



Bachelor of Health Administration

(BHA) Program

Internship Plan & Guidelines, 2023











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College of Public Health and Health Informatics

Overview of 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. This internship program was approved by the department council in its meeting held on 10/05/2024 - 20-10-1444.

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. 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.

Skills Acquired by Interns at the End of an 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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S. No.	Training Organization	Department	Duration (Weeks)	Total Duration
1.	General	Human Resource Management	2	
	Directorate of	Planning & Investment	2	
	Health	Finance,	2	
	Affairs	Quality & Patient Safety	2	14
		Support Services,	2	
		Crisis & Disaster Management,	2	
		Office of the General Director of Directorate	2	
	Health Cluster	Human Resource Management Department Care Delivery Department Strategic Planning & Transformation Department Quality & Clinical Excellence Department	4	4
2.	Primary	Primary Healthcare Management		
	Healthcare		4	4
	Center			
	(Public &			
	Private)			
		Human Resource Department	1	
		Finance Department & Health Insurance	1	
		Training and Education Department	1	
		Office of Hospital Director	1	
		Public Services	1	
		Patient Affairs	1	
3.	Public	Quality Management Department	2	
5.	Hospitals	Patient Safety Department	1	18
		Infection Control Department		
		Medical Records Department	1	-
		Emergency Department	1	
		Medical Referral Department	1	
		Outpatient Department	2	
		Inpatient Department	1	
		Medical Supply Department	1	











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		Information & Public Relations	1	
		Human Resource Department	2	
4.	Private	Quality Management Department	2	
	Hospitals	Health Insurance	2	8
		Marketing & Public Affairs Department	2	
	Total Weeks			48

Specific Objectives & Tasks for the Internship Program

By the end of the internship program, the interns will be able to achieve the following objectives & tasks:

A. General Directorate of Health Affairs / Health Cluster (Duration 14+4 = 18 Weeks)

Objectives	Tasks
 Understand the role and essential functions of the General Directorate of Health Affairs/Cluster. Understand how priority setting and decisions are made at the highest levels. Appreciate inter-departmental coordination among different departments. Know day to day working of the key departments of the General Directorate/Cluster. 	 Learn the essential functions of the General Directorate of Health Affairs/ Cluster. Participate in decisions making meetings Know how to do priority setting at the Regional level. Understand inter-departmental coordination among different departments at the regional level











B. Health Care Centre (Public & Private) (Duration 4 Weeks)

C. Public Hospital (Duration 18 weeks) Human Resource Department & Office of Hospital Director (Duration 1+1 = 2 weeks)

Objectives	Task
• Recognize demographic data collected for an employee.	• Utilize data to identify trends, problems and causes
 Understand the relationship between personnel and payroll system. Understand the vacation and leaves system and its rules. Recognize any computerized system that help in management of attendance system like fingerprint or eye recognition systems. To manage the overall administrative affairs of the Directorate. Planning and Monitoring. Grievance Handling. Assessing Strengths, Weaknesses, Opportunities, & Threats. 	 Create work environment as one family Develop the strategy of team working Workload staffing needs Prepare recruitment plan, vacation and leave system. Draft and negotiate contracts and agreements Identify staffing needs in different departments Aware of the policies and procedures of rewarding Identify motivational needs of workforce Implement motivational program Assess staff satisfaction Evaluate the effectiveness of motivational programs Treat staff with dignity, respect and fairness Solve staff problems Use administrative forms correctly











Finance Department (Duration 1 week)

Objectives	Task
 Understand accounts. Understand vouchers and voucher types. Recognize the financial statements (trial balance, adjusted trial balance, income statement and balance sheet). Understand accounts payable system and its relation with general ledger. Understand fixed assets item and depreciation process. Understand how the system is related to general ledger. Understand the mechanism by which payroll is computed. Understand how to add/ delete/update fixed and monthly allowances. Understand the specifications for all the new equipment. Organize a planned maintenance program for all equipment and attending to emergency breakdowns and repairs. Institute an effective equipment control system. 	 Familiarity with Various accounts kept in the department Use procedures for recording financial transactions Prepare financial statements for internal and external use Review and recommend for approval an annual operating and capital expenditure budget Evaluate and monitor long and short- term financial obligations, debt structure, cash flows and the overall uses of funds Directing on cash management and investment policies Use administrative forms correctly Knowledge of available biomedical equipment. Understand medical equipment maintenance & emergency breakdowns and repairs. Learn the hospital equipment control system.

Training and Education Department (Duration 1 Week)

Objectives	Task
 Understand administrative system flow and its components. Know the organization vision, mission and goals. Understand the training organization policy and other key documents. 	 Design organizational chart for the department/s as well as for the whole organization Should have complete knowledge of follow vision mission & goals Ability to arrange for a meeting and to











• Appreciate coordination.	inter-departmental	 revise meeting agenda Manage a meeting Monitor hospital staff attendance and performance Ensure compliance with hospital rules and regulations Take the right decision Solve problems Respond promptly to urgent issues Monitor strategies implementation and doing amendment as needed
		 Use administrative forms correctly











Quality Management & Patient Safety Department (Duration 2+1= 3 Weeks)

Objectives	Task
 Understand the importance and objectives of the Quality Management department of the hospital Understand the organizational structure and quality workflow of the department Describe different quality management indicators applied in the department Able to plan, implement and evaluate quality management program in a hospital 	 Understand how to regulate quality duties in the hospital Membership and duties of quality committee Familiarity with future plans Emergency and disaster plans Methods of evaluation of plans Aware of hospital accreditation criteria Familiarity with KPIs availability, accessibility and continuous updating Use administrative forms correctly

Medical Records & Medical Referral Department (Duration 1+1= 2 Week)

Objectives	Task
 Have exposure to important classification and codification of drugs, diseases and their treatment in hospitals. Have sufficient knowledge of the prevailing system of scientific documentation with computerization, information, search and retrieval. Deal with databases with various categories of entities such as diseases, pathological conditions, symptoms and drugs. Know the current trends in Medical Record Science like health insurance and third party payers. 	 Able to do data entry and analysis Perform electronic data processing Organize medical file contents in a sound way Follow up the patient medical file throughout its cycle Make coding for diseases according to international classifications Make statistical reports Deal with manual and electronic health information systems Retrieve medical records Aware of recent trends in health insurance Use administrative forms correctly

Emergency Department (Duration 1 Week)

Objectives	Task
 Know the clinical and administrative governance of the department 	 Know functions of Emergency department
• Aware about the human resource and their job responsibilities in the department	• Must know the needs of human resources











• Understand the workflow and quality management policies and procedures of the department	 Familiarity with the procedures of immediate care to ill and critically injured patients Familiarity with ways of assessing the patient's condition and assigning the level of priority for treatment Familiarity with the need for strict hygienic measures Ability to use administrative forms correctly
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Outpatient Department (Duration 2 Weeks)

Objectives	Task
 Generate schedule for the next period (6 months for example) for clinic/ doctor Reserve an appointment for a patient. Confirm patient arrival at appointment time. Prepare reports of patients having appointment at a specific date. 	 Establish and maintain work schedules Perform reception tasks Supervise and direct activities of outpatient clinics Coordinates activities of outpatient clinics with those of other hospital departments Establish clinic policies and procedures in cooperation with other hospital officials Review clinic activities and recommend changes in, or better utilization of, facilities, services, and staff Use administrative forms correctly

Inpatient Department (Duration 1 Week)

Objectives	Tasks
 Promote patient, and client safety in health, and social care settings. Understand the practice of identifying and preventing potential hazards within Inpatient department. Know the bed allocation process and other facilities in Inpatient ward. 	 Assess eligibility criteria for admission Enter information required for admission into computer Make priority plan for admission and inpatient service Make clear policy for admission and discharge Establish and communicate admission and inpatient rules and regulations such as visiting hours, payment of accounts,











	 schedule of charges, keeping patients' valuables in safe custody, etc. Compile data for occupancy and census records Obtain signed statement from patient to protect hospital's interest Bed utilization rate Bed utilization problems Discharge procedures Discharge planning criteria How to deal with non-occupied beds Use administrative forms correctly
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Medical Supply Department (Duration 1 Week)

Objectives	Tasks
 Know how inventories are prepared in the department. Recognize the mechanism used in the hospital to advertise a tender to collect offers. Enter offers on the automated system. Study offers and make an award. Understand the relation between purchasing system and inventory system. Understand how RFP are prepared in the department. Recognize different types of vouchers and inventories used within the hospital. Print out an inventory report. 	 Drug store conditions and inventory issues Activities of drug storage in the pharmacy Ways of supply of drugs Types of drugs most needed by patients How to deal with expired drugs Aware of ways of infection control Safety procedures Understand hospital mechanisms for RFPs, tendering, and contracting. Use administrative forms correctly

Information and Public Relation, Patient Affairs & Public Service Department (Duration 1+1+1 = 3 Week)

Objectives	Tasks
• Understand the importance and details about the hospital information system.	• Know the importance and details about the hospital information system.
• Operate the HIS correctly.	• Learn to use the HIS correctly.
 Use HIS for management decision making. 	• Understand the use of HIS for management decision making.
	• Learn to use hospital Internet and











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• Understand the networking of hospitals and institutions by the Internet and Intranet.	

Private Hospital (Duration 8 weeks)

Human Resource Department (Duration 2 weeks)

Objectives	Task
 Recognize demographic data collected for an employee. Understand the relationship between personnel and payroll system. Understand the vacation and leaves system and its rules. Recognize any computerized system that help in management of attendance system like fingerprint or eye recognition systems. 	 Utilize data to identify trends, problems and causes Create work environment as one family Develop the strategy of team working Workload staffing needs Prepare recruitment plan, vacation and leave system. Draft and negotiate contracts and agreements Identify staffing needs in different departments Aware of the policies and procedures of rewarding Identify motivational needs of workforce Implement motivational program Assess staff satisfaction Evaluate the effectiveness of motivational programs Treat staff with dignity, respect and fairness Solve staff problems Use administrative forms correctly

Quality Management Department (Duration 2 weeks)

Objectives	Task
 Understand the importance and objectives of the Quality Management department of the hospital Understand the organizational structure and quality workflow of the department 	 Understand how to regulate quality duties in the hospital Membership and duties of quality committee Familiarity with future plans Emergency and disaster plans Methods of evaluation of plans











 Describe different quality management indicators applied in the department Able to plan, implement and evaluate quality management program in a hospital 	 Aware of hospital accreditation criteria Familiarity with KPIs availability, accessibility and continuous updating Use administrative forms correctly
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Health Insurance Department (Duration 2 weeks)

Objectives	Tasks
 Direct patient interaction and clearance of doubts of patients regarding the final bill, charges, discount etc. as per the queries. Recognize individual items of a bill. Analyze how amount is calculated for services. Print out any bill within the system. Understand the requirements before issuing the bills. Keep proper documentation of the revenue generated. 	 Understand how to deal with patients regarding billing & hospital charges Know how to respond to patients queries regarding hospital fees & charges Understand billing calculation for hospital charges Know how to print invoice within the system Know bill issuing requirements Able to maintain accounts and revenue generated.

Marketing and Public Affairs Department (Duration 2 weeks)

Objectives	Tasks
 Understand the conceptual framework of marketing in general and specific to hospitals. Understand the need, relevance and necessity of marketing in today's competitive market environment. Know the different marketing strategies and tools used in health care settings. 	 Aware of the importance of marketing, advertising and public relations Aware of how to plan the logistics and coordinate the technical aspects for events How to promote and organize events How to evaluate events Utilize information from various sources Involve others in the event Use administrative forms correctly











End Rotation/Program Evaluation Internship Forms Attendance Sheet

Internship Training site:
University ID:
Intern Name:

This sheet is for 4 weeks

Day	Date	Time In	Signature	Time Out	Signature	Notes
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						
Sunday						
Monday						
Tuesday						
Wednesday						
Thursday						











Evaluation Form

Intern Name:					
Training Site & Department (Rotation):					
Training Date:					
Supervisor Name:					
	Perform			1	T
Marks	Poor	Fair	Good	Very Good	Excellent
	0-6	7	8	9	10
Knowledge					
Technical ability					
Quality of work (accuracy & thoroughness)					
Safety & prevention consciousness, confidential information handling					
Attitude in working environment (Initiation & enthusiasm)					
Dependability & reliability					
Accepts directions & guidance of supervisor					
Attendance & punctuality					
Interpersonal skills (relationship with others,					
teamwork & cooperation) & Communication skills					
Professionalism (conduct, communication)					
Total marks for each item					
Overall Evaluation (out of 100 marks)					
Supervisor Comments:					
Number of Days Absent:	N	umber o	of Days co	mpensated:	
Supervisor Name & Signature:				D	ate:

***Please refer to the evaluation rubric**











Evaluation Rubric

Items	Poor	Fair	Good	Very Good	Excellent
Knowledge	Lack of	Fair knowledge	Good knowledge	Plentiful	Extensive
	knowledge of the	of the field	of the field		
	field			field	field
Technical Ability	Lack of	Fair	Good	Competent in	Exceptional
	competency in	competency in	competency in	technical skills	competency in
	essential	essential	essential		technical skills
	technical skills	technical skills	technical skills		
Quality of work	Performed tasks	Performed tasks	Performed tasks	Performed tasks	Performed tasks
(accuracy &	are never	are rarely	are sometimes	are usually	are always
thoroughness)	accurate,	accurate,	accurate,	accurate,	accurate,
	complete/perfect	complete/perfec	complete/perfect	complete/perfect	complete/perfect
		t			
Safety &	Never aware of	Rarely aware of	Sometimes	Usually aware of	Always
prevention	safety, prevention	safety,	aware of safety,	safety,	extremely aware
consciousness,	and	prevention and	prevention and	prevention and	about prevention
confidentiality	confidentiality	confidentiality	confidentiality	confidentiality	and
protection					confidentiality
Attitude in	Never initiative	Rarely initiative	Sometimes	Usually initiative	Always initiative
working	or motivated in	and motivated	initiative and	and motivated in	and highly
environment	the working	in the working	motivated in the	the working	motivated in the
(Initiation &	environment	environment	working	environment	working
enthusiasm)			environment		environment
Dependability/	Never reliable in	Rarely reliable	Sometimes	Usually aware of	Exceptional
reliability	performing	in performing	reliable in	safety,	reliability in
	assigned tasks	assigned tasks	performing	prevention and	performing
			assigned tasks	confidentiality	assigned tasks
Accepts	Fails to accept	Rarely accept	Sometimes	Usually accept	Always accept
directions &	and respond to	and respond to	accept and	and respond to	and respond to
guidance of	supervisor's	supervisor's	respond to	supervisor's	supervisor's
supervisor	guidance	guidance	supervisor's	guidance	guidance
			guidance		
Attendance &	Never on time,	Rarely on time,	Sometimes on	Usually on time	Always on time
punctuality	frequent tardiness	some evidence	time, a few	and/or is absent	and exhibits
	and/or is absent	of tardiness	evidence of	(without excuse)	perfect
	(without excuse)	and/or is absent	tardiness and/or	no more than	attendance during
	for more than	(without	is absent	once	the internship
	three days	excuse) no	(without excuse)		
		more than three	no more than		
		days	two days		











Interpersonal	Never Engage	Rarely engage	Sometimes	Usually engage	Always engage
skills	with others and	with others and	engage with	with others and	with others and
(relationship	cooperate with	cooperate with	others and	cooperate with	cooperate with
with others,	them.	them and rarely	cooperate with	them and	them and
teamwork &	Fails to	demonstrates	them and	demonstrates	demonstrates
cooperation) &	demonstrate	effective	sometimes	effective	effective
Communication	effective	communication	demonstrates	communication	communication
skills	communication		effective		excellently
	skills		communication		
	Fails to conduct	Rarely conducts	Sometimes	Usually conducts	Always conducts
Professionalism	self in a	self in a	conducts self in a	self in a	self in a
(conduct,	professional	professional	professional	professional	professional
communication)	manner in	manner in	manner in	manner in	manner in all
	interactions,	interactions,	interactions,	interactions,	interactions,
	communications,	communication	communications,	communications,	communications,
	behaviours and	s, behaviours	behaviours and	behaviours and	behaviours and
	appearance	and appearance	appearance	appearance	appearance











End of Rotation Report

Interns are required to submit an internship report upon completion of each rotation. The purpose of this report is for interns to reflect on their overall experience. It is an opportunity for interns to present the nature of the work they were involved in, specific skills and knowledge attained, as well as highlight their contributions while working in a professional environment. It is also an opportunity to shed light on the main limitations and areas of improvement in the training sites for the purpose of enhancing the training experience for the interns. Internship report requirements for each rotation:

- 1. An overview of the department where the rotation is being conducted
- 2. Tasks that have been completed in this rotation
- 3. Any limitations that the intern have faced during the rotation
- 4. Any future recommendations for the specific department.

Internship Report Guidelines

- 1. The report should not be more than three pages per rotation.
- 2. It should be checked and signed by the direct supervisor of the intern at the training site.
- 3. The report should be sent to the Internship Unit, with the intern's evaluation and attendance report, through the direct supervisor in the training site on a date specified by the internship advisor, not later than a week after the end of the rotation.
- 4. The report should include a disclosure page containing a statement indicating the report was read by the training site supervisor. It also states that tests and procedures mentioned in the report were performed by the intern, the information disclosed is accurate and contains no confidential information.
- 5. The report evaluation rubric will be used to evaluate submitted reports by the faculty supervisors.
- 6. Any images/screenshots/files belonging to the training site property must have prior approval before being included in the report.
- 7. Please refer to the report template below.











Report Cover Page

[Rotation & Training Department]

Rotation Sitting

Report Prepared by:

Name: ID:

Report Prepared to: [Rotation Coordinator Name]

[Date of preparation 'month/Year']











Report Structure & Contents

Overview of the Training Department: [No More Than 300 Words]

Write one to two paragraphs about the training department, explaining what it is and what it does.

Learning Experience & Tasks Completed: [No More Than 700 Words] The experiences and knowledge gained by the intern. State the tasks that you have

completed in this rotation in a numbered format. Explain in detail what has been conducted in each task. Discuss the relation of tasks to any academic studies.

Limitations In This Rotation: [No More Than 200 Words] Mention any limitations that you have faced in this rotation

Recommendations: [No More Than 200 Words] Mention any future recommendations for this rotation or training department.











Appendix

Intern's Experience Log

Fill the table below and attach any documents relevant to the experience log (if applicable).

Intern's Experience Log				
Duration	Developed Skills	Intern's Reflection		
Example entry from 1– 31/01/2022	Completed training on software XXX	Learned how to analyze data		
1				
2				
3				
4				
5				
6 Courses Attended & C	ortificatos			
Outstanding Achievem	ent.			
Outstanding Achievem	ent:			











Report Evaluation Rubric

Criteria	Outstanding (4)	Acceptable (3)	Below Expectations	Unsatisfactory	Scor
0	Overview is	Overview is	(2)	(1) Verru little	e
Overview			Some background	Very little	
A brief	complete and well-	nearly complete,	information of the	background	
paragraph,	written; provides all	missing some	training department,	information	
provides	necessary	minor points or	but missing major	about the	14
summary of	background	information	points.	training	/4
the training	information of the	about the		department is	
department	training department	training		provided, or	
	for the rotation	department.		information is	
				incorrect.	
Tasks	Well-written	Important	Performed tasks are	Missing several	
Outline of	description of all the	performed tasks	presented but still	important details	
the tasks	completed tasks	are presented,	missing important	or completed	
performed	conducted by the	some minor	details.	tasks not	
and	intern is presented.	details are		presented.	/4
completed		missing.			
Limitations	Presents and any	Mentions any	Mentions limitations	No limitations	
that you	limitations faced by	limitations faced	faced by the interns	presented.	
have faced	the intern during the	by the intern	but not clearly	1	
during this	rotation and explain	during the	explained.		
rotation	why they consider it	rotation with	1		/4
	a limitation.	some			
		explanation.			
Recommen	Provides a list of	Provides a list of	Provides a list of	No	
dations	reasonable, relevant,	recommendation	non-reasonable, non-	recommendation	
Future	and applicable	s and areas of	relevant and non-	s presented.	
recommend	recommendations/	improvement	applicable	s presentea.	
ations for	areas of	that may	recommendations.		/4
this training	improvement that	enhance the	recommendations.		/ 4
department.	may enhance the	training			
department.		experience for			
	training experience for the interns.	-			
Annosman	All sections are in	the interns. Sections are in	Sactions and in order	Sections and ant	
Appearanc			Sections are in order,	Sections are out	
e and	order, well-	order, contains	contains less than the	of order, too	
Formatting	formatted, very	the minimum	minimum allowable	much	
	readable.	allowable	amount of	handwritten	14
		amount of	handwritten copy,	copy, sloppy	/4
		handwritten	formatting is rough	formatting	
		copy, formatting	but readable		
		is rough but			
		readable.			











Spelling	All grammar and	Few	Occasional grammar	Frequent	
and	spelling correct and	grammar/spellin	and/or spelling	grammar and/or	
Grammar	very well written.	g errors,	errors, generally	spelling errors,	
		generally	readable with some	writing style is	/4
		readable with	rough spots in	rough and	
		some rough	writing style.	immature.	
		spots in writing			
		style.			











Faculty Supervision Visit Form

Intern Name:	Training site:
ID. No:	Department/unit:
Patch:	Training site supervisor:
	Visit Date: / /

Items	Eval	uation
	Yes	No
The training provided is in the field of specialization		
There is a training plan for the intern		
The training plan fits the training period		
The intern maintains a professional behaviour		
The intern shows initiative		
The intern maintains regular attendance and punctuality		
The intern properly performs assigned tasks		
The training site supervisor is reachable		
The training site supervisor properly mentors the intern		
The work environment is safe and clear of any hazards		
The work environment supports learning with appropriate workspace and		
facilities		
So far, the training site supervisor is satisfied with the intern's		
performance		
So far, the intern is satisfied with the training in this site		

Please note any intern's achievement, awards, participation in or attendance of professional development events

Training site supervisor's comments/feedback:

Intern's commer		

Faculty Member Name:

Signature & Date:











Contacts Details of the Internship Unit

Training, Internship & Alumni Unit				
Telephone Number	0163013808			
Email Address	training.phhi@qu.edu.sa			
Web page	https://phhi.qu.edu.sa/content/pages/49			
Mailing Address	Department of Health Administration College of Public Health & Health Informatics Qassim University Qassim Region King Abdulaziz Road, Al-Bukayriyah 52741			





