

**Health Career Connection  
Internship Case Study**

Please contact [jjain@healthcareers.org](mailto:jjain@healthcareers.org) if you have any questions.

<b>About You</b>	
1. Name	Amy Huang
2. College	University of California, Berkeley
3. Year in School	Senior
4. Major	Nutritional Sciences and Public Health
5. Career Objective	Improve quality of food assistance programs
<b>About the Host Organization</b>	
6. Organization Name	Asian Health Services
7. Department	Language and Cultural Access Program
8. City	Oakland, CA

<b>About the Internship</b>	
9. Learning Objectives	<ul style="list-style-type: none"> <li>• <i>Understand the organization and structure of a grass roots effort turned large community health clinic. Understand the interplay of different departments and how each are integrated with one another.</i></li> <li>• <i>Understand the impact and need of language access programs with respect to the health of the community – relate this to access to services in general → those with little access receive less care, language barriers prevent community members from seeking care, medical errors due to language barriers, rise of medical costs due to increased number of tests ordered</i></li> <li>• <i>Connect with health professionals and understand their role at AHS and how each is important to the entire organization.</i></li> <li>• <i>Understand the need for clinics devoted to Asian populations (versus Asian citizens using Latino healthcare clinics)</i></li> </ul>
10. Major Project Description	<p><i>I was involved in an interpreter training class for individuals interested in medical interpretation. I prepared a majority of the materials for the class and coordinated the final oral testing. I also wrote a proposal for the training course to be used as part of the curriculum for Merrit College. Through these trainings, it became very clear to me that culturally competent care and language access are crucial for quality healthcare.</i></p>
11. Minor Project Description	<p><i>I worked on a small data analysis project to assess the impact of a nutrition assessment on hemoglobin A1c levels of diabetic patients. Another intern and I conducted chart audits for 200 patients, recorded HgA1c levels for patients and analyzed the collected data. The analysis showed a decrease in A1c levels for both patients who saw an R.D. and for patients who did not with a larger decrease in nutrition patients.</i></p> <p><i>I also worked on health education materials for the main clinic and for a satellite site. I worked on lowering the reading level for health education pamphlets so that the AHS patient populace would be able to understand the health information they were receiving from the providers. I learned it is crucial to have health materials for all literacy levels so that information can be properly disseminated.</i></p>
12. Typical Day	<p><i>Typical work days consist of working on projects and attending various meetings. I work a 9-5 schedule with the dress code being slightly more casual than business casual.</i></p> <p><i>Some meetings attended:</i></p>

	<i>Community Advisory Group, Health education materials committee, advocacy committee, nail salon research project, obesity collaborative, language access summit planning meeting, community health specialist curriculum meeting, internship curriculum meeting, Connecting Worlds Interpreter Training curriculum meeting</i>
13. Benefits of HCC Workshops	<p><i>The Career Planning workshop helped guide me and gave me some very solid advice on how to think about my priorities when I am trying to decide on a career path. Since there are so many options and so many career opportunities, the workshop was helpful for focusing on what is important to me in life.</i></p> <p><i>The Cultural Competency workshop was interesting to hear about what providers are doing to try to combat language access issues. I was able to apply what I learned from this workshop directly to my work with Asian Health Services.</i></p>
14. Internship's Connection to Career/Academic Goals	<i>My internship was my first "real" exposure to public health at work in the community. I enjoyed talking with people who were passionate about their jobs. Through this internship I realized I am interested in both community work and research, and being able to attend the nail salon research meeting further sparked my interest in the field of community based participatory research.</i>
15. Long-Term Benefits of Experience	<i>I have gained knowledge in terms of language access issues and culturally competent care, but most of all, I have learned the importance of networking. Now, when I see a conference or meeting being held near the Bay Area, I immediately think of networking opportunities.</i>
16. Suggestions for Future Intern	<i>I would suggest connecting with other HCC interns in the area early on because even if the organization you are with isn't exactly aligned with what you are interested in, chances are, another HCC intern knows someone whose interests match yours.</i>
17. Comments	