

Executive Master of Healthcare Quality and Patient Safety

INTERNSHIP GUIDE

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1. DEFINITION OF TERMS AND EXPRESSIONS:

- a. **The Internship:** Refers to a practical training (Field Experience) period after finalizing all the required study units in executive Master of Healthcare Quality and Patient Safety program successfully.
- b. **The College:** The College of Health Sciences, Saudi Electronic University.
- c. **The Internship Unit:** Refers to the structure defined by the College to be responsible for overseeing the internship affairs and the implementation of the internship plan.
- d. **Internship Supervisor:** Refers to the faculty member at the College who is made responsible by the internship unit for supervising the students throughout the training.
- e. **The Trainee:** Refers to the student (male or female) of the College upon completion of the defined pre-requisite academic curriculum as specified in this guide thereby eligible to undergo training.
- f. **The Internship Organization:** Refers to any Healthcare quality and patient safety related organization recognized by the College as suitable internship place.
- g. **The Student Supervisor at the Internship Organization:** Refers to the representative assigned by the internship organization to oversee the student supervision during the internship period.



2. THE INTERNSHIP PROGRAM:

2.1 Core Objectives

- a.** Familiarization with practical application of learned concepts.
- b.** Comprehensive understanding of concepts, theories, and protocols in the domain of healthcare quality and patient safety.
- c.** Creating awareness about professional ethics that need to be practiced in practical life such as punctuality, innovation, application, honesty etc.
- d.** Enabling students to learn and handle the work-related stress and pressure.
- e.** Better and more efficient communication skills to deal with all three levels of professional work i.e., clients, peers, and superiors.
- f.** Expose students to future employment opportunities.
- g.** Prepare graduates to exercise the administrative, leadership and specialized skills in different fields of work within the discipline of healthcare quality and patient safety.
- h.** Apply theories, methods, and processes for the design, planning, facilitation, and implementation of healthcare quality and patient safety programs.
- i.** Apply, adapt, and validate existing healthcare quality and patient safety concepts and approaches as they relate to specific challenges.
- j.** Apply concepts and techniques from the social, behavioral, communications, organizational sciences and from ethics, law, and social and economic policy.



2.2 Academic Requirements:

To register for the internship, the student must fulfill the following requirements:

- a. The student must have successfully passed at least 27 hrs. of required courses of their academic program prior to internship.
- b. The student applying for practical training must be an active registered student of the degree program.
- c. The student must be approved for internship.

2.3 Internship Program Structure:

The program aims to give the students a unique opportunity to experience first-hand how the efforts to facilitate the improvement of healthcare quality and patient safety in real life settings. This specially designed learning and development program will enable graduates to gain insights on tackling real issues and challenges; learn from experienced healthcare quality and patient safety leaders through dialogue and networking sessions and embark on learning journeys to see how things run behind the scenes.

Students will be rotated between various departments in the internship organizations in order to learn of the processes and protocols required to design, plan, facilitate and implement healthcare quality and patient safety principles.

Finally, at the end of the internship period the student will be required to write a report about their experience and challenges.



3. MINIMUM REQUIREMENTS FOR THE INTERNSHIP ORGANIZATIONS:

- a.** The Internship organization must have healthcare quality functions.
- b.** Healthcare quality department and/or healthcare quality and patient safety disciplines.

4. STUDENT COMMITMENTS DURING THE INTERNSHIP PROGRAM

- a.** Once a student has joined a training organization, the student will ensure completion of internship time (a total of 280 contact hours training as 7 hours' work per days, five days per week for 8 weeks.), and not transfer to any other organization. In the case of non-compliance with the minimum hours of training, the student trainee will not succeed in the internship.
- b.** The student will follow the working hours of the internship place to which he/she is assigned, except that he / she should not have night duties. Their vacations are as the governmental employees' vacations.
- c.** The student is responsible for abiding by and complying with all the rules and regulations of internship organization.
- d.** During the internship period, it is the responsibility of students to promptly notify any change to the training unit as well as supervisor, refill all



the needed information and regularly track that change has been properly documented. All such changes should also be properly documented in the student files.

- e. The training organization should send the trainee assessment in a maximum period of 10 days after the end of the training period via e-mail to the training unit. The student should ensure receipt of this assessment to supervisor.
- f. The student trainee should comply with the training commitments stated in the training instructions, otherwise; the student grade will be affected.
- g. Documenting and collecting information required to write the final practical training report.
- h. The student must complete his/her internship program in the same city of the university branch he/she enrolled in.

5. STUDENT COMMITMENTS AFTER THE PRACTICAL TRAINING:

The student shall be required to compile a final report in English language in accordance with the report template provided. The report must include an overview of the training organization, the training procedures, which things that the student has learnt in theory or has encountered in practice. Also, the report must include a part discussing the scientific information that the students made use of it in their training. The report should clearly outline the responsibilities assigned to students, concepts, and projects they worked on, and a summary of experience gained. The report should be sent to the training supervisor according to schedule defined by the College. Failure to submit the report in due time may entail student failure in the course.

The student will be required to do a presentation concerning final assessment and demonstrate confidence in the learning and experience gained in the internship. Failure to appear for the presentation may entail student failure in the internship.

6. INTERNSHIP ORGANIZATION COMMITMENTS:

- a.** Make sure that the student performs responsibilities assigned to him/her on the evaluation document strictly in accordance with the discipline of healthcare quality and patient safety. The organization should take care to see that student is not assigned such tasks which don't play any role in their knowledge domain.
- b.** Return the training registration form provided by the college at the beginning of practical training.
- c.** Provide the college with an assessment report on the student's performance according to the training evaluation form provided by college. The report must reflect the student's performance throughout the training.
- d.** Internship organization should ensure communication between the college and the student trainee and facilitate visits by the internship



supervisor or internship unit members.

- e. To ensure personnel responsible for conducting an internal assessment on student's learning, and provide qualitative assessment based on these internal findings to be communicated to the college to support grading.

7. PRACTICAL TRAINING EVALUATION:

At the end of training, the student trainee will be subjected to evaluation by the training supervisor. The evaluation will be based on assessment provided by training organization, final reports, and final interview.

The student will be considered successful in the training graded: (No Grade-Pass) if all the following are fulfilled:

a. Student Attendance:

Refers to the student's attendance at the training organization throughout the specified training period. To fulfill these requirements, the student must attend the minimum number of hours required at least 70% of (a total of 420 contact hours) at the training organization.

b. The Internship Organization Evaluation:

Refers to the evaluation report compiled by the Internship organization, which must measure the following:



- *Skills acquired during the training*
- *Self-reliance.*
- *Mastering job requirements assigned to the Trainee.*
- *Professionalism, work ethics and work attitude.*

The student is considered successful if he/she achieves 70% of the maximum points possible in the evaluation.

a. The Internship Final Reports:

The Internship supervisor evaluates the final reports delivered by students at the end of training. This evaluation is based on specific criteria that measures the student's achievements throughout the training period. The student is considered successful if he/she scores a minimum of 60% of the possible marks.

b. The Internship Final Presentation:

The student on completion of his/her training will have to appear for final presentation before the committee appointed for this task. The committee will determine the overall performance of the student and recommend for No Grade-Pass or No Grade-Fail grade.

If the student fails to fulfill any one of the requirements mentioned above, he/she will fail the course and will be graded (NF: No-grade – Fail). The student may fail in one of the following categories:

- If the student does not fulfill the attendance rate required,

he/she should repeat the training course.

- If the student does not score the minimum score in organization evaluation, he/she should repeat the training course.
- If the student does not score the minimum score in the final report, he/she should resubmit another report within a time not exceeding two working weeks from the announcement of results for the practical training course.
- If the student fails to appear for the final interview or is unable to pass the presentation, he/she will be allowed to attend another presentation if only he/she has a strong reason for his/her fail to appear for the final interview, otherwise he/she must repeat the training course in the coming semester.

c. Training City:

The student must commence training in the city of the branch he/she is registered in. The college reserves the right to reject any requests for internship at any training site in a city that does not have a branch for the College of Health Sciences, due to restrictions in the ability to provide a college supervisor for the trainee.

