

**Health Career Connection
Internship Case Study**

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

About You	
1. Name	Nicole Evangelista
2. College	Harvard College
3. Year in School	Senior
4. Major	Economics, certificate in Health and Public Policy
5. Career Objective	My ideal position would be in the Healthcare Administration industry, serving as a CEO, CFO, director of development, or quality improvement director of a clinic, hospital, or health delivery organization.

About the Host Organization	
6. Organization Name	Venice Family Clinic
7. Department	Health Insurance Outreach/Enrollment; Health Education
8. City	Santa Monica and Venice Beach, CA

About the Internship	
9. Learning Objectives	<p>-To learn how the nation’s largest free clinic and all its different parts coordinate (from medical care to health insurance billing, education, and outreach) to provide comprehensive treatment to its patients</p> <p>-To learn the business aspects of the organization—how the clinic gets funded, what the fundraising process is, and how the budget is subsequently allocated to all seven clinic sites and the different projects carried out therein (eg. the Pediatric Literacy Program, the Social Work offices, etc.).</p> <p>-To work with the Health Education and Insurance/Billing departments, coordinating separate projects that give me a sense of ownership and responsibility</p> <p>-To speak to a number of different department administrators (especially the planning/development and accounting/billing departments), so that I may learn what they do on a daily basis, the training required for their positions, and their main concerns and responsibilities, as these may be career paths I may want to pursue in the future.</p>

<p>10. Major Project Description</p>	<p>Project: Pediatric Literacy Program (PLP)'s Expense/Revenue graphs for last 3 fiscal years, self-sustainability timelines</p> <p>Goals:</p> <ul style="list-style-type: none"> -Formulate Expense/Revenue graphs utilizing Excel from reports received from Accounting Department -Write descriptions of all grants, their time restrictions, and any limitations/requirements regarding spending the grants -Come up with an average monthly spending amount that is sustainable for the next five fiscal years and that still leaves money leftover as a cushion in case of funding fluctuations -Draft biannual reconciliation report for transmission between Accounting and Pediatric Literacy Program for accurate and timely reporting of grants/monies received/spent <p>People Worked With:</p> <ul style="list-style-type: none"> -CFO, Associate Director, Director of PLP, various accounting staff members <p>Things Learned:</p> <ul style="list-style-type: none"> -Coordinating with Accounting Department, I learned how different departments interact with each other, and that lines of communication are not always completely open -I improved my Excel graphing and modeling skills immensely -I greatly improved my communication skills, especially talking on the phone -I learned how to read and understand budget reports
<p>11. Minor Project Description</p>	<p>Project: Newborn Health Insurance Enrollment</p> <p>Goals:</p> <ul style="list-style-type: none"> -Enroll more newborns into Medi-Cal -Streamline/simplify process for new parents -Explain the functions of multiple cards received by Medi-Cal/Gateway insurance programs <p>Duties:</p> <ul style="list-style-type: none"> -Draft flowchart of the "ideal" way a newborn is added onto their parents' Medi-Cal case, and ways in which it can go wrong -Draft letter/posters informing new or soon-to-be parents that they should add their newborns to Medi-Cal ASAP -Draft letters to raise awareness that multiple cards may be received, and to inform parents to keep all cards until they contact a VFC insurance assistant <p>People Worked With:</p> <ul style="list-style-type: none"> -Health Insurance Program Director, Insurance staff members <p>Things Learned:</p> <ul style="list-style-type: none"> -I learned all the complications and different situations that may arise, and how difficult a supposedly "simple" newborn enrollment can be -I learned a lot about the VFC insured/uninsured population, their specific needs, and the different points throughout the process

	<p>where they may be confused</p> <p>-I strengthened my marketing skills in creating posters that were easy to read and eye-catching, while still relaying important information to VFC's patients</p>
12. Typical Day	<p>9:30am: Arrive at Clinic (in business casual attire, unless it's casual Friday)</p> <p>9:30-10am: Check and respond to various office e-mails</p> <p>10-11am: Stock books for providers to hand out to pediatric patients for Pediatric Literacy Program</p> <p>11-11:30am: Enter number of books into electronic system, chat with April (fellow HCC intern)</p> <p>11:30-noon: Check email; coordinate afternoon meetings to attend</p> <p>Noon-12:30: Lunch!</p> <p>12:30-2: Attend meetings with Health Insurance/Health Ed. departments, or with Associate Director for progress reports on various projects</p> <p>2-5: Work on PLP project (drafting excel sheets and budget reports)</p> <p>5:15: Clean up work area, send last minute e-mails/phone calls, turn off computer...Go Home!</p>
13. Benefits of HCC Workshops	<p>Cultural/Linguistic Competency: I learned the many complexities that the current healthcare system is faced with. My awareness was increased in regards to acknowledging and being sensitive of the fact that religion, culture, and ethnicity (as well as language barriers) are all potential factors to healthcare administration and distribution, and should not be ignored. I also became aware that many people of all ethnicities still experience discrimination to this day and many of African American decent are still wary with the healthcare system. Rather than shun them, we should understand this fact and learn to be culturally sensitive and act in ways to help this huge wound heal.</p> <p>Leadership: I learned different traits of leaders, what most leaders valued, and the importance of being a leader, no matter what type of job position one is in when one embarks upon a career path. I also learned the difference between a leader and a manager, how important one's own sense of values and self-worth are, and I got the chance to interact with my fellow interns and hear from them what they valued most.</p>
14. Internship's Connection to Career/Academic Goals	<p>Through my HCC internship, I was able to experience many projects typical of one entering the health administration industry. I have subsequently confirmed my interest in this industry, and I have narrowed my job search next year to only those jobs that would position me for a career in this industry. I have also been able to speak to many people at the VFC who share my interests and are in positions that I see myself in.</p>
15. Long-Term	<p>A wealth of knowledge of critical healthcare issues, especially</p>

Benefits of Experience	concerning community clinics; contacts with influential people in public health and in the healthcare field; friendships with my fellow interns (especially my fellow intern with whom I work daily); increased awareness of the opportunities in healthcare administration; finally, I've developed a passion for healthcare finance and administration, especially in dealing with community clinics/non-profit settings.
16. Suggestions for Future Intern	<p>Come into the internship with enthusiasm and openness to your internship site's needs. I wasn't quite expecting to be doing what I was doing at first, but I later learned the necessity and importance of what I was doing for my site, which was reward in itself.</p> <p>State and discuss openly your concerns and don't be afraid to speak up. What I sometimes didn't realize was that people at my site were truly bogged down with loads of work. If someone didn't answer my requests right away, I'd assume they were ignoring it, but in reality they may just have not gotten to it because they were so busy. Be persistent but polite, and just ask for the tools that you need to complete your different projects.</p>
17. Comments	