

Florida Hospital Internship Overview

Thanks for your interest in the Florida Hospital Patient Companion internship. The following is a general description of primary learning and responsibilities for interns.

Each student will complete the internship with a new or improved skill set.

Patient companion internships concentrate on the following areas:

- ◆ observation skills
- ◆ critical thinking skills
- ◆ research skills – data gathering
- ◆ writing skills
- ◆ consulting skills
- ◆ technical skills appropriate to the field
- ◆ presentation skills
- ◆ people management skills

LEARNING OBJECTIVES

- Understand and document key drivers of *patient satisfaction*
- Observe and note *employee teamwork* and factors that enhance and retard *employee satisfaction*
- Observe and record *care management process*
- Observe and participate in *patient safety and quality care initiatives*
- Understand the issues that impact *length of stay and patient discharge goals*
- *Compose a white paper* explaining the business case for quality care improvement, improving the patient experience (satisfaction) and improving employee satisfaction.

Intern Commitment

- | Time commitment will be minimum 120 hours to be completed in no more than 6 months
- | 4 hours shift assignments will be coordinated with Nursing staff schedules
- | Shift assignments will be scheduled routinely with a minimum of one per week
- | Every intern shift will require 15 minute prior check in at CSR with tardies / absentees not previously arranged are possible grounds for removal from program
- | www.floridahospital.com/volunteerservices/intern is the location of your 4 hour review questionnaire which is to be submitted after every 4 hour shift completed
- | Interns will attend at least 2 additional training sessions during their 120 hr internship

Florida Hospital Commitment

In addition to enriching their knowledge base of the health care environment, Patient Companion Interns receive a complementary uniform, meal voucher, discounts to employee Nike store & FH Gift Shop.

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