



THE A CENTER

# Pre-Health Professions Advising

## **Patient Experience (PX) Internship Program** Banner-UMC/ The A Center Pre-Health Professions Advising

**Fall 2022 & Spring 2023 Application - Application is for TWO SEMESTERS.**

Application Opens: Monday, Jan 31st, 2022 near 8:00am

Application Deadline: Sunday, Feb 27th, 2022 by 11:59pm

Students Notified of Decision: near Wednesday, March 16th, 2022

Required Orientation for Accepted Students: April 19th, 2022 4-5pm Zoom

Required Immunization Clearances for Accepted Students: by July 29th, 2022 (\$59.50 total cost)

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

### **Details about what you will do in the internship**

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**What the Internship Is:** You will be assigned to a specific unit at [Banner University Medical Center Main Campus](#) or [South Campus](#) (we will only assign students to South Campus if you are willing and have transportation to get there) and will have the responsibility to "round" on patients during your shifts.

Rounding can be described as follows:

- It is simply walking around to each patient's room on your own or with another PX intern and asking patients questions about their experience in the hospital and in the unit.
- There are specific questions you are meant to ask each patient and you will need to record their answers for Banner's Patient Experience team (this team carefully monitors and tries to improve the experience of patients in the Banner system--this internship is just one tool they use), but each intern develops a different style in order to connect with each patient and encourage them to open up.
- Beyond this basic responsibility, as part of your rounding, you will be able to respond to some requests from patients like getting them something to eat or drink (if they are allowed to) or getting them a blanket or even connecting with their nurses or other professionals on the unit if they have a question about their care.
- You may also be able to perform some other non-clinical tasks to support the health professionals on your unit.

Though you are not in a "clinical" role in this internship, this experience will certainly be considered clinical contact in most health professional school applications. In our contacts with Admissions at The University of Arizona College of Medicine Tucson, for example, they have indicated that they would consider your experience in this internship as valuable clinical experience because you are interacting directly with patients. This is likely true for many schools and many professions.

Read more about the tasks interns can take on and tips here: [PX Internship Scope of Work](#) & [PX Internship Tips](#)

### **What the Internship Is Not**

This is not a clinical position. You will NOT be delivering healthcare to patients as a trained clinician. Like it states above, there are some requests you can fulfill around the patient's comfort but you will often need to connect with the patient's nurses to get them support for any clinical or healthcare concerns. This can feel frustrating to some because the paid healthcare professionals on your unit are often very busy and you likely will just want to help.

It is also not a regimented and completely structured experience. You will check in with the charge nurse as you start your shift and walk around talking to patients or supporting healthcare professionals with tasks, but there can also be down time depending on the length of your shift and when those shifts occur. Though this can be part of what it means to work in a healthcare setting, this can be frustrating for some students.

You may also need to take initiative to get the most out of the internship. This can mean going out of your way to get to know nurses and others on your unit if they have time or spending extra time speaking with patients who just need company or someone to talk to. This can push you outside of your comfort zone.

This is not a structured shadowing experience. While some PX interns have been able to develop connections that have allowed them to shadow, this can be difficult as many physicians and other professionals are very busy and may need to rush through the units connecting with patients or they may not be on their rounds during your shift.

### **What I Wish I Knew**

We asked students from the 2021-2022 group to share some details of what they wish they had known before they started the internship. Here is a selection that we hope is useful in helping you decide if the internship is a good fit for you:

- *How much downtime there is*
- *I wish I had known that I would not have that many opportunities to do anything clinical*
- *Scheduling is important for finishing the hours*
- *I wish I knew the amount of hours I would need to commit each week*
- *I wish I had known there would not be an emphasis on interacting with doctors during the internship*
- *You should definitely knock on doors and talk to as many patients as you can*
- *I wish I had been proficient in other languages so that I could efficiently communicate with patients who do not speak English*
- *The actual rounding takes less time than expected and that we needed to look for more to do*

- *I wish I knew more about what the position entailed. Before starting the program, I thought I was going to be rounding with doctors when they went and saw patients. I didn't realize that I would be rounding on my own.*

### **A Few Positives Too**

From our survey of 2021-2022 internship participants, here are some positives:

- 28 of 29 would recommend the internship to other pre-health students.
- Several respondents said that the internship gave them valuable insight into the workings of the hospital from a patient and staff perspective.
- Several really appreciated the chance to interact with patients directly.
- Several felt they were able to really have an impact in improving patients' experiences.
- Several felt it was a great way to learn about our healthcare system and whether a hospital setting is a good fit or not.
- Several shared that they connected deeply with other interns and staff members at BUMC.

## **Technical details about the internship**

### **Application**

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

### **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 (\$39.50).

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

Immunization clearances per Banner policy: In concordance with Banner Health occupational health policy, prior to the start of their rotation, students will be required to submit proof of vaccination or appropriate medical/religious exemption for the following:

MMR (Measles, Mumps, Rubella)

Varicella (Chickenpox) [vaccination OR titer as evidence of previous infection]

Negative TB test (2-step skin OR QuantiFERON-TB Gold OR Chest X-Ray)

Hepatitis B

Annual Influenza (By Dec. 1<sup>st</sup>)

COVID-19 (Single dose J&J OR Two dose Moderna/Pfizer)

\*These requirements are subject to change by Banner Health and may be updated as needed

*\*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 2022 and spring 2023 internship is a 2 unit, upper-division course each semester (4 total units) that is billed through the Bursar's office as a regular UAZ course. We can increase this up to 3 units per semester on request.

### **Contact Hours**

The total contact hours you are required to complete is 80 per semester at your assigned unit with Banner-University Medical Center (160 total hours). This means approximately 8 hours each week of the semester. If you decide to increase to 3 units, this will mean 120 hours per semester for a total of 240 hours and about 10 hours each week.

### **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 coursework at UArizona (by the time the internship starts in fall 2022) 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 near March 16, 2022 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 Main Campus is located close to the central UA campus just north of Speedway. 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 patients, families, 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 8-10 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 2022 and spring 2023 semesters. If accepted, must be prepared to register for the course associated with this internship. Cannot have participated in the internship previously.
- 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 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 cumulative GPA, Student ID Number and expected graduation date.
2. Science GPA. 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. Consider using [a BCPM GPA calculator spreadsheet like this one](#) from Loma Linda (link downloads Excel sheet).
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 have your personal background and experiences influenced your decision to pursue your chosen career in healthcare? Please address which specific profession you are interested in and why exactly you want to pursue this profession, using your background and experiences to explain. This should be a polished piece of writing structured like an essay with an intro, body and conclusion and include specific experiences/stories that demonstrate your ideas. Approach this like the personal statement common to most health profession applications. Watch our [personal statement workshop recording](#) to learn more about personal statements. (500 word limit)

Step 3 = Complete and submit the application.

**Application Deadline: Sunday, Feb 27th, 2022 by 11:59 PM**

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