



Internship Manual for Health Services Management Students

Student Name:	
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Table of Contents

Sr. No.	Name of the Content	Page Number
1	Introduction to Health Service Management Program	3
1.1	Program Vision	3
1.2	Program Mission	3
1.3	Program Goals	3
1.4	Program Values	4
2	Introduction of the Internship Program	4
2.1	Objectives of Internship Program	5
2.2	Internship Program and Intended Learning Outcomes	5
2.2.1	Duration of Internship Program	5
2.2.2	Intended Learning Outcomes of the Internship Program	6
2.2.3	Section/department covered during Internship Program	7
2.3	Stakeholders' Responsibility towards Internship Students	17
2.3.1	Department of Health Management's Responsibilities towards Internship Students	17
2.3.2	Hospital/HCO's Responsibilities towards the Intern Students.	17
2.4	Students Responsibility during Internship Program	18
2.5	Internship Committee and its Responsibilities	18
2.5.1	Composition of the Internship Committee	18
2.5.2	Responsibilities of Internship committee	18
2.6	Student Attendance Policy	18
2.7	Dress Code for Intern Students	19
2.8	Ethical and Professional Rules for Training	19
2.9	Skills and Traits Acquired by Students during Internship Program	20
3	Student's Evaluation Forms for various Departments	20
	<i>Annexure-1: Forms</i>	22-41



1. Introduction to Health Service Management Program

The University of Hail was founded as a new academic higher educational institution following the royal decree of the Custodian of the Two Holy Mosques; King Abdullah Bin Abdul Aziz Al-Saud and the Prime Minister and Chairman of Higher Education Council on Jumaada Al-Thaany 30th, 1426 - June 7th, 2005. The College of Public Health and Health Informatics was established in 1430 AH (2009 AD) and currently, it has three academic departments: Department of Public Health, Department of Health Informatics & Information Management and Department of Health Management. Health Services Management program is being offered by the Department of Health Management since June, 2009, is one of the prestigious programs in the college, with the highly-competent and motivated academic staff members whose areas of expertise span the major sub-disciplines of Health care management.

The Health Services Management internship manual is a guide book developed for the student intern to help and enable them to measure the progress of their training practice from the moment he/ she begins the intern program until the time he/ she completes it. It also informs supervisors about internship practices which the students still have to learn and review to be competent personally for practicing.

1.1 Program Vision

The broad vision of the program is to achieve excellence in the field of Health Services Management education, research, training, and consultancy, ensuring the exceptional health care services to community on par with National and International standards.

1.2 Program Mission

To prepare competent health care management graduates to the labour market with production of scientific research according to the community development priorities in the field of health services management with the effective and efficient utilization of human, technical and financial resources.

1.3 Program Goals

1. Prepare qualified graduates to be competent in health care labour market.



2. Develop scientific research according to the community development priorities in the field of health services management.
3. Meet the community needs through the provision of effective health care services management.
4. Build students' capabilities for utilizing human, technical and financial resources to manage different types of health facilities.

1.4 Program Values

1. **Integrity and accountability** – In all our relationships (Internal and External).
2. **Professionalism** – In all endeavour and approaches towards students and the faculty members, we stand professionally committed.
3. **Excellence** – To establish high standards in academic and research sector.
4. **Continuous Improvement** – In teaching process, Research productivity and community services.

2. Introduction of the Internship Program

The purpose of the internship program is to provide Health Services Management students with an opportunity to enhance and apply what they learn in their academic program while working in a health service organization. The intent of the program is to provide relevant organizational experience to students who otherwise would not have the opportunity to work before completing a degree.

This internship makes the basis for understanding of the internal working of a hospital which is essential for every student to appreciate and assimilate the learning in the Bachelors program. The internship is designed to facilitate this learning-objective and is based on the principle of *“learning by observation”* and also help to learn *“working in teams”*.

During the internship, the students are exposed to field work, assisting department officials, practicing the learned administrative work, and getting their work approved from the department head at the end of each tenure related to the specific department.

The Health Services Management internship is designed to provide the student a hands-on experience in a health service organization. It will provide a firsthand look at day-to-day operations of a facility and provide the student an opportunity to observe and assist employees in various departments, if possible. It should provide the student an opportunity to



observe and be actively involved in management activities using basic management skills of communication, problem solving, management of relationships, and analysis of information.

The Health Services Management internship program will provide an opportunity for the intern to rotate through all major health division's in a hospital. Internship program's content will be developed around the intern's special interests as well as in response to organizational needs.

2.1 Objectives of the Internship Program

The primary goal of this endeavor is student learning. The internship program will enable students to learn more about health care management; inform the health care community about student abilities and career preparation; give students the opportunity to develop a sense of responsibility for their continued learning by working independently and collaboratively within the parameters of an internship experience; familiarize students with the experiences related to the process of seeking employment; and strengthen ties between Health Management Department and the health care community by seeking advice from health care leaders concerning curriculum planning, student recruitment, and graduate placement.

The Health Management Department internship program will enable students to gain added knowledge and skills through structured work experience. Opportunities are available to the student through an internship that cannot be achieved in the classroom. The internship program is planned to achieve the below mentioned objectives:

1. To provide exposure to a broad range of association management issues and one-on-one interaction with senior-level executives.
2. To involve the intern in the execution of a variety of administrative tasks in preparation for the future management of similar tasks.
3. To enhance the individual's decision-making and problem-solving skills.

2.2 Internship Program and Intended Learning Outcomes

2.2.1. Duration of Internship Program

The students will take Internship after successfully completion of fourth year. The duration of the internship program is for **52 weeks for the REGULAR students and 26 weeks for the BRIDGING students including 4 weeks of official and nationwide**



vacation as per the directorate of Ministry of Higher Education and Ministry of Health. The students are supposed to work in each proposed section as per the below mentioned schedule (Table 2.1):

Table 2.1: Proposed section and duration of Internship

#	Section	Duration for Regular Student (52 Weeks)	Duration for Bridging Student (26 Weeks)
i	Executive /Administrative manager office	3 weeks	3 weeks
ii	Admission office	3 weeks	
iii	Beds management section	3 weeks	3 weeks
iv	Medical records section	3 weeks	
v	Outpatient service : Reception / OPD	3 weeks	3 weeks
vi	Human Resource Section: Manpower planning, Recruitment & Training department	3 weeks	
vii	Financial affairs	2 weeks	2 weeks
viii	Radiology section	2 weeks	
ix	Laboratory section	3 weeks	3 weeks
x	Nutrition section	3 weeks	
xi	Medical supplies and pharmacy	3 weeks	3 weeks
xii	Infection control unit	3 weeks	
xiii	Nursing Unit	3 weeks	3 weeks
xiv	Emergency department	3 weeks	
xv	Quality unit	3 weeks	3 weeks
xvi	Patient relations and rights	3 weeks	
xvii	Events management unit	3 weeks	3 weeks
xviii	Internal auditing unit	3 weeks	
	Total Duration	52 Weeks	26 Weeks

2.2.2. Intended Learning Outcomes of the Internship Program

The internship program will be carried out at tertiary hospital. During internship program student will undergo training in various section in the hospital like Executive /Administrative manager office; Admission office; Beds management section; Medical records section; Outpatient service : Reception / OPD; HR Section: Manpower planning, Recruitment, training & employee relation department; Financial affairs; Radiology section; Laboratory; Nutrition section; Medical supplies and pharmacy; Infection control unit; Nursing Unit; Emergency department; Quality unit; Patient relations and rights; Events management unit; and Internal auditing unit etc..



Depending on the suitability and requirement of the designate hospital, student will undergo training on rotation basis in each section. At the end of internship in each section, student will prepare a report on the particular section based on the format supplied by the department of Health Management and get it seal and signed by the respective head of the section in the hospital. This exercise will continued in all the sections. **After completing internship in each section, following intended learning outcomes is expected to achieve:**

CLOs		Aligned-PLOs
1	Knowledge and understanding	
1.1	Know management theories and practices to manage resources in healthcare organizations.	K1
1.2	Explain current knowledge of policy and system dynamics to drive changes and reforms in hospital.	K2
1.3	Understand health care issues, trends, technologies, and perspectives leading to improvement in healthcare organizations and health care system.	K3
1.4	Summarize the principles related to research, reporting, operations, project and financial management in the hospital.	K4
2	Skills:	
2.1	Apply management and leadership practices in the hospital.	S1
2.2	Plan appropriate solutions to address operational, delivery, financial, and insurance issues in hospital.	S2
2.3	Execute quantitative and qualitative skills in preparing individual and group assignments and projects in hospital.	S3
2.4	Communicate clearly and concisely within the context of professional health care environments.	S4
2.5	Use cognitive and technological skills in managing hospital.	S5
3	Values:	
3.1	Holds Islamic principles of service and citizenship for the benefit of organization and society.	V1
3.2	Show professionalism, self-confidence, commitment and responsibility, teamwork, and creativity to manage hospital.	V2

2.2.3. Section/department covered during Internship Program

i). Executive /Administrative manager office

The administrative manager will provide an orientation about hospitals' administrative functions such as coordination, communication, labor relations and planning & evaluation to



inculcate skills like decision-making, communication skill, which are needed in health care quality assessment, utilization review, and administrative management of each section.

After completing internship in Executive /Administrative manager office, the student shall be able:

1. To arrange for a meeting and to revise meeting agenda.
2. To manage a meeting.
3. To monitor hospital staff attendance and performance.
4. To monitor hospital wards environment and equipment.
5. To ensure compliance with hospital rules and regulations.
6. To take the right decision.
7. To respond promptly to urgent issues.
8. To use administrative forms correctly.

ii). Admission Office

This section will pre-admits patients by receiving bookings from physicians; confirming admitting privileges of physicians; interviewing patients; entering patient information to pre-admissions database. Even provides patients with information by explaining hospital admission policies, time of admission, room selection and answering inquiries etc..

After completing internship in Admission office, the student shall be able:

- 1 To assess eligibility criteria for admission.
- 2 To enter required information for admission in electronic format.
- 3 To make priority plan for admission and inpatient service.
- 4 To make clear policy for admission and discharge.
- 5 To establish and communicate admission and inpatient rules and regulations such as visiting hours, payment rules, schedule of charges, and keeping patients valuable in safe custody etc..
6. To compile data for occupancy and census records.
7. To obtain signed statement from patient to protect hospital's interest.
8. To know the procedures of referral inside and outside the hospital.
9. To classify referred cases according to seriousness.
10. To use administrative forms correctly.



iii). Beds Management Section

The purpose of the Bed Management section is to supervise all scheduling, daily admissions, and bed management within hospital. The purpose is to balance the access demands of the Emergency department and those of urgent/non-urgent elective work with available beds. The Nurse Manager will provide the clinical lead for a team that will include schedulers, validation and administrative personnel. The aim of this team is to optimize the continuum of care by managing the patient effectively throughout the whole of their care period, from admission into the hospital and back to the home.

After completing internship in Bed Management Section, the student shall be able:

- 1 To assess eligibility criteria for admission.
- 2 To be aware of parameters that assess quality of patient care as time passed till seen by a doctor or time to inpatient bed.
- 3 To be aware of bed utilization rate.
- 4 To acquaintance with bed utilization problems.
- 5 To acquaintance with discharge procedures.
- 6 To acquaintance with discharge planning criteria.
- 7 To familiar with how to deal with non-occupied beds.
- 8 To use administrative forms correctly.

iv). Medical Records Section

A Medical Records section is responsible for managing patient health files in a hospital. It creates new medical records and retrieves existing medical records by gathering appropriate record folders and contents; assigning and recording new record numbers; verifying existing record numbers; inputting and recording locations to computer; delivering records. Even serves and protects the hospital community by adhering to professional standards, hospital policies and procedures as per the requirements of hospital and patient.

After completing internship in Bed Management Section, the student shall be able:

- 1 To do data entry and analysis.
- 2 To organize medical file contents in a systematic way.
- 3 To retrieve medical records.
- 4 To follow up the patient medical file throughout its cycle.
- 5 To make coding for diseases according to international classifications.
- 6 To make statistical reports.



- 7 To deal with manual and electronic health information systems.
- 8 To use administrative forms correctly.

v). Outpatient Services: Reception / OPD Section

OPD is outpatient department, where people come to see doctors for first consultation and the doctor decides whether they can be treated by prescription for medicines to be taken at home or if they need to be admitted as inpatient when that are given a bed in ward. Modern outpatient departments offer a wide range of treatment services, diagnostic tests and minor surgical procedures.

A medical office receptionist is responsible for basic clerical tasks such as answering phones, greeting patients and visitors, and scheduling appointments in a professional and timely manner. Most medical receptionists work in a physician's office, dentist's office, hospital or another medical facility.

After completing internship in Outpatient Services: Reception / OPD Section, the student shall be able:

- 1 To perform reception tasks.
- 2 To supervise and direct activities of outpatient clinics.
- 3 To coordinates activities of outpatient clinics with those of other hospital departments.
- 4 To establish clinic policies and procedures in cooperation with other hospital officials.
- 5 To review clinic activities and recommend changes in, or better utilization of facilities, services, and staff.
- 6 To establish and maintain work schedules.
- 7 To use administrative forms correctly.

vi). Human Resource Section

Human resources section in a hospital, overseeing the entire functioning of the department. Recruitment of employees, training, functioning, setting the salaries and benefits of employees and managing employee-employer relations, are some of the primary duties of a hospital HR manager. While human resource, or HR, managers don't directly work with patients clinically, the decisions they make and actions they take directly affect the quality of care patients receive in the hospital. In a hospital, HR managers are responsible for both the clinical and non-clinical staff that delivers direct services to patients. Subsequently, the performance of the hospital rests solely with the level of performance provided by the staff.



After completing internship in Human Resource section, the student shall be able:

- 1 To assess workload of staff.
- 2 To identify staffing needs in different departments.
- 3 To plan for recruitment.
- 4 To draft and negotiate contracts and agreements.
- 5 To resolve staff problems.
- 6 To create healthy work environment.
- 7 To enhance the team spirit on work place.
- 8 To assess training needs.
- 9 To familiar with the main training courses conducted.
- 10 To prepare for and to conduct training session.
- 11 To evaluate training programs.
- 12 To use administrative forms correctly.

vii). Financial Affairs

This section is responsible for directing Patient Financial Services to include, Billing, Collections, Customer services, Cash posting and cost analysis. It coordinate the daily activities related to the planning, implementing and maintaining all functions related to the patient financial service areas.

After completing internship in financial affairs section, the student shall be able:

- 1 To use procedures for recording financial transactions.
- 2 To prepare financial statements for internal and external use.
- 3 To review and recommend for approval an annual operating and capital expenditure budget.
- 4 To familiar with various accounts kept in the department.
- 5 To evaluate and monitor long and short-term financial obligations, debt structure, cash flows and the overall uses of funds.
- 6 To apply gained knowledge on cash management and investment policies.
- 7 To use administrative forms correctly.

viii). Radiology Section

Radiology supervisor serves patients by providing radiology services by directing and coordinating the services of radiology and diagnostic imaging procedures; overseeing staff in



operation of imaging equipment, such, as x-ray machines, fluoroscopes, computerized tomography (CT) scanners, or magnetic resonance imaging (MRI) equipment. Supports patient care by resolving radiology issues with physicians, radiologists, radiology technologists, and ancillary staff; improving and maintaining quality assurance program for department functions.

After completing internship in Radiology section, the student shall be able:

- 1 To familiar with types of radiology investigations available.
- 2 To familiar with risks facing radiology staff.
- 3 To be aware of how to protect radiology staff.
- 4 To be aware of ways of supplying the department with requisites.
- 5 To be aware of quality activities in the department.
- 6 To use administrative forms correctly.

ix). Laboratory Section

Laboratory is staffed by a team of people with different areas of expertise including hematology, pathology and molecular diagnostics. So the laboratory supervisor perform all duties of a clinical laboratory functional supervision (plan, organize and delineate duties) of personnel in a section of the laboratory. Assures that all remedial actions are taken whenever test systems deviate from the laboratory's established performance specifications. Evaluates the competency of all testing personnel and assures that the staff maintain their competency to perform test procedures and report test results. Even evaluates the competency of all testing personnel to properly setup, calibrate, maintain, operate and shutdown such instruments that are vital to their position.

After completing internship in Radiology section, the student shall be able:

- 1 Familiarity with the risks facing laboratory staff.
- 2 Be aware of how to protect laboratory staff.
- 3 Familiarity with activities of hospital laboratory.
- 4 Be aware of ways of supplying the department with requisites.
- 5 To be aware of laboratory divisions.
- 6 To be aware of laboratory safety procedures.
- 7 To be aware of means of infection control.
- 8 Ability to use administrative forms correctly.



x). Nutrition Section

Nutrition section is responsible to assess patients' and clients' health needs and diet, counsel patients on nutrition issues and healthy eating habits, develop meal plans, taking both cost and clients' preferences into account, evaluate the effects of meal plans and change the plans as needed, keep up with the latest nutritional science research and write reports to patient progress document etc..

After completing internship in Nutrition section, the student shall be able:

- 1 To familiar with the provision of foods.
- 2 To familiar with ways of preparation and distribution of food.
- 3 To familiar with dietetics and how to tailor-made the food to match with patient condition.
- 4 To familiar with how to ensure safety of food provided to patients.
- 5 To familiar with how to do hazard analysis critical control point (HACCP).
- 6 To use administrative forms correctly.

xi). Medical Supplies and Pharmacy

Medical Supplies and Pharmacy has greater role to play in controlling usability and availability of hospital inventory. Inventory management is a scientific technique that coordinates the various functions, such as plan for acquire, store, move and control materials to optimize usage of facilities, personnel, and capital funds to provide services to the user in line with the organizational objectives. The primary objectives of this section are to make sure about right quality, right quantity, right price, right source and right delivery of the products to the health care organization.

After completing internship in Medical Supplies and Pharmacy, the student shall be able:

- 1 To familiar with drug store conditions and inventory issues.
- 2 To familiar with activities of drug storage in the pharmacy.
- 3 To familiar with ways of supply of drugs.
- 4 To familiar with types of drugs most needed by patients.
- 5 To be aware of how to deal with expired drugs.
- 6 To be aware of ways of infection control.
- 7 To familiar with safety procedures.
- 8 To use administrative forms correctly.



xii). Infection Control Unit

An infection control practitioner is responsible for disease prevention in hospitals and healthcare facilities. Often an infection control practitioners must have strong research and investigative skills, and they should also be well-versed in areas of public health.

After completing internship in Infection Control Unit, the student shall be able:

- 1 To be aware of the most common infections in the hospital.
- 2 To be aware of the ecological factors that favor spread of infection in the hospital.
- 3 Familiarity with the trend of occurrence of hospital infections.
- 4 To be aware of the key control measures required to limit spread of hospital infections.
- 5 To be aware of the importance and technique of hand washing.
- 6 Familiarity with duties of infection control committee.
- 7 To be aware of hospital infection statistics.
- 8 Ability to use administrative forms correctly.

xiii). Nursing Directorate

A director of nursing manages the services provided by the nursing personnel of a healthcare facility. Their many duties include overseeing the nursing personnel and patient care, as well as administrative tasks such as duty roster chart and record keeping etc.. The central goal of this section is to develop a collaborative and efficient workplace with specific attention to quality patient care.

After completing internship in Nursing Directorate, the student shall be able:

- 1 To familiar with nursing schedules and turnover.
- 2 To familiar with nursing duty plan.
- 3 To familiar with nursing training program.
- 4 To familiar with patient care system.
- 5 To use administrative forms correctly.

xiv). Emergency Section

An emergency department (ED), also known as an accident & emergency department (A&E), emergency ward (EW), emergency room (ER), or casualty department, is a medical treatment facility specializing in emergency medicine, the acute care of patients who present without prior appointment; either by their own means or by that of



an ambulance. The emergency department is usually found in a hospital or other primary care center.

After completing internship in Emergency section, the student shall be able:

1. To familiar with the procedures of immediate care to ill and critically injured patients.
- 2 To familiar with ways of assessing the patient's condition and assigning the level of priority for treatment.
- 3 To aware of how to deal with violence issues.
- 4 To familiar with the need for strict hygienic measures.
- 5 To use administrative forms correctly.

xv). Quality Unit

Quality Assurance and Quality Control unit are very vital issues in Hospital Management. Hospital quality strategies should include improving inter-service quality for different patient's groups, and address hospital-community coordination of care issues. Patient experiences and outcomes are affected by how hospitals provide access, outreach and linking with non-hospital services. Governments and funders, increasingly expect health care organizations to introduce quality control measures to safeguard patient's safety.

After completing internship in Quality Unit, the student shall be able:

- 1 Be aware of how to regulate quality duties in the hospital.
- 2 Be aware of membership and duties of quality committee.
- 3 Familiarity with future plans for quality improvement.
- 4 Familiarity with emergency and disaster plans.
- 5 Be aware of methods of quality evaluation.
- 6 Be aware of hospital accreditation criteria
- 7 Be aware of next accreditation plan.
- 8 Familiarity with KPIs availability, accessibility and continuous updating.
- 9 Ability to use administrative forms correctly.

xvi). Patient Relations and Rights

The department of patients' relation and Rights is a vital link between patients & families and staff and representatives of the hospital. This department works closely with other representatives and staff of the hospital to insure superior medical care is provided to patients and the highest medical standards are set.



After completing internship in Patients Relations and Rights, the student shall be able:

- 1 To be aware of patient rights.
- 2 To be aware of how to prepare, use and analyze patient satisfaction questionnaire.
- 3 To consider patient ideas and opinions.
- 4 To respond immediately to patient needs.
- 5 To solve patient problems.
- 6 To familiar with the need to conduct orientation programs for new patients.
- 7 To familiar with the role of the department/section as a link between staff and patients.
- 8 To use administrative forms correctly.

xvii). Events Management Unit

Events management unit is evolved as a one of the important departments in hospitals and experienced tremendous growth with increasing influence in the health care organizations. As event management expanded their spheres of activities and as they became more aggressive in communicating with more, and ever-larger publics, they often ended up talking to the same publics, and they sometimes used the same techniques to do it.

After completing internship in Events Management Unit, the student shall be able:

1. To be aware of how to plan the logistics and coordinate the technical aspects for events.
- 2 To familiar with how to promote and organize events.
- 3 To be aware of how to evaluate events.
- 4 To utilize information from various sources.
- 5 To be aware of the importance of marketing, advertising and public relations.
- 6 To involve others in the event.
- 7 To use administrative forms correctly.

xviii). Internal Auditing Unit

The Internal Audit Unit which exercises an independent appraisal activity within the hospital for the review of operations as a feedback to improve the services in the hospital. This section ensure that total compliance with the operational policies, procedures and guidelines of the Hospital are being followed as prescribed by management from time to



time. Even it assist External Auditors, other regulatory bodies and relevant government agencies in the conduct of their statutory duties.

After completing internship in Internal Auditing Unit, the student shall be able:

- 1 To familiar with Ministry auditing regulations.
- 2 To be aware of the procedures of internal auditing.
- 3 To familiar with the functions and activities of internal auditing committee.
- 4 To familiar with how to interpret auditing report.
- 5 To make a schedule for departments auditing on monthly basis.
- 6 To use successive auditing reports to judge on the department and / or organization performance.
- 7 To use administrative forms correctly.

2.3 Stakeholders' Responsibility towards Internship Students

2.3.1 Department of Health Management's Responsibilities towards Internship Students

1. To plan for the internship program.
2. To prepare annual distribution and grouping of internship students in areas of training.
3. To evaluate the intern students according to their learning using Skills, Knowledge and attitude.
4. Follow up student about their theoretical learning and the application on it.
5. Meet the students regularly to discuss any problem encountered during their exposure in the area.
6. Collaborate with the area of training staff regarding the student's performance and behavior during the whole duration of internship program.

2.3.2 Hospital/HCO's Responsibilities towards the Intern Students.

1. Receive student's assignments according to respective area of training.
2. Check the daily attendance of the intern students.
3. Provide an area where students can have their pre and post conference with the preceptor.
4. Responsible to inform the college any violations committed by the student intern during their training
5. Evaluate the student every month and provide feedback regarding the program.



2.4 Students Responsibility during Internship Program

1. The student must recognize his/her sphere of responsibility and function only in the role of a student.
2. The student must be in complete uniform while in the training area.
3. Follow the rules, regulations and standards of the training facility.
4. Relationships between the students and the facility (area of training) staffs must always be maintained at a professional level and within the professional boundaries.
5. The student must be honest and well behaved in the training area. All violators will be sanctioned according to the laws of the UOH.
6. Students must take into account safety precautions during the practical training in order to protect him or her and others.

2.5 Internship Committee and its Responsibilities

2.5.1 Composition of the Internship Committee

Following will be the members of the internship committee:

1. Vice Dean, Training and Internship of the College
2. Head of the Department
3. Internship Coordinator

2.5.2 Responsibilities of Internship Committee

1. Planning of the internship program and modifying it when necessary.
2. Setting the goals and objectives of the internship program.
3. Supervision, coaching, guiding and follow up for ensuring a successful performance of internship program.
4. Deliberate the internship program regarding possible problem that may arise.
5. Evaluate the internship program.
4. To promote the substantial benefits of diversity in healthcare management fields.

2.6 Student Attendance Policy

The students are expected to adhere the attendance policy of the Internship program. Excused absence due to medical reason is granted upon presentation of a Medical Certificate



issued by the physician. In cases of hospital confinement, a Medical Certificate issued by the hospital is required.

Following are the details about attendance policy (table 2.2):

Table 2.2: Attendance for Internship Program

Percentage of Absences	Action/Decision
10% absences	Student should take letter from the office of the Vice Dean for Training affairs or the Head of the Department citing the circumstances of his / her absences.
20% absences	Repeat rotation to the area of Training
35 % or less	The student will repeat the whole Internship Program

2.7 Dress Code for Intern Students

1. UOH students will dress according to hospital policy and demonstrate good personal hygiene. Uniforms shall be neat, clean and in good condition. Below mentioned are the precautions regarding the uniforms:
 - a. Prescribed duty uniform for men and women.
 - b. No student shall be allowed to use another student's ID, when caught, a sanction will be imposed on both parties involved.
 - c. Black socks for men and women.
 - d. Black shoes (no cloth shoes, open toe shoes, nor clogs).
2. The complete duty uniform is to be worn during training experience unless otherwise stipulated by the preceptor.
3. The Training ID is to be worn in the training area.
4. For men, hair should be short and tidy. Neither beard nor moustache should be allowed to grow during duty; they should be properly shaved.
5. Fingernails must be short and clean. Nail polish and artificial nails should not be worn. Jewelry is limited to wedding rings only.

2.8 Ethical and Professional Rules for Training

To maintain and project a professional and positive image and to promote a safe environment for clients and staff the following must be observed:

1. Smoking is strictly prohibited during training hours.



2. Students must take into account public attitude and ethics when dealing with their colleagues, faculty members and training team members.
3. Eating and drinking at the training area is strictly prohibited. If he or she must take a break, he or she shall ask permission from his or her training preceptor and must proceed to the designated area for this purpose.
4. Students are fully responsible for their personal belongings-bags, keys, mobiles & wallets.
5. In case of damaging tools, equipment or property in the training area, students will be responsible for replacing it by paying for such damage.

2.9 Skills and Traits Acquired by Students during Internship Program

After successful completion of the internship program, student may instill the below mentioned skills and Traits:

1. Communication skills
2. Interpersonal skills
3. Problem solving skills
4. Analytical skills
5. Computer skills
6. Technical skills
7. Strategic planning skills
8. Leadership skills
9. Team work
10. Self confidence
11. Outgoing personality
12. Creativity
13. Work ethics
14. Initiative
15. Flexibility
16. Adaptability

3. Student's Evaluation Forms for Various Departments

The Student's Evaluation Forms (*Annexure I*) for the following Departments are attached:

- i. Executive /Administrative manager office



- ii. Admission office
- iii. Beds management section
- iv. Medical records section
- v. Outpatient service : Reception / OPD
- vi. Human Resource Section: Manpower planning, Recruitment & Training department
- vii. Financial affairs
- viii. Radiology section
- ix. Laboratory section
- x. Nutrition section
- xi. Medical supplies and pharmacy
- xii. Infection control unit
- xiii. Nursing Unit
- xiv. Emergency department
- xv. Quality unit
- xvi. Patient relations and rights
- xvii. Events management unit
- xviii. Internal auditing unit

If the students are not able to work any of the above listed departments due to administrative/technical/or any other reasons, the student in consultation with the supervisor/training head can choose any of the existing department in the hospital, which is having the application of managerial skill. Then the students could be evaluated based on the selected department by the Supervisor/Training Head of the Hospital.



Annexure-1
FORM



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:
I.D number:
Training Section / Department Name: Administrative Manager Office
Date:
From / / To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Ability to arrange for a meeting and to revise meeting agenda.					
B2	Ability to manage a meeting.					
B3	Ability to monitor hospital staff attendance and performance.					
B4	Ability to monitor hospital wards environment and equipment					
B5	Ability to ensure compliance with hospital rules and regulations					
B6	Ability to take the right decision					
B7	Ability to respond promptly to urgent issues					
B8	Ability to use administrative forms correctly					
	Total Score A+B (75)					
	Score Percentage					

Name of the Department: _____

Name & Signature: _____

Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:
I.D number:
Training Section / Department Name: Beds Management Section
Date:
From / / To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Ability to assess eligibility criteria for admission.					
B2	To be aware of parameters that assess quality of patient care as time passed till seen by a doctor or time to inpatient bed.					
B3	To be aware of bed utilization rate.					
B4	Acquaintance with bed utilization problems.					
B5	Acquaintance with discharge procedures.					
B6	Acquaintance with discharge planning criteria.					
B7	Familiarity with how to deal with non-occupied beds.					
B8	Ability to use administrative forms correctly.					
	Total Score A+B (out of 75)					
	Score Percentage (out of 100%)					

Name of the Department: _____

Name & Signature: _____

Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:	
I.D number:	
Training Section / Department Name: Medical Records Section	
Date:	
From / /	To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Ability to perform data entry and analysis.					
B2	Ability to organize medical file contents in a systematic way.					
B3	Ability to retrieve medical records.					
B4	Ability to follow up the patient medical file throughout its cycle.					
B5	Ability to make coding for diseases according to international classifications.					
B6	Ability to make statistical reports.					
B7	Ability to deal with manual and electronic health information systems.					
B8	Ability to use administrative forms correctly.					
	Total Score A+B (out of 75)					
	Score Percentage (out of 100%)					

Name of the Head of the Department: _____

Signature with Date: _____

Name/Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:
I.D number:
Training Section / Department Name: Laboratory Section
Date:
From / / To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Familiarity with the risks facing laboratory staff.					
B2	Be aware of how to protect laboratory staff.					
B3	Familiarity with activities of hospital laboratory.					
B4	Be aware of ways of supplying the department with requisites.					
B5	To be aware of laboratory divisions.					
B6	To be aware of laboratory safety procedures.					
B7	To be aware of means of infection control.					
B8	Ability to use administrative forms correctly.					
	Total Score A+B (out of 75)					
	Score Percentage (out of 100%)					

Name of the Head of the Department: _____

Signature with Date: _____

Name/Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:	
I.D number:	
Training Section / Department Name: Medical Supplies and Pharmacy Section	
Date:	
From / /	To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Familiarity with drug store conditions and inventory issues.					
B2	Familiarity with activities of drug storage in the pharmacy.					
B3	Familiarity with ways of supply of drugs.					
B4	Familiarity with types of drugs most needed by patients.					
B5	To be aware of how to deal with expired drugs.					
B6	To be aware of ways of infection control.					
B7	Familiarity with safety procedures.					
B8	Ability to use administrative forms correctly.					
	Total Score A+B (out of 75)					
	Score Percentage (out of 100%)					

Name of the Head of the Department: _____

Signature with Date: _____

Name/Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:
I.D number:
Training Section / Department Name: Nursing Directorate Section
Date:
From / / To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Familiarity with nursing schedules and turnover.					
B2	Familiarity with nursing duty plan.					
B3	Familiarity with nursing training program.					
B4	Familiarity with patient care system.					
B5	Ability to use administrative forms correctly.					
	Total Score A+B (out of 60)					
	Score Percentage (out of 100%)					

Name of the Head of the Department: _____

Signature with Date: _____

Name/Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:	
I.D number:	
Training Section / Department Name: Quality Unit / Section	
Date:	
From / /	To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	Be aware of how to regulate quality duties in the hospital.					
B2	Be aware of membership and duties of quality committee.					
B3	Familiarity with future plans for quality improvement.					
B4	Familiarity with emergency and disaster plans.					
B5	Be aware of methods of quality evaluation.					
B6	Be aware of hospital accreditation criteria.					
B7	Be aware of next accreditation plan.					
B8	Familiarity with KPIs availability, accessibility and continuous updating.					
B9	Ability to use administrative forms correctly.					
	Total Score A+B (out of 80)					
	Score Percentage (out of 100%)					

Name of the Head of the Department: _____

Signature with Date: _____

Name/Seal of the Hospital: _____



University of Hail
College of Public Health and Health Informatics
Department of Health Management

Student Internship Evaluation Form

(To be filled in by the Head of the section or person In-charge for supervising intern)

Name of Trainee:	
I.D number:	
Training Section / Department Name: Patient Relations and Rights Section	
Date:	
From / /	To / /

Put Tick Mark ✓ on the options from **Excellent** to **Very Poor**

#	EVALUATION PARAMETERS	EXCELLENT (5)	GOOD (4)	FAIR (3)	POOR (2)	VERY POOR (1)
A	Behavior and Interpersonal Skills:					
A1	Behaviors with patients					
A2	Relation with head					
A3	Relation with colleagues					
A4	Discipline					
A5	Timeline commitment					
A6	Ability to work in a Team					
A7	Initiator/Leadership quality					
B	Job Skills and Performance Level:					
B1	To be aware of patient rights.					
B2	To be aware of how to prepare, use and analyze patient satisfaction questionnaire.					
B3	Ability to consider patient ideas and opinions.					
B4	Ability to respond immediately to patient needs.					
B5	Ability to solve patient problems.					
B6	Familiarity with the need to conduct orientation programs for new patients.					
B7	Familiarity with the role of the department/section as a link between staff and patients.					
B8	Ability to use administrative forms correctly.					
	Total Score A+B (out of 75)					
	Score Percentage (out of 100%)					

Name of the Head of the Department: _____

Signature with Date: _____

Name/Seal of the Hospital: _____

