

## **HEALTH 420 - INTERNSHIP EXPERIENCE**

### **Intern's Final Evaluation/Reflection**

**PURPOSE:** to help you reflect on and evaluate your total internship experience.

1. Review your goals and objectives for your internship and assess your internship site as it provided a setting for achieving those goals and objectives.
2. Explain and show how you achieved the goals you set.

Trough my internship at the Joseph F. Sullivan Center I was able to meet and achieve the goals that I set for myself at the beginning of the semester. The Sullivan Center is focused on integrating student learning into its clinical practice, therefore allowing me the space to ask questions and ability to learn new things.

- My Health Assessment Goal was to be able to work up a patient by taking vital signs, receiving health history, and evaluating reason for visit for each patient that comes in the Sullivan Center. I was able to achieve this goal by working up multiple patients each day at the Sullivan Center and working with the electronic health record Allscripts to input vital signs, record their health history, and evaluating their reason for visit.
- My Implementation Goal was to be able to describe the purpose and mission for the Sullivan Center and associated clinics. I now know that purpose and the mission of the Sullivan Center is to integrate student-learning experience with their clinical practice. They provide health services for Clemson employees and for the underserved population in the surrounding communities. I was able to achieve this goal by becoming integrated into the practice by working with patients and providers and helping organize materials for off-site clinics. I also asked those that I worked with about their experiences at the Sullivan Center.
- My Intervention Evaluation Goal was to be able to describe how the Sullivan Center evaluates the effectiveness of their CU4Health program. I was able to achieve this by observing the CU4Health initial wellness visit and observing CU4Health counseling sessions. I also was able to view the online portion of CU4Health to see what the wellness profile looked like when patients finished it, helping me understand the effectiveness of the program. The most effective experience I gained was through conducting my own CU4Health counseling sessions and charting the results.
- My Affective Goal was to be able to articulate how I feel about pursuing graduate studies in Physician's Assistant School. Through the experiences I've had at the Sullivan Center, I do not believe that I would like to pursue graduate studies as a PA. After discussing with the staff their personal experiences that have led them to their positions and discussing my personal strengths and weaknesses, I believe I would be more interested in pursuing health administration. I was able to achieve this goal by discussing different options with the staff and administration at the Sullivan Center.

3. Choose one project/assignment and describe it as follows:
  - a. How well do you think you accomplished the project or dealt with the experience(s)?
  - b. What skills did you use? (e.g. writing, speaking, organizing, interpersonal, counseling, management, research, etc.)
  - c. Point out your strengths and weaknesses. What would you do differently?

One of my main projects at the Sullivan Center was to keep the supply room organized and create a document outlining where all of the materials kept there are located. I thoroughly enjoyed this project because it allowed me to use my critical thinking and organizational skills to keep supplies located where the staff could most conveniently find them. I believe that I accomplished this project well and learned a lot through the experience. I learned how important it is to constantly keep things organized and in their place in order to allow a clinic to run efficiently and smoothly. I used my organizational skills to keep everything neat and used research skills to figure out what certain supplies were used for. I used my interpersonal skills to ask the staff if there was a certain way they liked to keep the closet organized to help them find supplies conveniently and used my critical thinking skills to group common items together based on their function and frequency of use. My main strengths are my organizational and management skills, I enjoy keeping things neat in order to take away distraction to those who the providers and staff who use the stock room. My main weakness is my perfectionism, where I take maybe too much time to make sure that things are in the exact right place. The only thing I would do differently would be to start my documenting of the storage materials sooner in order to document more precisely throughout the semester and to learn what all materials are kept in the storage room as well as their functions.

4. Assess your contribution to the internship site.

Through my internship, I contributed to the fluidity of running the practice. By efficiently working up patients, I allowed the providers more effective time with their patients and ultimately allowed the providers to see more patients daily. By keeping the exam rooms cleaned and restocked, providers could focus their time on caring for their patients instead of having to run around to get their supplies. By keeping the stock room neat and organized it makes finding necessary supplies easier and quicker for the interns, providers, and other staff that need them. By making sure that BCN materials and WW binders are packed, I prepare the staff to spend their time focusing on providing care for patients before and during their visit to the off-site clinic. Overall, I believe that my

biggest contribution to the Sullivan Center is that I take away distraction from the staff to set them up to succeed at their job.

5. Has your experience changed or reinforced your career goals. Changed or reinforced your educational goals? Could you see yourself as a professional in this field?

My experience has refocused my career goals and my educational goals. Before this internship I thought that I wanted to pursue further education in the Physician Assistant field. My time interning at the Sullivan Center has made me realize two things: 1) that I have a passion for setting up others to succeed, through taking away distractions and completing seemingly menial tasks so that they have the ability to do their job to the best of their ability and 2) that I have a passion for the underserved communities in my area. The first passion could be met by taking a health care route that is more focused on administration, while the second could be met by focusing on event planning and health promotion in low-income demographics. I can see myself as a professional in a health care facility similar to the Sullivan Center that's focused on serving underserved communities while holding a more administrative role.

6. Relate your internship experience to your academic work on campus. List at least 5 specific courses (by title, not number) either in your major or outside your major that were useful at this site.

My internship experience was a good culmination of many of my previous classes on campus. Having had these previous classes prepared me for my experience at the Sullivan Center, while my experience also helped me have some tangible examples of things that I have learned in previous classes.

- Introduction to Public Health (2020): Many of the programs run by the Sullivan Center have to do with promoting health in the underserved populations in the surrounding community, which is a large component of Public Health.
- Overview of Health Care Systems (2030): This class helped me understand the overall health care system and I got to see a real life example of that at the Sullivan Center.
- Health Promotion Program Planning (3400): The Sullivan Center operates many different health promotion programs, and this class helped me understand the process that goes into health promotion program planning.
- Managing Health Service Organizations (4400): This class helped me understand the complex interactions that are involved in managing health services organizations, which I got to witness while working with the administration there.
- Health Information Systems (4600): The Sullivan Center relies heavily on its electronic health record system Allscripts as well as other health technology, which I

was able to operate with a little practice because of my exposure to health care technology in Health Information Systems.

7. Were there instances at your site where the health literacy training were utilized? Explain.

My health literacy training was utilized often during patient work ups. Many of the patients at the Sullivan Center are from low-income families and did not understand much about their own health. Through these encounters I used my training to speak in terms that they understood to help relay important health information to them and to help them understand the health information I was trying to receive from them. The health literacy training also came in good use when dealing with older patients who did not understand their own health. With the health literacy training, I felt competent to deal with many different types of patients in a professional, yet understanding way.