



THE A CENTER

# Pre-Health Professions Advising

## Patient Experience (PX) Internship Program

Banner-UMC/ The A Center Pre-Health Professions Advising

Fall 2021 & Spring 2022 Application - Application is for **TWO SEMESTERS**.

Application Deadline: Sunday, March 14th, 2021 by 11:59pm

Students Notified of Decision: by April 2nd, 2021

Required Orientation for Accepted Students: April 20th, 2021 4-5pm Zoom

Required Immunization Clearances for Accepted Students: by May 7th, 2021 (\$61.50 total cost)

Submission of your application is your agreement to meet these requirements.

**The application begins at the end of this description. Scroll to the end when you are ready to start the application. Please read the description and details below before you begin the application.**

### Technical details about the Internship

#### Application

The application must be completed online and can be accessed at the end of this description.

#### Immunization Clearances & Drug Test

The training and immunization clearances required for Banner-UMC are completed online through a company called myClinicalExchange (mCE).

The company will charge you directly for this service (\$36.50).

Training modules completed for mCE will include HIPAA, hand hygiene and professionalism among other topics.

Immunization clearances involve submitting proof of MMR, Varicella (chicken pox), 2 negative TB tests, Hepatitis B and Influenza.

Separately, you must pass a drug screening test (\$25.00). The results will be uploaded to mCE.

*\*Please note that neither Banner-University Medical Center nor The A Center Pre-Health Professions Advisors receives any of these funds.*

### **Photos**

If selected for the internship, you will be asked to provide a recent JPEG headshot photo to the Banner PX team for distribution to staff on your assigned unit. Please have this type of photo available if accepted.

### **Credits**

This fall 2021 and spring 2022 internship is a 3 credit, upper-division course each semester (6 total units) that is billed through the Bursar's office as a regular UAZ course.

### **Contact Hours**

The total contact hours you are required to complete is 120 per semester at your assigned unit with Banner-University Medical Center (240 total hours). This means approximately 10 hours each week of the semester.

### **Course Assignments**

The course requirements involve regular journal submissions and a final reflective paper submitted through your D2L class site. There is also a project submitted directly to the internship liaison at Banner-University Medical Center.

## **More about the Internship**

### **Who should apply?**

The Patient Experience (PX) Program is a patient contact experience, designed for students intending to apply to health professional programs who have completed at least one year of course work at UAZ or who have transferred to UAZ from another college/university. There is no preference given for an applicant's particular career path within the health professions.

### **How many students will be accepted?**

This internship opportunity is limited to 40 students.

### **Who do I ask if I have questions about the Internship?**

Potential PX Interns may contact the Pre-Health Professions Advising Office at 520-621-7763 with questions.

### **When will I be notified if I have been accepted for the Internship?**

You will be notified by April 2nd, 2021 regarding whether or not you have been accepted for the program.

### **Where will the Internship take place?**

The patient experience intern will be assigned to a care unit at Banner University Medical Center-Tucson (BUMC), either main campus or south campus (you will be able to indicate one or both sites as preferences). BUMC South is located a short drive from UAZ Main Campus. All participants will have a site contact person as well as supervisors within the unit they are assigned.

### **What will I do in the Internship?**

Interns will be responsible for rounding on patients by utilizing an established rounding process and guidelines. Rounding is defined as the act of proactively meeting with patients and discussing needs such as communication with staff, hospitalization and stay, safety, and plan of care. After the PX Intern has rounded with the patients, they summarize the findings and action is taken by the hospital providers. Interns also support staff with non-clinical duties like answering call lights, checking in visitors, and wayfinding for patients and their families.

### **What is the goal of the Internship?**

The role of the Patient Experience Intern is to enhance patient-centered care and satisfaction through facilitation of need-based communication between patient, family, and staff. PX Interns will provide valuable information to Banner University Medical Center regarding opportunities to improve care as well as analyses of needs relevant to specific health care patient populations. Further details about your learning objectives for this internship as well as evaluation procedures will be provided in a D2L class site upon acceptance into the program.

### **What will I gain from the Internship?**

Interns will gain the following: effective communication skills; a better understanding of patient satisfaction determinants; increased awareness of health care system service quality and protocols; knowledge of methods to evaluate patient satisfaction and the impact that this satisfaction has on the hospital; and exposure to health administration and other public health challenges. Interns will also have the opportunity to explore career goals by talking to health care professionals whose paths may be similar to their own, to develop communication skills fundamental to effective patient care and to prepare for the application process for health professions programs through periodic writing assignments.

### **What time and what days will I work for this Internship?**

You will negotiate your shifts with the nurse/unit leader (supervisor) of the unit to which you are assigned and other interns in your unit but you will need to plan for approximately 10-12 hours per week at the hospital. **In-patient units are open 8am – 8pm, seven days a week and the Emergency Department (ED) is open 24 hours, seven days a week.** Your negotiated weekly hours will need to fit into these constraints, depending on your assigned unit.

## **Criteria for Choosing Applicants**

Applications will be reviewed for the following demonstrated traits:

- 2.5 Cumulative GPA or higher
- Must be a currently-enrolled undergraduate student at UArizona planning to be enrolled as a student in both fall 2021 and spring 2022 semesters. If accepted, must be prepared to register for the course associated with this internship.
- Many AAMC Core Competencies, including cultural competency, reliability and dependability, service orientation, and others. Read more about them here: [AAMC Core Competencies](#)
- Excellent communication, organizational and time management skills.
- Interest in and experience with patient-centered care that show excellent customer service skills.
- Attention to detail.
- Ability to perform routine tasks effectively.
- Flexibility.
- Good judgment.

Preference will be given to students who have some prior clinical and/or leadership experience.

## **The Application**

This application process is designed to familiarize applicants with the application process to health professional programs. Attention to detail and ability to articulate your interest in health professions is critical.

Step 1 = Review the timeline and internship details above carefully to make sure this will work for you.

Step 2 = Prepare to complete the application by gathering materials for these questions:

1. Your current UArizona GPA and expected graduation date.
2. List all math, physics, chemistry and biology courses you have completed at the college level and include the grades you earned in each course (including those you transferred to Arizona). Then calculate your GPA for these courses.
3. List all volunteer, leadership, club, clinical, employment, awards/scholarships and/or research experience you have since starting college. If you have fewer items to list here, you can include this type of experience from high school if it is relevant. For each item, include dates and basic information as well as at least one sentence explaining the importance of the activity/award to you.
4. Identify one to three professional goals explaining what you hope to gain from the Patient Experience Internship program (list these and be concise).

5. Essay: How do you know that you want a career in clinical health care (500 word limit)? This should be a polished piece of writing structured like an essay with an intro, body and conclusion and include specific experiences that demonstrate your ideas.

Step 3 = Complete and submit the application.

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(The date stamp on the application determines its time of submission.)