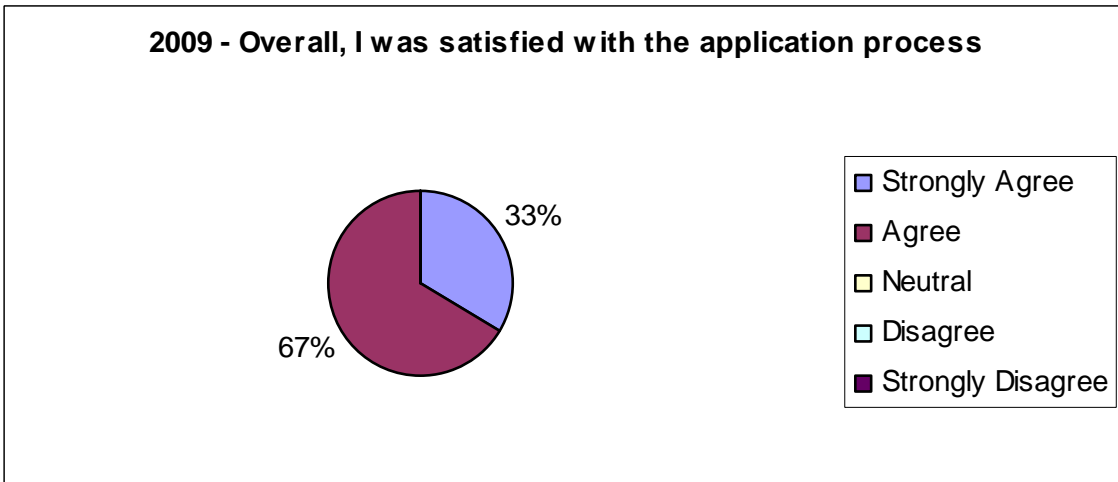
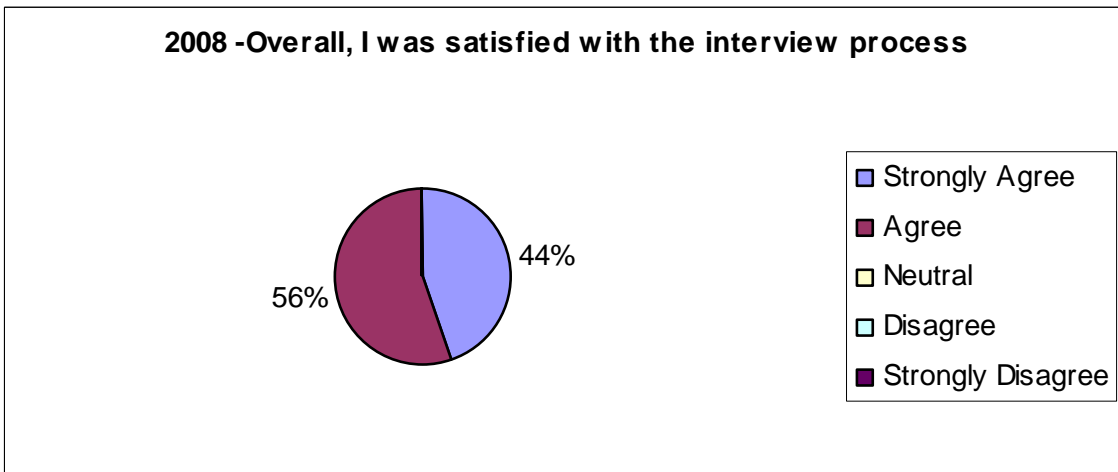
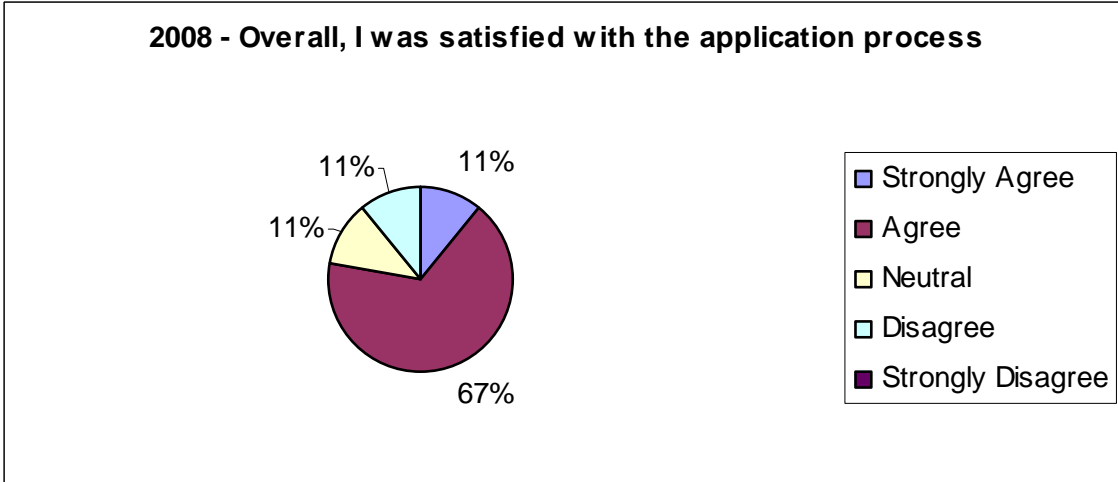
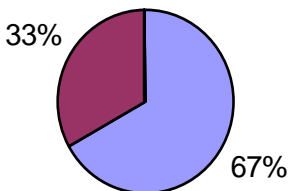


Administrative Internship Program End of Summer Evaluations

Application and Interview Process



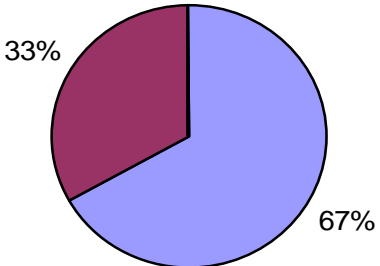
2009 - Overall, I was satisfied with the interview process



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

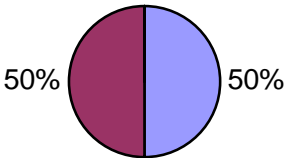
Learning Sessions

2009 - Overall, I am satisfied with the Learning Sessions



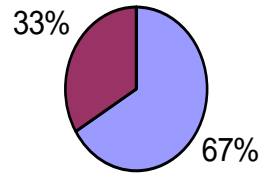
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2009 - I thought that the Learning Sessions were a good way to interact with the rest of the intern team



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

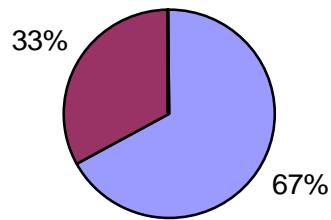
2009 - I was satisfied with the quality of information presented



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

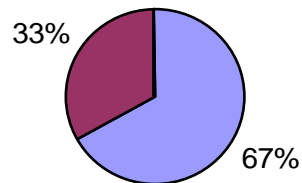
Overall Experience

2008 - Overall, I was satisfied with the Administrative Internship Program



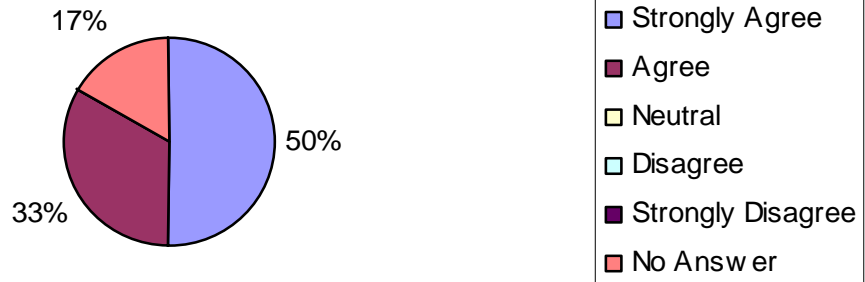
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2008 - I would recommend the Administrative Internship to a friend and/or classmates

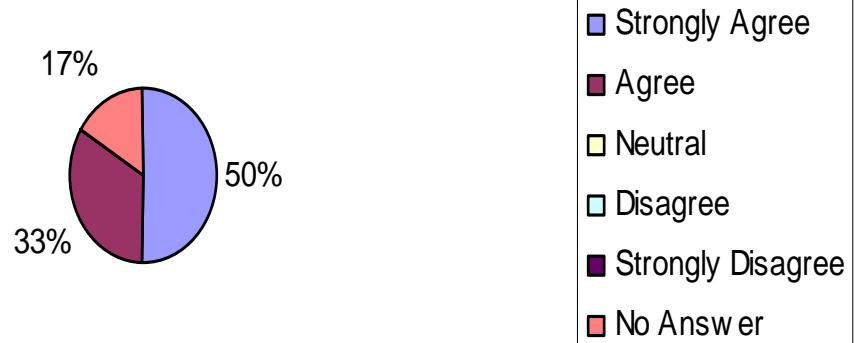


- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2009 -Overall, I was satisfied with the Administrative Internship Program



2009 - I would recommend the Administrative Internship to a friend and/or classmates



Note: 2008 n=11, 2009 n=6

2009 Administrative Internship Program - Intern Project Examples

Department	Project Description	Deliverable Created
Surgical Services	Working with ISD to help test the fields within the Universes in Business Objects most needed by Surgical Services	With all the data charted, the reports have been used to obtain overall department statistics related to volume, productively, and efficiency studies. For example, we are trying to reduce the patient throughput time and OR room turn over time. These reports will help us identify the problems and allow us to come up with plans to address any particular issues.
Learning and Organizational Development	Assist in the design features of the Learning Institute Website	The intern worked to update the website and develop content for several LMS modules. The intern also assisted with creating podcasts and interactive learning courses.
Fiscal Services	Working with Decision Support to obtain data and create dashboard reports	The intern created 30 fully functional departmental scorecards/dashboards that include metrics from all six of our organizational pillars.
Community Based Practices	Participate in a multidisciplinary team to develop infrastructure of the Triangle Physician Network	The intern authored 80 of 88 required policies and procedures needed to implement the program. He also helped with chart abstractions for the CBPs.
Solid Organ Transplant	Summarize and document the current process flows for the Transplant Center	The intern created a process flow map for the Kidney Transplant Service and identified areas for improvement in wait times to be listed for a transplant. She worked on a root cause analysis for why the process is so long.