Department of Public Health

College of Nursing and Health Sciences

JAZAN UNIVERSITY

Health Informatics Program

Internship Manual

Internship guidelines, requirements and

evaluation forms

Name of the Intern:	
Internship coordinator:	
Start date:	

Site Category	Duration	Date of Posting	Site Supervisor
Primary Health Centre	12 Weeks		
Hospital (Site 1)	12 Weeks		
Hospital (Site 2)	12 Weeks		
Hospital (Site 3) / Vendor Companies	12 Weeks		

Preface

Greetings in the name of Allah

The Health Informatics (HI) Program takes pleasure in presenting this manual for students who will start the internship program after completing four (4) years of study. This manual intends to provide the students with absolute clarity about what is expected of them in terms of the activities, tasks and requirements to complete the program satisfactorily. It serves the student with comprehensive information and instructions and highlights the evaluation criteria in each domain and posting site. The manual is drafted after carefully considering all subjects in the study plan, skills obtained in the practical sessions and knowledge acquired through the duration of the study. It is intended that this manual will help our students in the practical implementation of the knowledge achieved in the faculty and help them to provide a base for their future professional practice. It could act as a reference guide even after the completion of the internship.

I would like to emphasize to the students that this manual is a formal document structured in a standardized way to ease their postings in the sites. However, in each site there may be a different approach to various activities and tasks listed in the document. Such an experience will only improve the overall practical knowledge, help in adapting to the workplace environment and instill professionalism.

This manual is a collaborative effort of the program staff, with support from the management and advisory committee. I congratulate and thank all the members of the HI Program staff. I would like to thank the Head of Department, Dr. Wafa, for all the support she has provided us in all department affairs time and time again.

Lastly, I would wish all our students the best for their upcoming internships and future endeavors so that they excel in the field of health informatics and make the program, college, and university proud.

Dr. Fahad Khan Azeez
Program Coordinator

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Internship Manual - Bachelor in Health Informatics

1. Introduction

The internship is a planned and supervised learning experience gained through first-hand observations and operational responsibilities in a health services or other health-related organization. While specific activities during internship vary from one placement to another, all internships should enable students:

- To participate in learning experiences which are generally not available in the classroom but are essential for professional practice
- To test the validity and applicability of classroom learning to practice, thus helping students develop their professional skills
- To develop operational skills, gain experience, and enhance professional self-confidence
- To make a service contribution during the course of the internship that will not only be useful to the organisation, but also will enhance the student's management and analytical skills
- To develop an agenda for subsequent learning

This manual explains to the stakeholders what is expected before, during, and after this internship experience. It will assist in outlining learning objectives and focusing efforts to identify the best internship experience for expected career path.

The internship is essential for undergraduates in the Health Informatics Program and is mandatory for all students.

2. Purpose

This manual's purpose is to provide students, faculty members, site supervisors, and others with a reference of requirements, policies, guidelines, and procedures pertaining to the department's internship program. The following guidelines will help stakeholders (interns, supervisors, coordinators, etc.) understand the general policies and requirements of the program.

2.1 Objective of Internship

The internship allows the students to experience working at every healthcare level, which otherwise may be difficult to do. The objective of this internship program is to provide students with a platform to

1. Reflect on the practical application of the concepts, principles, and best practices presented in the duration of the BHI course;
2. Develop insight into the professional demands and expected competencies;
3. Assess the appropriateness of career choices as per their firsthand experience of the various professional domains where health informatics is applied
4. Evaluate their academic preparation in relation to their goals, aspirations, and personal qualities.

2.2 Bachelor Degree Requirements

The internship component of the bachelor's in health informatics (BHI) degree is viewed as the culminating experience of graduate academic program. It is designed to provide a meaningful opportunity for graduates to integrate knowledge gained during academic coursework in a professional setting. In order to be awarded the Bachelor's degree, the student will need to complete the prescribed duration of postings in the predetermined sites under site supervisor/s by fulfilling the minimum criteria as per the evaluation forms.

2.3 Internship Eligibility and requirements

In order to be eligible to register and begin an internship, students need to complete at least four years of coursework with 129 Credit Hours.

1. Privacy and Confidentiality:

Interns must adhere to strict confidentiality and privacy regulations when handling patient information. This includes compliance with Saudi information laws such.

2. Training and Supervision:

Interns should receive proper training and supervision to perform their tasks effectively and safely. This might involve shadowing experienced professionals, attending training sessions, and receiving guidance on proper procedures.

3. Scope of Practice:

Interns should operate within the limits of their training and competency. They should not perform tasks that exceed their level of knowledge or experience without appropriate supervision.

4. Professional Conduct:

Interns should maintain a professional demeanor and adhere to the organization's code of conduct and ethical standards. This includes treating patients, colleagues, and staff with respect and integrity.

5. Documentation:

Interns should accurately document their activities and interactions as required by the organization. Proper documentation is important for continuity of care, legal reasons, and quality improvement efforts.

6. Patient Safety:

Interns should prioritize patient safety and follow established protocols to prevent errors or adverse events. This might involve double-checking information and reporting any concerns promptly.

7. Communication:

Interns should communicate effectively with colleagues, supervisors, and patients. Clear communication ensures that information is accurately conveyed and understood.

8. Technology Security:

Interns should follow cybersecurity and information security guidelines to protect electronic health records and sensitive patient data from breaches or unauthorized access.

9. Dress Code:

Many healthcare facilities have specific dress codes to ensure a professional appearance that adheres to hygiene and safety standards.

10. Compliance with Organizational Policies:

Interns must follow the policies and procedures of the organization where they are interning. This includes rules related to attendance, punctuality, use of technology, and other relevant areas.

11. Reporting Issues:

Interns should be encouraged to report any concerns, mistakes, or incidents promptly to their supervisors. Open communication is essential for addressing issues and improving processes.

2.4 Internship Learning Outcomes

Knowledge

K1. Explain healthcare systems, including their structure, processes, and stakeholders.

K2. Recall medical terminologies related to diagnoses, procedures, and clinical workflows to effectively communicate with healthcare professionals.

Skills

S1. Develop skills of working with EHR systems, understanding how to input, retrieve, and analyze patient data.

S2. Develop skills in data analysis tools and techniques, including using statistical software to uncover trends, patterns, and insights from healthcare data.

S3. Utilize software applications specific to health informatics, such as clinical documentation systems and health information exchange platforms.

Values

V1. Develop a strong sense of ethical responsibility in handling sensitive patient information, maintaining patient privacy and confidentiality.

V2. Demonstrate the use of values of patient-centered care, focusing on improving patient outcomes and experiences through the effective use of technology and data.

2.5 Timeline: Total of 48 weeks in 4 sites

1. **Two months prior to the start of the internship**
   1. The students should meet with the Internship Coordinator, review the Internship Manual and site listings, identify a site and discuss initial work plan with the Internship Coordinator.
   2. At this initial stage, the Internship Coordinator will also contact the site supervisor or training instructor and provide him with a copy of the Internship Manual.

2. **End of every (hijri) month**
   - Students will submit through email periodic progress reports as per **Annex 2**.
   - This will keep the program coordinator and the internship coordinator up-to-date with the activity and promptness and will facilitate the process of follow up.

3. **Final week of each site**
   The following items must be submitted to the Internship Coordinator and faculty advisor during the final week of the posting in each site.
   - A copy of the intern evaluation form (**Annex 1**) sealed in an envelope signed by respective authorities.
   - Interns feedback form of internship experience and organizational assessment (**Annex 3**)

4. **End of 48 weeks**
    - Collective submission of final report to the internship coordinator at the end of the internship as a summary with the site details, activities done, tasks carried out, knowledge and skills acquired and brief summary of site experience along with all the evaluation forms, feedback forms for assessment.

2.6   Site selection criteria

1. Facilities and Resources:
a. Training sites with well-equipped labs that simulate real healthcare informatics environments. Access to these facilities allows hands-on practice with relevant software and tools.
b. Learning Spaces: availability of collaborative spaces that facilitate effective learning and group projects.
c. Healthcare Simulations: healthcare simulation facilities where we can practice using health informatics solutions in simulated clinical scenarios.
d. Library and Online Resources: A well-stocked library and access to online databases and journals can aid your research and learning.
2. Expertise of Faculty:

Staff Qualifications: Research the qualifications, expertise, and industry experience of the site members. Technicians and specialists with practical experience in health informatics or related fields can provide valuable insights.

Industry Connections: Site members who maintain connections with industry professionals can offer networking opportunities and potential collaborations.

3. Availability of Technology and Tools:

Software and Databases: Training sites with access to up-to-date health informatics software, databases, and tools allow to gain practical experience with technology used in the field.

Hardware and Equipment: Ensuring that the training site provides access to the necessary hardware, such as computers and devices, for hands-on learning.

Cloud Computing: Programs that offer exposure to cloud-based platforms relevant to health informatics can provide insight into modern technology trends.

4. Alignment with program learning outcomes:

Ensuring the internship site provides us with opportunities to satisfy and achieve the programs learning outcomes.

2.7 Internship Process
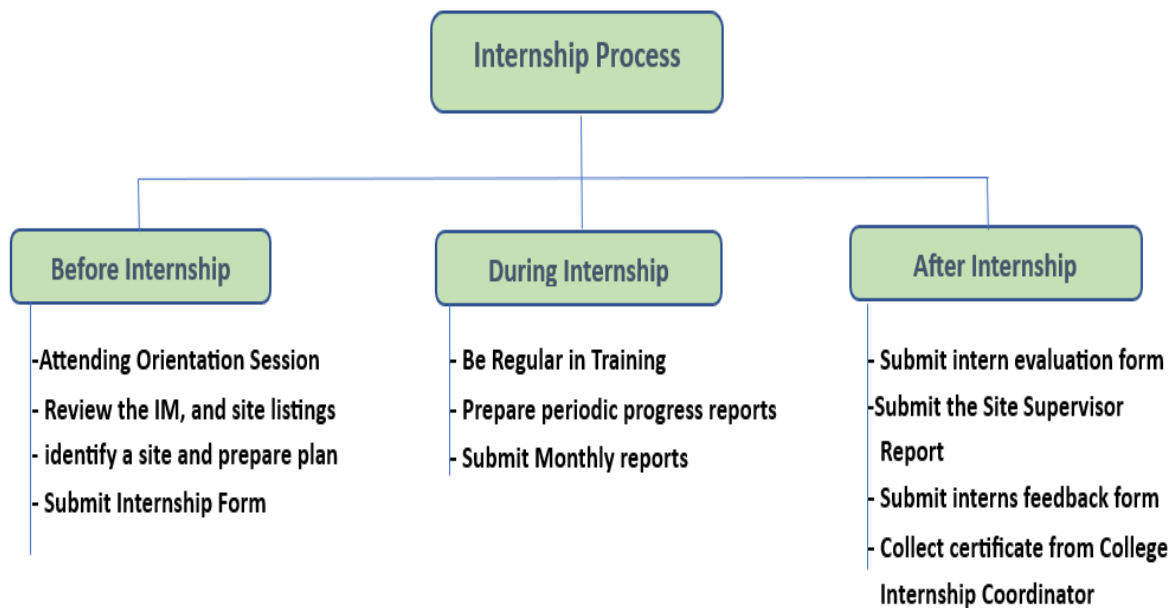
1.4 Internship Supervisor (Internal)

- To look after the training activities of students·
- To have close liaison with industry for the training of students. ·
- To work in consultation with site/ hospital Supervisor.
- To collect feedback from the sites coming for the training.

3. Internship Plan - Overview

Site Category	Domains	Duration
Primary Health Centers	**Public Health Monitoring**	**12 Weeks**
	Medical Records	
	Referral system	
	Lab and inventory management	
	Drug management	
Hospitals (site 1 and site 2)	**Hospital Information Systems**	**24 weeks**
	Medical Records	
	Image management systems (Radiology)	
	Laboratory management systems	
	Drug management systems (Pharmacy)	
	Claims, Billing and Reimbursement (Insurance)	
	Quality and Patient Safety	
Hospital site 3 / Vendor companies	**Information and Communication Technology**	**12 weeks**
	Implementations/GoLive	
	Claims, Billing and Reimbursement	

3.1 Internship sites - Activities, Tasks and Timelines

Site Category 1: Primary Health Centers
12 Weeks

Name of the Site: _____Site supervisor: _____

Domain	Sub-Domains	Knowledge / Skills Application
Computer resources efficacy	● **Assessment of Technical (hardware and software) resources**	o Identify the various technological resources on site (computer hardware, networking devices) and their uses and installation o Identify the potential uses of available resources for patient data management
Public-health Monitoring	● **Monitoring** o **Commonly prevalent chronic diseases** o **Communicable diseases** o **Disease reporting** o **Public health hazards** ● **Registries** o **Birth /Death Registry** o **Immunization registry**	o Setup of registries o Preparing, maintaining and utilizing patient information o Generating electronic reports of commonly prevalent and communicable diseases o Identify electronic reporting mechanisms and assist the site medical officer with data management o Identify how immunization programs and registries help in monitoring data
	● **Immunization Program Management**	o Participate in the immunization programs in the community o Generate electronic vaccination schedules o Identify and improve methods of reminders and alerts o Manage vaccination inventory electronically o Identify use of potential mhealth technology for immunization and other health programs (anti-retro viral

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		program)
Medical Records	● **Data, Information and Structure**	o Understanding the system architecture, design and data flow o Orientation to paper-based and electronic patient health records o Document archival, retrieval, follow up o Understanding the sequence and format of health record placement
	● **Data Entry Protocol**	o Perform patient registration activities o File generation o Application of data security and confidentiality concepts to protect patient health information o Application of information system security policies
	● **Data Storage**	o Data storage and retrieval o Maintenance and monitoring of data storage systems o Database querying and use of data mining techniques to facilitate the information retrieval
Referral System	● **Referral Forms** ● **Follow ups** ● **Feedback documentation**	o Get acquainted with various referral forms for administrative, clinical and quality improvement purposes o Collect and Store follow up forms from secondary and tertiary hospitals o Identify potential for integrating referral systems
Lab and Inventory management	● **Lab information systems management**	o Assist PHC staff with inventory management o Drug management

….End of the PHC postings….

Site Category 2: Hospitals
24 Weeks

Name of the Site: _____Site supervisor: _____

Domain	Sub-Domains	Knowledge / Skills Outcome
Healthcare Services	● **Healthcare organization, structure and function**	o Identifying the structure and process of different health care levels and their activities. o Comparing the legislative, administrative and legal proceeding in different level of healthcare delivery. o Identifying the information needs of internal and external bodies at various levels.
Computer resources efficacy	● **Technical (hardware as well as software) resource management**	o Identify various computer hardware networking devices and their uses and installation. o Identify the various software categories and get familiar with their installation/setup in the existing system. o Application of knowledge of database querying, architecture design and data mining techniques to facilitate the information retrieval.
Information system policy	● **Information management systems**	o Maintain policy documentations in electronic format o Identify strategic agendas in line with ehealth perspectives o Update statistical data in internal management systems o Utilize information systems for reporting o Manage, sort, retrieve, and update data regarding communicable and non-communicable disease, clinical and non-clinical (administrative) database/ registries.

Hospital Information System (HIS)	● **Architecture of system** ● **Different components of HIS system**	○ Identify and get familiar with the available components and technological resources on site ○ List the potential uses of the available equipment ○ Understand the design of the Hospital Information System ○ Understand the different modules of the information system used at different departments
Medical Records Section	● **Record Keeping**	○ Patient registration activities ○ Control and flow of medical record ○ Registration of medico legal cases ○ Verification of medical record and medical record number ○ Storing and retrieval of data ○ Scanning and filing of record ○ Microfilming ○ Maintaining Master Patient Index (MPI)
	● **Electronic Medical Records**	○ Transition of Medical record ○ Functionality, usability, file sharing, Clinical decision support systems, Clinical physician order entry system ○ Patient monitoring system
	● **Image management systems**	○ PACS ○ DICOM ○ Importing and storing of radiographs
	● **Data Privacy, security and confidentiality**	○ Application of data security and confidentiality measuring concepts to protect patient health information. ○ Application of information system security policies. ○ Maintenance and monitoring of data storage systems.

ICD / Medical coding system	● **Coding section**	o Understanding the usage of medical coding in clinical information system
		o Understanding the maintenance, policies and procedures to ensure the accuracy of and usage of coded data.
		o To code the diagnosis and procedure mentioned on the medical record/bills by using relevant coding standards (ICD-9, ICD-10, CPT, etc.).
		Familiar with data integrity and coding audits.
		To understand the guidelines for medical coding compliance.
	● **Reimbursement Methodologies**	o Manage the use of clinical data required in prospective payment and reimbursement system in health care delivery
		o Participate in the meetings for revenue cycle management
		o Check the accuracy of billing through coding techniques
		o Assist in claim management and billing reconciliation process
		o Orientation to the audit processes
Telemedicine	● **Components of Telemedicine in Healthcare Delivery**	o Using computer and communication system to promote remote consultations and monitoring
		o Assist in providing a set-up for remote examination
		o Forwarding of examination and analyses result
		o Identify potential uses
Bio-surveillance	● **Reporting** ● **Statistical analysis of available data**	o Identify electronic reporting mechanism of communicable diseases
		o Generate reports of epidemic, endemic and pandemic disease outbreak
		o Assist in utilizing the reporting mechanisms

m-Computing	● **Mobile applications and cloud system facilities**	○ Identifying scope for the use of cloud computing concepts and other various mobile applications. ○ Identify the potential areas of usage of mobile applications and devices.
Quality and Performance Improvement (JCI, IS0 9000)	● **Health care quality** ● **Improvements for quality issues**	○ Provide support and assist in facility quality management and performance improvement programs. ○ Analyze clinical data to identify trends that demonstrate quality, safety and effectiveness of health care ○ Application of quality management knowledge and principles ○ List key performance indicators, measure using quality tools ○ Outcome measurements such as patient satisfaction ○ Support the quality assessment process and management tools like benchmarking, statistical quality control and risk assessment
Pharmacy	● **Order processing** ● **Drug inventory management** ● **Patient Drug Profiles**	○ Inventory of all pharmaceutical products ○ Alerts when the quantity of an item is below a set quantity ○ Automatic electronic ordering system ○ Patient profiles containing details of their current and past medications
Radiology	● **Radiology Information Systems**	○ Patient tracking ○ Scheduling ○ Result reporting ○ Image tracking

Laboratories	● **Lab information systems management**	○ Electronic Reporting of Orders, Result, Schedules, Billings
		○ Administrative information integration
		○ Inventory management

….End of Hospital postings….

Site Category 3: Hospital/ Vendor Companies
12 Weeks

Name of the Site: _____Site supervisor:_____

Domain	Sub-Domains	Knowledge Cluster / Components
Organizational practice	● **Business process and Statistical Research**	o Attending client consultations Listing client requirements Data selection, interpretation and presentation o Collection and presentation of data for quality management, utilization, risk management and other related studies. o Communication with health care providers and IT experts while following the EMR/EHR implementation. Understanding client expectations, timeframe, product delivery
	● **Quality Management**	o List the organizations key performance indicators o Quality assessment and improvement techniques o Risk management tools o Standards and benchmarking
	● **Project Management**	o Project description and analysis o Components of project - time, scope and money.
	● **Activities of Organization**	o List, participate, assist and improve the main activities of organization o Highlight challenges, issues and suggest changes

E-Health	• **Phases of computerization** • **EMR development, implementation, and Go Live**	○ Analysis, implementation, evaluation and performance evaluation. ○ Comparing the market status of various EMR, EHR systems available
m-Health	• **Mobile applications and cloud system facilities**	○ Identify the latest available m-health technologies ○ Assist in the development and test the functionality, uses of cloud computing technology ○ Identifying the potential areas of usage of mobile applications and devices.
Insurance and Reimbursement	• **Coding section** • **Reimbursement Methodologies**	○ Identify the process of claim management and billing reconciliation process. ○ Random-check of the received codes for accuracy ○ Manage the use of clinical data required in prospective payment system in health care delivery ○ Participate in the meeting for revenue cycle management

….End of the posting….

4. Evaluations

4.1 Internship Evaluations by Internal Supervisor

The internal internship supervisor performs the following responsibilities and duties:

Mentorship and Guidance: Supervisors provide mentorship to interns, helping them understand the practical applications of their academic knowledge in real-world healthcare settings.

Training Oversight: They oversee the interns' ongoing training, ensuring that they are aligned with the hospital's goals and the student's learning objectives.

Skill Development: Internal supervisors motivate interns to develop essential skills such as data analysis, health information management, and the use of electronic health records (EHR) systems.

Performance Evaluation: They regularly evaluate the interns' performance using an evaluation survey, and provide constructive feedback to help them improve and succeed.

Coordination with Departments: Supervisors coordinate with various hospital departments to ensure that interns gain exposure to different aspects of health informatics.

Administrative Duties: This includes managing schedules, documentation, and other administrative tasks related to the internship program.

4.2 Monthly reports

During the internship, students must submit periodic (monthly) updates of their progress to the internship coordinator and faculty advisor. These periodic updates should summarize:

- Key activities conducted or completed during the period.
- Progress towards stated goals and objectives.
- Barriers (if any) to project completion and learning experiences

The routine reports should not be formal or lengthy; instead, they should be relevant and concise. The interns will fill the form (Annex 2: periodic updates) and send to internship coordinator through email after getting it cosigned by the site supervisor.

4.2 Internship Evaluation by Site Supervisor

After the end of posting in each site, the concerned site supervisor will evaluate the intern on the basis of the performance throughout the duration of internship. General considerations regarding the evaluations:

- The evaluation form of the intern will not be accepted unless it is sealed in the organization's envelope and signed by the concerned authorities including on-site supervisor and the administrative head of the respective organization.
- The internship coordinator of the faculty will cosign when he receives the evaluations from the sites.
- The intern will be evaluated in the following competency domains
  - General competencies such as
    - Communication
    - Teamwork
    - Responsibility
    - Time commitment
  - Managerial competency
    - Decision making
    - Leadership
    - Meeting deadlines
  - Technical competency
    - Information technology
    - Information management

Please see the Annex: 1 Intern Evaluation form attached for more details.

4.3 Feedback form and Internship evaluation

By adhering to the following expected policies, guidelines, and responsibilites, both internal and site supervisors can ensure a comprehensive and effective feedback and evaluation process for interns. This will help in enhancing the overall internship experience and prepare interns for their future careers.

I. Internal Supervisor

Required Policies at the end of Internal Supervisor

Confidentiality: Ensure that all feedback and evaluation data are kept confidential and only shared with relevant stakeholders.

Objectivity: Maintain objectivity and fairness in evaluating interns' performance.

Timeliness: Complete evaluations and provide feedback within the stipulated time frame.

The responsibilities of site supervisor

Develop Evaluation Criteria: Create clear and measurable criteria for evaluating interns' performance.

Collect Feedback: Gather feedback from various sources, including site supervisors, peers, and the interns themselves.

Review Performance: Analyze the performance of interns based on the collected feedback and evaluation criteria.

Regular Check-ins: Conduct regular check-ins with interns to discuss their progress and address any concerns.

Documentation: Maintain detailed records of all evaluations and feedback provided.

Support and Guidance: Offer continuous support and guidance to interns throughout their internship.

Feedback Sessions: Conduct formal feedback sessions to discuss the evaluation results with interns.

Improvement Plans: Develop and implement improvement plans for interns based on their evaluation results.

II.   Site Supervisor

Required Policies at the end of Site Supervisor

Safety and Compliance: The site supervisor has to ensure that all activities comply with safety regulations and organizational policies.

Equal Opportunity: The site supervisor has to provide equal opportunities for all interns to learn and grow.

Professionalism: The site supervisor must be responsible for maintaining a professional and respectful work environment.

Expected responsibilities at the end of site supervisor

Daily Supervision: Oversee the daily activities of interns and ensure they are meeting their objectives.

Provide Resources: Ensure that interns have access to the necessary resources, including space and equipment.

Monitor Progress: Track the progress of interns and provide regular updates to the internal supervisor.

Clear Communication: Maintain clear and open communication with interns regarding their tasks and responsibilities.

Regular Feedback: Provide regular feedback to interns on their performance and areas for improvement.

Conflict Resolution: Address any conflicts or issues that arise promptly and effectively.

Training and Orientation: Provide initial training and orientation to interns to familiarize them with the work environment.

Task Assignment: Assign tasks to interns that are aligned with their skills and learning objectives.

Performance Evaluation: Conduct performance evaluations and provide detailed feedback to the internal supervisor.

Annex 1: Intern Evaluation Form

Please complete this evaluation of your intern at the end of each sites' posting. In addition to evaluating the performance of Intern, this feedback will help us to evaluate and improve the BHI internship program for future students. Your evaluation will be kept confidential; we will only share summary information in a way that no individual supervisor or student can be identified.

Name of Intern	
Site Supervisor	
Internship Site (division/unit if applicable)	
Duration of posting	

Please mark one response for each of the questions below:

Rating Scale:
        1 = Unsatisfactory - did not meet expectations
        2 = Fair - somewhat met expectations, but needs improvement
        3 = Satisfactory - met expectations
        4 = Good - met and exceeded expectations
        5 = Excellent - far exceeded expectations
        N/A= Not Applicable

A.	**ILO**	**General Competency**	**1**	**2**	**3**	**4**	**5**	**N/a**
1.	K2,	Communication						
2.	V1	Leadership and responsibility						
3.	V1	General conduct, interaction with staff, attitude and behavior						
4.	V1, V2	Adherence to policies of the organization						
5.	V1	Punctuality and time commitment						
6.	K1	Planning and organization						
7.	V1, V2	Motivation, productivity, creativity, quality of work						

8.	V1	Team-work						
		Minimum requirement:25						
B.	**ILO**	**Information Management (ILO S1, S2, S3)**	**1**	**2**	**3**	**4**	**5**	**N/A**
1.	K1	Demonstrated the attributes of leadership in public health informatics practice						
2.	K1	Demonstrated the ability to apply concepts and tools of strategic planning and/or management						
3.	K1	Assisted in decision making, setting priorities in terms of procurement, management and maintenance of resources						
4.	K2	Able to organize, classify, and deliver information effectively						
5.	K1	Assisted in laboratory management						
6.	K1	Assisted in quality management practices						
7.	S2 S3	Able to analyze and/or synthesize data/information to make useful recommendations to the organization						
8.	S3	Has clarity about client requirements						
9.	K1	Participated in the business activities of the organization						
10.	K2	Ability to use strategies needed to obtain and complete background research needed for the project						
		Minimum requirement:35						
C.	**ILO**	**Information Technology (ILO K1, K2, S1, S2, S3)**	**1**	**2**	**3**	**4**	**5**	**N/A**
1.	**S1**	Able to use electronic resources effectively and efficiently						
2.	**S3**	Able to manage basic technical problems through troubleshooting						
3.	**S1 S2**	Able to create and maintain databases for birth and death registries/ vaccinations/ communicable and non-communicable diseases						

4.	**S2**	Electronically generates statistical reports for the purpose of statistics and reporting					
5.	**S1 S2**	Performs data storage and retrieval with ease					
6.	**S1**	Successfully registered the patients and generated files by assigning file numbers					
7.	**S1**	Maintains accuracy during medical coding procedures					
8.	**S1**	Assisted in data entry of patient referral forms					
9.	**S3**	Demonstrated the ability to use and manage relevant computer and other public health monitoring tools and technology					
10.	K1	Demonstrates competency in designing and implementing information technology solutions to meet organizational needs					
11.	S3 V1	Implemented physical security mechanisms to safeguard patient data					
12.	S2 V2	Was part of project life cycle by assisting in analysis, design, implementation, testing and evaluation phases					
	Minimum Requirement:40						

Overall Performance: How would you rate the overall performance of the intern?

Unsatisfactory	Fair	Satisfactory	Good	Excellent

Comments and Suggestions:

1. Please describe your overall impression of the student's performance.

2. Please describe the value of the internship for your organization.

3. If you have the opportunity in the future, would you consider supervising another intern

    from BHI program?

Site Supervisor   Administrative Head

_____   _____

                        Internship Coordinator

                        _____

Annex 2: Periodic Updates

Intern will submit the following details every month to internship coordinator and program coordinator through email. Collated hard copies of these updates will have to be submitted along with student evaluation form at the end of a sites posting.

Name of Intern	
Site Supervisor	
Internship Site (division/unit if applicable)	
Duration of posting	
Report for the month of _____ in the year _____	
	Activity Done
Week 1	
Week 2	
Week 3	
Week 4	

Annex 3: Feedback Form

Dear Student: Please complete this evaluation as your feedback will help us to evaluate and improve the internship program for future students. Your evaluation will be kept confidential; we will only share summary information in a way that no individual student or preceptor can be identified.

Name of Intern	
Site Supervisor / Internal Supervisor	
Internship Site (division/unit if applicable)	
Duration of posting	

Rating Scale:

1 = Strongly disagree - did not meet expectations

2 = Disagree - somewhat met expectations, but needs improvement

3 = somewhat - met expectations

4 = Agree - met and exceeded expectations expectations

5 = Strongly Agree - far exceeded

For each of the five questions below, please indicate one response:

		1	2	3	4	5	N/A
1.	This experience gave me a realistic preview of the prospective career						
2.	The internship allowed me to integrate course theory and content presented in the BHI program in a practice setting						
3.	My needs for resources, including space and computer equipment were met during the internship						
4.	The site supervisor fulfilled his responsibilities as agreed upon						
5.	The supervisor was available and provided information and mentorship during the internship						
6.	I accomplished the objectives of the internship						
7.	I could easily communicate my problems or issues to internship coordinator						
8.	The work I performed was challenging and helped me to develop my skills						

9.	I was provided levels of responsibility consistent with my ability and was given additional responsibility as my experience increased						
10.	I was treated on the same level as other employees						
11.	I had a good working relationship with my coworkers						
12.	I feel that I am better prepared to enter the professional field of work after this experience						
13.	Specify any difficulty you faced during internship						
14.	Mention any recommendation or suggestions for improvement of the program						

5. Glossary

Intern	Student or trainee who will work in order to gain work experience or satisfy requirements for a qualification
Site	Place of work where the intern is posted during internship
BHI	Bachelors of Health Informatics
Site supervisor	Person to whom the interns will report to, who evaluates and supervises the intern in the place of work during internship
Evaluation	Intern assessment or grading the work performance of the intern during the posting
Internship coordinator	Contact person in the faculty who will coordinate with the sites for postings
Mentorship	Supervision
GIS	Geographic Information Systems
EMR	Electronic Medical Record
MRD	Medical Record Department
e-Health	Electronic Health
IT	Information Technology
ICD	International Classification of Diseases
PHC	Primary Healthcare Centers
m-health	Mobile health
JCI	Joint Commission International
ISO	International Organization for Standardization