses.

Objective 7: Completion of the infrastructure of the college and developing and maintaining it.

Objective 8: Raising the standards of efficiency and satisfaction and keeping human resources.

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Values

- Justice
- Honesty
- Transparency
- Quality
- Creativity
- Team work
- Scientific freedom

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Department of Health Administration

Vision

Excellence in scientific knowledge, training and competencies in the specialty of health services administration at local and regional levels.

Mission

To provide a program in the administrative of health services administration and accredited advanced, serving the requirements of the labor market, and promotes excellence and sustainability.

Goals

This department aims to:

1. Provide of the Saudi health sector, public and private sectors needs with the skills of qualified personnel to specialize and practice in the specialty of the right "health services administration."
2. Develop the students with knowledge and intellectual skills and technical resources required to manage and operate the various health services administration too effectively and efficiently.
3. Development of students' knowledge and skills in problem solving and knowledge of human relations and skills necessary to provide administrators are specialists in the health services administration.
4. Contribute to improving the performance of workers in the field of national health through training and continuing education.
5. Increase the percentage of the Saudi in the facilities management of health services.
6. Development of areas of health research and contribute to the provision of advice on the health services administration.
7. Bridging students obtaining a degree medium for a bachelor's degree.
8. Know of the legal and ethical standards of the profession of health care.

Learning Outcomes:

The department aims to graduate qualified and specialized health administrative staff in health institutions who have the following skills:

First: knowledge

- Knowledge of different styles in the mechanism of work of health institutions.
- Knowledge of the types of administrative leadership and their applications in health institutions.
- Understand the foundations of administrative processes applied in the health field.

Second: Thinking Skills

- Logical analysis of the tools and methods used to improve and develop the service in the health field.

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- Assess the value of active management in obtaining positive outcomes.
- Explore modern methods and systems in health care management and areas of applications.
- Skills to recognize the needs of workers.

Third: scientific skills

- Problem-solving skills.
- Research skills and information gathering.
- Analysis and evaluation skills.
- Identify and collect information from various sources.
- self-learning.
- Logical analysis of the different ways in health care financing.
- Clarify theories, concepts and different models for the provision of modern health care.

Fourth: leadership and management skills

- Planning, implementation and evaluation of local health programs.
- Leading health workers to follow organizational policies and procedures for distinctive performance.
- Developing and strengthening leadership skills.

Fifth: general skills

- Ability to deliver ideas in multiple ways.
- Ability to communicate effectively with others to reach characteristic output.
- Active participation in collective work.
- Ability to manage time efficiently.
- Possess high standards of integrity and self-discipline and positive attitudes toward professional responsibilities.

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OVERVIEW OF THE INTERNSHIP PROGRAM

The internship is an integral part of the Bachelor of Health Administration (BHA) degree program, in which students have the opportunity to apply concepts and skills learned in the classroom to the practice of healthcare administration. After the successful completion of eight semesters of coursework, students are required to complete 48 weeks (excluding holidays) internship in an approved healthcare institution. The intent of the program is to provide relevant organizational experience to students who otherwise would not have the opportunity to work before completing their bachelor degree.

Purpose

The essence of internship should be experiential learning and integrative. Specifically, the internship will ensure that students demonstrate and develop critical thinking and problem solving skills as well as management competencies in applied, experiential settings. This practical learning experience as an important component of our curriculum will require students to draw upon, apply and synthesize knowledge, and skills covered throughout the BHA program of study.

Internship is required for all students enrolled in the BHA Degree Program. The internship will provide a learning environment where students can experience real work experience and work on tasks and projects relevant to their academic program and professional interests.

General objectives

The purpose of the BHA program internship is to provide students with opportunities in a practical environment to:

- Acquire and demonstrate competencies required with the day-to-day work of a health care administrator.
- Acquaint in the execution of a variety of administrative tasks in preparation for the future management of similar tasks.
- Integrate and apply the academic theory and knowledge acquired in the classroom to the actual practice of health care management.
- Encourage students to have the confidence in their practical abilities in order to successfully accomplish the actual job tasks in future.
- Allow students to assess the suitability of his/her qualifications for and commitment to the profession of health care management.

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SKILLS ACQUIRED BY INTERNS AT THE END OF INTERNSHIP

At the successful completion of the internship, it is expected that interns will be able to acquire the following important skills and values:

1. Strong work ethic
2. Communication skills
3. Initiative
4. Self-confidence
5. Creativity
6. Flexibility / Adaptability
7. Detail-oriented
8. Interpersonal skills (relates well to others)
9. Teamwork skills (work well with others)
10. Problem-solving skills
11. Analytical skills
12. Computer skills
13. Technical skills
14. Leadership skills
15. Strategic Planning Skills
16. Entrepreneurial Skills

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INTERNSHIP SCHEDULE

Keeping in view the future tasks of the students as a health care manager, the following schedule is proposed for the BHA Internship Program. The total duration of the internship will be 48 weeks excluding holidays.

S. No	Training organization	Department	Duration (weeks)	Total duration
1.	General Directorate of Health Affairs Qassim Region	All departments	4	4
2.	Primary Health Care centre	All departments	6	6
3.	Public Hospital	Human Resource department	2	34
		Finance department	1	
		Health insurance	1	
		Training and education department	2	
		Office of the Hospital director	1	
		Self-Employment programs	1	
		Public services	1	
		Patient affairs	2	
		Quality management department	4	
		Patient safety department	2	
		Infection control department	1	
		Medical records department	1	
		Emergency department	1	
		Medical referral department	1	
		Control and internal auditing department	1	
		Employee rights department	1	
		Outpatient department	2	
		Inpatient department	1	
		Medical supply department	1	
		Public relations department	1	
Information system department	1			
Social services	1			
Laboratory and Blood bank	1			
Radiology and dental department	1			
Pharmacy department	1			
Biomedical engineering department	1			
4.	Private Hospital	Human resource department	1	4
		Quality management department	1	
		Billing department	1	
		Marketing & public affairs department	1	

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SPECIFIC OBJECTIVES FOR THE INTERNSHIP PROGRAM

By the end of the internship program, the interns will be able to:

A. General Directorate of Health Affairs, Qassim Region

1. Understand the role and essential functions of the General Directorate of Health Affairs.
2. Understand how priority setting and decisions are made at the highest levels.
3. Appreciate inter-departmental coordination among different departments.
4. Know day to day working of the key departments of the General Directorate.

B. Primary Health Care Centre

1. Understand the basic aim and purpose of primary health care.
2. Understand the organizational structure and administrative workflow of the centre.
3. Know in detail about the health care services provided at the centre.
4. Prepare different administrative reports at the centre.
5. Understand patient referral system between PHC centre and the secondary and tertiary hospitals.

C. Public Hospital

Human Resource Department

1. Recognize demographic data collected for an employee.
2. Understand the relationship between personnel and payroll system.
3. Understand the vacation and leaves system and its rules.
4. Recognize any computerized system that help in management of attendance system like fingerprint or eye recognition systems.
5. Understand the mechanism by which payroll is computed.
6. Understand methods of contracting.
7. Understand how add/ delete/ update fixed and monthly allowances.
8. Understand how to add/ delete/ update fixed and monthly deductions.

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Finance Department

1. Understand accounts.
2. Understand vouchers and voucher types.
3. Recognize the financial statements (trial balance, adjusted trial balance, income statement and balance sheet).
4. Understand accounts payable system and its relation with general ledger.
5. Understand fixed assets item and depreciation process.
6. Understand how the system is related to general ledger.

Hospital Administrative Department

1. Understand administrative system flow and its components.
2. Know the organization vision, mission and goals.
3. Understand the training organization policy and other key documents.
4. Appreciate inter-departmental coordination.

Quality Management Department

1. Understand the importance and objectives of the Quality Management department of the hospital
2. Understand the organizational structure and quality workflow of the department
3. Describe different quality management indicators applied in the department
4. Able to plan, implement and evaluate quality management program in a hospital

Medical Records Department

1. Have exposure to important classification and codification of drugs, diseases and their treatment in hospitals.
2. Have sufficient knowledge of the prevailing system of scientific documentation with computerization, information, search and retrieval.
3. Understand the networking of hospitals and institutions by the Internet and Intranet.
4. Deal with databases with various categories of entities such as diseases, pathological conditions, symptoms and drugs.
5. Know the current trends in Medical Record Science like health insurance and third party payers.

Emergency Department

1. Know the clinical and administrative governance of the department
2. Aware about the human resource and their job responsibilities in the department
3. Understand the workflow and quality management policies and procedures of the department

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Outpatient Department

1. Generate schedule for the next period (6 months for example) for clinic/ doctor
2. Reserve an appointment for a patient.
3. Confirm patient arrival at appointment time.
4. Prepare reports of patients having appointment at a specific date.

Inpatient Department

1. Promote patient, and client safety in health, and social care settings.
2. Understand the practice of identifying and preventing potential hazards within Inpatient department.
3. Know the bed allocation process and other facilities in Inpatient ward.

Medical Supply Department

1. Know how inventories are prepared in the department.
2. Recognize the mechanism used in the hospital to advertise a tender to collect offers.
3. Enter offers on the automated system.
4. Study offers and make an award.
5. Understand the relation between purchasing system and inventory system.
6. Understand how RFP are prepared in the department.
7. Recognize different types of vouchers and inventories used within the hospital.
8. Print out an inventory report.

Hospital Information System Department

1. Understand the importance and details about the hospital information system.
2. Operate the HIS correctly.
3. Use HIS for management decision making.

Laboratory and Blood bank

1. Recognize laboratory tests basic information including normal ranges.
2. Recognize laboratory department section and kind of tests performed in each department.
3. Use outpatient and inpatient order entry screens.
4. Enter the results of laboratory tests.
5. Print out some reports like patient output results and Laboratory worksheet reports.
6. Recognize the conditions required to be met by a blood donor.
7. Recognize the blood grouping relationship.

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Radiology Department

1. Know the basic information of any radiology service
2. Know the equipment used in the radiology department (MRI, CT, ULTRASOUND) and the difference between them.
3. Print out final patient report of radiology service.

Pharmacy Department

1. Know the basic information about medicines including their types (Tablet, ointment, cream, capsules ...etc.).
2. Know the order status (stat, prn, and reg.).
3. Use order execution screen.
4. Print out regular daily medicine report.
5. Understand the relation between drugs given to patient with the inventory system.

Bio Medical engineering department

1. Understand the specifications for all the new equipment.
2. Organize a planned maintenance programme for all equipment and attending to emergency breakdowns and repairs.
3. Institute an effective equipment control system.

D. Private Hospital

Human Resource Department

1. Recognize demographic data collected for an employee
2. Understand the relationship between personnel and payroll system
3. Understand the vacation and leaves system and its rules
4. Recognize any computerized system that help in management of attendance system like fingerprint or eye recognition systems
5. Understand the mechanism by which payroll is computed.
6. Understand methods of contracting
7. Understand how add/ delete/ update fixed and monthly allowances
8. Understand how to add/ delete/ update fixed and monthly deductions

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Quality Management Department

1. Understand the importance and objectives of the Quality Management department of the hospital
2. Understand the organizational structure and quality workflow of the department
3. Describe different quality management indicators applied in the department
4. Able to plan, implement and evaluate quality management program in a hospital

Billing Department

1. Direct patient interaction and clearance of doubts of patients regarding the final bill, charges, discount etc as per the queries.
2. Recognize individual items of a bill.
3. Analyze how amount is calculated for services.
4. Print out any bill within the system.
5. Understand the requirements before issuing the bills.
6. Keep proper documentation of the revenue generated.

Marketing and Public Affairs Department

1. Understand the conceptual framework of marketing in general and specific to hospitals.
2. Understand the need, relevance and necessity of marketing in today's competitive market environment.
3. Know the different marketing strategies and tools used in health care settings.

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GENERAL RULES AND REGULATIONS OF THE INTERNSHIP PROGRAM

Internship committee

An internship committee (to be appointed by the Dean in consultation with the Head, Department of Health Administration, College of Public Health & Health Informatics) will be responsible for overseeing the overall policy related to the internship program and to provide solutions for any issues faced by the interns during their training period.

Intern responsibilities

The intern should:

- Attend the one-week orientation program at the college campus before beginning the internship program.
- Begin internship training in the following semester after passing the program courses.
- Follow the rules and regulations of the organization where the training is taking place.
- Wear the official college uniform and present the ID card with neck cord all the times during training.
- Report to work exactly 40 hours per week (full-time).
- Notify the internship supervisor of any issues or difficulties facing interns during training.

Holidays

The Intern will be treated in terms of holidays in the same way as a working staff of the internship organization. Therefore, public holidays are allowed automatically according to official announcements. If the intern wishes to work during public holidays, he/she should arrange for that with the training supervisor. The intern is entitled to have one day off for each day worked during public holidays. In addition, the intern is allowed the following holidays which must be formally requested using the Holiday Application Form:

- **Sick leave:** Intern should provide medical report from an authorized medical center.
- **Emergency leave:** Intern is allowed 5 days emergency leave during the internship year which can be approved directly by the training supervisor (at training organization), however, a copy of the approved emergency leave application has to be delivered to the faculty supervisor.
- **Annual holidays:** Intern is allowed a total of 10 annual holidays. For this, approval from both faculty and training supervisor's is required. The annual holiday can be taken as 5 days (twice), or as full 10 days. Weekends are not included in the count.
- **Educational holidays:** A total of 5 days is allowed annually to attend or participate in conferences or workshops. Proof of registration or attendance is required for approval.
- **Maternity leave:** A pregnant intern (close to delivery) may take a 30-day maternity leave without compensation. An additional 30-day leave is allowed but must be compensated at the end of her internship year. The intern must pre-arrange the leave with the faculty supervisor.

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- **Absence without valid excuse:** Intern who remain absent without a valid reason is subject to a penalty as decided by the internship committee.

Postponing/ suspending internship training

Any Intern facing problems (personal health, family etc.) during this/her internship year may request to postpone/suspend) their training for a maximum period of 3 months.

Changes in training plan/ location

- Interns must follow the rotation schedule approved by the faculty supervisor and they are not allowed to change the approved rotation schedule or to change the approved training organization without prior approval from the faculty supervisor. The intern may apply for only one change during the year (with a valid reason).
- Interns who wish to spend the internship year in other province in the kingdom are required to provide an approval letter from a public health college to supervise the interns for the whole internship period.

Evaluation

- The Intern's performance will be assessed in each training period by the training supervisor using the official Evaluation Form. The Evaluation Form will then be approved by the training coordinator at the training organization and sent to the faculty supervisor either electronically or hard-copy.
- Evaluation forms brought to the faculty supervisors by the interns will not be accepted unless the forms are delivered in an officially sealed envelope.
- Final grades for the intern evaluation for a training period will be assigned using either Pass (minimum of 60%) or Fail (less than 60%).
- Interns with less than 60% grades in their evaluations will be required to repeat all or part of the internship training as decided by the Internship Committee.

Internship certificate

At the end of successful completion of internship program, each intern will receive an internship certificate. In order to receive the original Internship Certificate, an intern must:

- Complete the designated training plan with pass grade.
- Provide a PDF copy of the poster of the graduation project on a CD.
- Provide a copy the Graduation Certificate.
- Provide a copy of the completed University Clearance Form.

INTERNSHIP SCHEDULE

Keeping in view the future tasks of the students as a health care manager, the following schedule is proposed for the BHA Internship Program. The total duration of the internship will be **24** weeks excluding holidays.

S. No	Training organization	Department	Duration (weeks)	Total duration
1.	General Directorate of Health Affairs Qassim Region	All departments	5	5
2.	Primary Health Care centre	All departments	3	3
3.	Public Hospital	Human Resource department	1	12
		Finance department Health insurance	1	
		Training and education department	1	
		Office of the Hospital director Self-Employment programs	1	
		Public services	1	
		Patient affairs	1	
		Quality management department	2	
		Patient safety department Infection control department	1	
		Medical records department	1	
		Emergency department	1	
		Medical referral department Control and internal auditing department	1	
		Employee rights department	1	
		Outpatient department Inpatient department	1	
		Public relations department Information system department	1	
		Laboratory and Blood bank Radiology and dental department Pharmacy department	1	
Biomedical engineering department	1			
4.	Private Hospital	Human resource department Quality management department	2	4
		Billing department Marketing & public affairs department	2	