

HEALTHWEST

PROCEDURE

No. 02-008

Prepared by:

Effective: January 1, 1989

Revised: April 3, 2018

Susan Plotts  
Human Resources Manager

Approved by:

Subject: Screening, Orientation,  
Supervision and Processing  
of Student Observers/Interns

---

Julia Rupp, Executive Director

I. PURPOSE

To provide a single point of entry for student observers and interns and assure they are screened for the position, achieve orientation to the Agency, are accountable for their services and assignments, and receive adequate supervision from HealthWest staff.

II. APPLICATION

All HW student observers/interns and HealthWest staff/contract providers responsible for the supervision of the students.

III. DEFINITIONS

Student Observers

Individuals participating in "career exploration" or field observation at a HealthWest site.

Student

Observers do not deliver care and/or services.

Intern

Individuals completing career development or educational work experience in HealthWest sites by delivering care and/or service with appropriate levels of supervision.

Placement

The activity duration, program, and discipline of the student/observer intern.

Field Instructor

HW staff/contracted provider responsible for the screening, orientation, and supervision of the student observer/intern and any services they provide.

### Learning Contract

A document formatted by the learning institution and required of the student observer or intern. Goals and objectives may be standardized or constructed by the intern in consultation with the Field Instructor. The document may be completed and progress evaluated once, or reviewed and updated on an ongoing basis. The Field Instructor will be designated by the supervisor of the program.

## IV. PROCEDURE

A. Inquiries from colleges/universities for day observation/internships will be directed to the Designated Intern Coordinator.

1. The designee will assure there is an agreement in place with the specific college/university and forward to the HR Manager.
2. All requests with a copy of the student's resume will be forwarded by the designee for consideration of an internship or observation position.

B. An agreement between HealthWest and the college/university will be processed by the designee prior to any student placements in the agency.

### C. Student Observers

1. Student observers will be assigned to the appropriate program and Field Instructor by the Chief Clinical Officer or designee.
2. Prior to obtaining information regarding individuals receiving services or having any contact with them, the Program Manager/designee will assure all student observers complete the following:
  - a. Student Observer Application
  - b. Confidentiality Statement
  - c. Orientation

When completed, these forms must be forwarded to HealthWest Human Resources for filing.

### D. Student Interns

1. All student intern applicants will complete a HW Student Intern Application (available in Human Resources or on the Agency Intranet) or an application form provided by their University.
2. All student intern applicants will be interviewed and screened by the potential Field Instructor.
4. If the Field Instructor accepts the intern applicant, Human Resources conducts a recipient rights, criminal background and driver license check. Depending on the results of these checks, the Field Instructor will indicate final acceptance or denial of the student intern to their school and note the same on the Student Intern Application.

5. The Field Instructor will assure the student intern completes required orientation checklists (provided by Human Resources) and attends required trainings. The Field Instructor will orient the student intern to the pertinent practices, procedures, policies, and responsibilities of the agency. During orientation, student interns will be provided access to the policies and procedures.
6. Student interns are expected to adhere to policies and procedures. The student intern will also review and sign the Confidentiality Statement and Intern Statement of Terms.
7. The intern's record, including the original Student Intern Application, Confidentiality Statement, Statement of Terms, orientation checklist and any other internship documents are maintained by HealthWest Human Resources.
8. The student intern will submit their Learning Contract, if applicable, for consultation, review, and approval to their Field Instructor. The Field Instructor will forward the completed and signed Learning Contract to the HealthWest Human Resources.
10. The Field Instructor/designee of the assigned student intern will conduct and document supervision meetings with the intern as indicated in the Learning Contract.
11. Field Instructors will orient student interns to relevant changes in practice, procedure, and/or policy on an as-needed basis.
12. Field Instructors will complete written evaluations of their student intern's progress per the requirements of the Learning Contract. The Field Instructor will submit copies of the completed evaluations for filing to HealthWest Human Resources.
13. If, through the evaluation process, the Field Instructor confirms that the student intern is not meeting the criteria for the internship and/or has been in violation of a HW or Muskegon County policy, the internship may be terminated.
14. The Field Instructor will inform the HealthWest Human Resources in writing (i.e., e-mail) when the internship has been completed.