

**Health Career Connection
Internship Case Study**

Please contact jjain@healthcareers.org if you have any questions.

About You	
1. Name	Melissa Laing
2. College	Bentley College
3. Year in School	Senior in Fall '05
4. Major	Management
5. Career Objective	Obtain a career in healthcare administration

About the Host Organization	
6. Organization Name	Newton Wellesley Hospital
7. Department	Finance
8. City	Newton, MA

About the Internship	
9. Learning Objectives	<ul style="list-style-type: none"> ▪ To learn the ways in which a hospital operates in each individual department as well as how it operates as a whole. This includes understanding the function of each department and its contribution to helping patients receive the care that they need. ▪ To better understand a hospital budget and the different steps that need to be taken to develop it. Where does the necessary funds come from to finance the hospital? How are these funds split between all the departments?
10. Major Project Description	<p>Worked with the CFO on a project for the hospital's capital funding. I compiled a spreadsheet that shows each department of the hospital along with the requested projects for fiscal year 05, the director and manager of the dept., the proposed funding for the project, and the actual amount funded. Project numbers were later assigned to these projects and recorded on the spreadsheet. Along with entering this information, I needed to calculate how much funds were left in each of the different funding categories of baseline, contingency and tool time. Once completed, this information was entered into a database so that all directors and managers could keep track of their projects. I worked with the CFO and several other members of the budget and reimbursement department on this project. From it I learned a lot about the different expenses a hospital has and how it gets the money to fund all these different projects.</p>
11. Minor Project Description	<p>One of the minor projects I worked on dealt with 3 different computer systems used at NWH. These are Meditech, TSI and Harvest. I was asked to create a database to help detect which patient accounts could be found in Meditech and TSI, but were missing from Harvest. For some reason it often happens that these accounts are not correctly transferred into Harvest. One completed, I noted some of the possible reasons why these accounts did not transfer such as the fact that they were never billed or the primary insurance was listed incorrectly. I then presented this to the revenue manager who then used this information to try to further analyze the accounts.</p>
12. Typical Day	<p>My hours were from 8-4, Monday – Friday, Dress code was Business attire. Usually attended 2-3 meetings per week including staff meetings, meeting with my preceptor and any other people I was working on projects with.</p>
13. Benefits of HCC Workshops	<p>The two workshops I found to be the most interesting were the Myers Briggs workshops and the Graduate education workshop. At the Myers Briggs workshop I found out what personality type I am. This will be very useful to me because I now know how to interact with those who have different personalities than I do in the most effective manner. It</p>

	<p>also helped me to know which aspects of my personality I need to work on in order to more effectively communicate with others. The graduate workshop exposed me to the different types of directions one can go with a public health degree which I was not aware of. I also learned what the accredited public health schools are and the requirements of certain schools. The things I learned at this workshop will be extremely useful to me when I decided which grad schools to apply to in the fall.</p>
14. Internship's Connection to Career/Academic Goals	<p>This internship has helped me to decide that I would like to pursue a career in public health with a concentration in Health policy and Management. Working in the finance department at NWH has exposed me to the entire executive management team and I aspire to be in a position like that one day.</p>
15. Long-Term Benefits of Experience	<p>From this experience I gained a lot of knowledge about how a hospital runs and the day-to-day decisions that need to be made in order to keep things running smoothly. I also learned a lot about the revenue cycle and the steps in which a hospital must take to receive payment for the services they provide to their patients. The has taught me that there is a lot that goes on in a hospital that a patient may never see, but still has a crucial impact on the healthcare they he or she is being provided.</p>
16. Suggestions for Future Intern	<p>Get the most out of your experience, take tours of the different areas and departments of your site, do not be afraid to ask questions because everyone knows you are their to learn and want to be able to help you. Just try to expose yourself to as many different areas as possible so you will get an idea of what you like best and what you may want to do as a career.</p>
17. Comments	<p>I loved my internship at NWH. Everybody I worked with was extremely nice and helpful. They all wanted to be able to teach me something and wanted me to learn as much as possible.</p>