

Applied Learning Experiences – Students and Interns Frequently Asked Questions for Academic Partners

Which schools are involved?

Within our organization, we have identified high schools, colleges, and universities to build partnerships. Student and intern placements are one part of these strategic collaborations.

What is the difference between an *Internship*, a *Preceptorship*, and a *Clinical Education or Fieldwork Experience*?

All intern and student activities should be considered *Applied Learning Experiences*. This means that these individuals are coming to us to learn in the clinical or other work setting (such as Administration, IT, etc.).

Internship

- Individual requesting may or may not be actively enrolled in an academic program
- Individual seeking an experience to gain skills in a particular area, may or may not have defined objectives when requesting
- Examples of internships for individuals who are not currently enrolled in school: individual seeking exposure and experience to learn more about a particular profession, or an individual working toward professional re-entry

Preceptorships, clinical education experiences, or fieldwork experiences

- Students who are completing assigned clinical hours within our organization as part of their academic curriculum requirements
- Organized experiences outlined by the school, including specific learning and professional objectives, time and attendance requirements (i.e. defined dates and required number of hours), and a formal evaluation of the learner's performance

What if an individual wants to come to a CHSGa location to complete *Observation hours*?

An individual may request *observation hours* for the purpose of obtaining exposure to a selected profession or service, often for purposes of meeting college admission requirements.

Observers are not affiliated or connected to an academic program's curriculum requirements for enrolled students. The individual who is serving as a supervisor or mentor for an observer should assist with tracking hours and providing verification for the observer as requested. These individuals should complete any required internal compliance steps, such as signing the *Confidentiality Agreement* (requirements are specific to each service delivery line).

Who are the *Customers* in internships and student clinical experiences?

Students and interns are customers, as well as all patients and clients, involved associates, the school, and the communities we serve.

Who supervises interns and/or students?

For experiences that are part of academic requirements, the school may provide qualifications for supervisors. In some instances (typically for Nursing professions), preceptorship supervisors may be

faculty from the school who accompany the students and provide instruction, supervision, and performance assessment during the clinical experience.

Agreements with the school typically include detail about expectations related to supervision and performance assessment. More detail on this topic is provided in the section ***Memorandum of Understanding***.

Is a *Contract or Memorandum of Understanding* for all intern and clinical education experiences?

Yes, all intern and clinical education experiences require a properly executed and current *Memorandum of Understanding* (“MOU”). The MOU is a legal agreement that spells out the responsibilities of the school and the organization. Please refer to additional content related to MOUs for additional information and detail.

What is typically addressed in a *Contract or Memorandum of Understanding* with a school?

The following items are typically addressed in a legal agreement between the organization and a school. This list is not inclusive or intended to be specific to ALL items that may be included in the agreement. Each agreement must be agreed to by both parties prior to being considered to be in effect.

- Specific academic programs included in the agreement: e.g. Nursing, Allied Health, IT, etc.
- Organizational service delivery lines included in the agreement: e.g. home health, hospice, pharmacy, rehab, etc.
- Dates that the agreement will remain in effect (beginning and expiration)
- Rights, expectations, and responsibilities of all parties: school, organization, students
- Non-discrimination clause
- Procedures for removal of a student

What is included in a *Student Intern Program – Terms and Conditions Agreement*?

The following information is addressed in the ***Student Intern Program – Terms and Conditions Agreement***:

- Student information
- Service line location information
- College/University information (if applicable)
- Internship requirements
 - Number of hours
 - Completion date
- Terms and Conditions:
 - Unpaid – for purposes of training and learning only
 - No guarantee of employment offer upon completion of internship experience
 - No requirement of future commitment from intern or organization
 - HR/Personnel requirements: Background checks, health screens, applicable confidentiality training, etc.
 - Termination of agreement

How do we establish a *Contract or Memorandum of Understanding* or *Student Intern Program – Terms and Conditions of Agreement*?

When a new Memorandum of Understanding (MOU) is desired, the appropriate CHSGa representative should be notified. When a new MOU is recommended, the process is initiated via our system’s online contract management platform. The appropriate school contact should send information as directed in

order to initiate the request in the system.

Who can sign a Contract or Memorandum of Understanding?

Only a system-level designated signatory may sign a Memorandum of Understanding with a college or university, which is required to accept students or interns who are required to obtain clinical hours as part of their academic program.

The ***Student Intern Program – Terms and Conditions Agreement*** is used for individual interns who are completing an experience within the system. This *Agreement* may be signed by the location supervisor or other representative. This form is also signed by the Intern.

What are the requirements students and interns must meet to be cleared to begin their experience?

Each approved agreement includes information about requirements each student must complete prior to beginning their experience within our organization.

Every health service area will also have specific requirements related to information such as HIPAA, patient confidentiality, background and health screenings, etc. Each student supervisor should confirm that all requirements have been met and verified as outlined on the appropriate ***Student Checklist (“Clinical” or “Non-Clinical”)***. These requirements are part of the legal agreement between the organization and the school. **No student or intern may begin their onsite learning experience prior to completing these requirements.**

Once completed with required verification and signatures, the Student Checklist should be submitted to the Sr. Recruiting Specialist as indicated on the Checklist form.

What information should the school provide to the student or intern supervisor?

The school should provide information as agreed in the Memorandum of Understanding, which represents the legal agreement between the school and our organization.

The school should provide contact information for the appropriate representative should any questions or concerns arise during the experience.

Supervisors should also have information from the school regarding learning objectives, required contact hours for the experience, expectations and resources for evaluating the student’s performance and other details about requirements and expectations for the experience.

For individual internships, the intern may be responsible for defining specific learning objectives and expectations. Onsite supervisors should assist with this process as needed.

If not received from the school or intern, the supervisor should request this information as soon as possible, recommended prior to the start of the experience.

What if the student or intern is not meeting performance expectations or if the supervisor needs support with evaluating his/her performance?

In the event of problems developing during a student’s or intern’s applied learning experience, the student or intern supervisor should consult with his or her own supervisor to notify him/her of the issues and a plan to address the concerns. The student’s or intern’s supervisor should also contact the school representative according to contact information provided by the school as soon as concerns are

identified.

The student's or intern's supervisor may also reach out to the Director of *Academic Relations* or the Student Placement Coordinator if support with developing a plan of action is needed.

A Fact Sheet – *Managing the Student/Intern Experience: FEEDBACK AND DEVELOPMENT PLANS* – is available for associates to provide additional tips and guidance.

What steps should be taken to prepare for a student or intern clinical learning experience?

The following steps should be taken prior to the start of a student or intern onsite learning experience:

- Check the status of the Memorandum of Understanding*) to ensure there is a current agreement in place for the academic program and service line involved
(In the case of an individual intern requesting the experience outside of requirements for an academic program, a **Student Intern Program – Terms and Conditions Agreement** should be in place.)
- Review documentation and information from the school and student or intern, e.g.:
 - Schedule details
 - Learning objectives
 - Evaluation forms
 - Contact information for student/intern and school representative
- Ensure all personnel/HR requirements are satisfied by deadlines, e.g.:
 - Health records, screens
 - Background checks
 - OSHA/HIPAA training (school-provided and internal as required by each service line)
- Complete the Student Checklist form and submit to the Sr. Recruiting Specialist as indicated on the Checklist form

What should happen on Day 1 of the internship or clinical education experience?

There should be a plan to address the following items on Day 1 (or as soon as possible after the start of the student experience, keeping in mind the expectations and standard procedures of the school and your service line):

- Student orientation
- Familiarity with resources – Policies and Procedures*
 - * It is recommended that students should sign off that they have received this information and are aware of how to access these resources at any time as needed
- Tour of center
- Discussion of expectations and goals*
 - *Allow time for student to suggest his/her plan to achieve goals
 - *Allow time for debrief of Day 1 – Q&A, plan for next day and the upcoming week

What are the steps for requesting an internship or clinical hours for students?

Complete the appropriate *Request Form* (available online), which will be routed to the appropriate organizational contact when submitted.

If a contact at an individual health service area within our organization is contacted, they should refer you to the website to complete the appropriate *Request Form* as the first step in the process. An associate at an individual health service area should not agree to accept a student or intern without

going through procedures for requesting and approval.

What action steps should be taken at the conclusion of a student applied learning experience or internship?

At the conclusion of all student and intern experiences within our system, all evaluations and other documentation required by the school should be completed and submitted to the school as directed in the information provided prior to or at the beginning of the experience.

It is recommended that feedback should be requested from the student regarding both the preparation for the experience and the experience itself. Your service line may have a standardized feedback form or survey instrument designed for this purpose, and the student or intern should complete the standardized survey instrument prior to leaving on the last day of their experience. The student or intern supervisor should request that surveys are completed and should provide support if needed to identify the appropriate survey. Some academic programs require that students or interns complete a feedback form to be shared with the clinical site. The school should emphasize to each student or intern the importance of completing these surveys and feedback forms and following the processes to submit this information as directed.

What tips and strategies do we recommend and provide for managing the overall student or intern experience?

A resource entitled *Managing the Student or Intern Experience: FACT SHEET* is available to organization associates to provide more detailed strategies and tips to contribute to the best likelihood of an effective applied learning experience. Even if a student faces challenges with meeting expectations and achieving goals, or in the rare event that a student does not successfully meet the learning objectives, mutual benefits can come from the experience for both the supervisor and the student. Seeking outside resources (as addressed in other areas of this FAQ resource) and ensuring that all parties are familiar with information provided by the school will contribute to the likelihood of a successful experience.

Probably the single most important strategy for establishing the framework for a successful student experience is to be sure that expectations of all involved – the school/academic program, the student, the supervisor, and the clinical site – are clearly stated and achievable. Open and honest, professional communication and feedback on an ongoing basis throughout the experience are also essential indicators of a positive and effective experience for all.

Addressing concerns and any problems as soon as possible after they are identified is also critical. Associates are reminded to rely on available resources – other experienced clinical instructors in their department, their own supervisor, Academic Relations and Recruiting, and the school's designated clinical contact.

What benefits are received from serving as a clinical supervisor for a student or an intern?

For some professions, serving as a clinical supervisor for students or interns may be applied to professional development or continuing competency/education requirements for license renewal. Associates are advised to check with their professional licensure board (Rules and Policies) for more information about whether this applies for them and how to verify their student or intern supervision hours.

Serving as a supervisor for students and interns in the clinical setting also allows professionals to “give back” to the profession by supporting academic programs and their learners, as mentors and

supervisors also supported learning for current professionals.

Student and intern supervisors are often invited to provide input to the academic program or even to serve on advisory boards. Some schools offer additional benefits, such as reduced registration for continuing education events or other opportunities to achieve professional development. The school should provide documentation as requested to verify supervisor hours.

How does the organization benefit from serving as a clinical education partner with school partners?

Because there is not a requirement that students or interns accept employment with our organization, our involvement with these activities contributes to achievement of our goals as a not-for-profit organization to support the communities we serve in a meaningful and valuable way.

SEC,PT/10.14.19