



Service Excellence Internship

Organization Name:

Carondelet St. Mary's Hospital

Organization Background:

St. Mary's Hospital is Southern Arizona's longest continuously operating hospital (founded in 1880 by the Sisters of St. Joseph of Carondelet) and one of Tucson's and the region's top medical centers. St. Mary's is recognized as a destination hospital for the most modern and minimally-invasive heart and vascular surgery, advanced stroke care, unique and personalized cancer treatment, and emergency care. Home of the Carondelet Heart & Vascular Institute and The Breast Center, St. Mary's Hospital offers every patient individualized care, personal attention by compassionate caregivers, and the finest team of physicians and surgeons available in the region. For more information go to: <https://www.carondelet.org/our-locations/st-marys>

Internship Project Title:

Service Excellence/Volunteer Department Intern

Project Description:

Intern will report to Volunteer Department Supervisor. All service excellence/volunteer department interns will assist in activities related to patient experience and health outcomes, however based on interest will have individual focus areas in addition to the general projects and responsibilities.

- Support Service Excellence initiatives, including but not limited to: staff recognition, staff education, patient rounding, data entry related to patient survey comments or staff recognitions, discharge phones, left without treatment phone calls, directly admitted patients and other related activities as directed by Volunteer Supervisor
- Support to volunteer services-related programs and needs.
- Opportunity to shadow Patient Advocate/Volunteer Supervisor to various meetings, or staff members in other departments within the hospital setting, based on interest. Examples: Admitting Department, House Supervisor, Infection Prevention, etc.
- Opportunity for pre-professional experience in Service Excellence in the hospital setting (Patient Advocacy, Patient Experience, and overall Hospital Operations Management).
- Schedule and assigned projects will be discussed during processing appointment.

Internship project keywords (check all that apply). These keywords help students search for internships in our database based on their areas of interest:

- | | |
|---|---|
| ☐ Health Disparities | ☐ Tobacco Use |
| ☒ Public Health Preparedness | ☐ Injury/Violence Prevention |
| ☒ Collaborations with Community | ☐ Immunization |
| ☐ Collaborations with University | ☐ Infectious Disease |
| ☒ Community health service | ☐ Oral Health |
| ☐ Physical Activity | ☐ Evaluation |
| ☐ Substance Abuse | ☐ Policy Development |
| ☐ Mental Health | ☒ Program Planning |
| ☐ Access to care | ☒ Data Analysis |
| ☐ Nutrition | ☒ Other: Patient Experience and health outcomes |
| ☐ Reproductive/Sexual Health | |
| ☐ Environmental Health | |
| ☐ Maternal/Infant Health | |



When: When do you want the work done? Check all that apply.

☒ Fall Semester 2018

☒ Spring Semester 2019

☒ Summer 2019

☒ I want this listing to remain active indefinitely and we will accept applications from students for any upcoming semester.

Where:

Organization Mailing Address: 1601 W. St. Mary's Road

Address where Student will work (if different from above): (Same)

☐ Check here if the student may have the option to work remotely from a site not listed above for all or part of this project.

Student Characteristics:

- In good academic standing (3.0+ GPA)
- Junior standing at an accredited university, in a health care-related field of study.
- Must interview with Volunteer Supervisor (must provide resume and 2 letters of recommendation via email before interview is scheduled).
- If selected, be willing to complete the volunteer application process (includes attending hospital orientation, obtaining hospital badge, background check, TB test, etc.). **This process must be completed prior to the start of the semester** in which the internship hours would be served.
- Proficiency in Microsoft applications (Word, Power Point, and Excel) and typing skills.
- A strong desire to work with patients, visitors, hospital staff, and physicians

Level of Expertise Needed:

☐ MPH

☒ Undergraduate

☐ Either

Supervision

Avianna "Avi" Soza, MHA, Volunteer Supervisor

- *1 year as a Supervisor (volunteer department) and Preceptor, works within the Service Excellence department.*
- *5 years dedicated to administrative duties within health care.*

Compensation/Benefits

Pre-professional experience only.

Application Contact Information

To apply email Avianna "Avi" Soza, Volunteer Supervisor: Avianna.Soza@carondelet.org

Please include your resume, 2 letters of recommendation, and your immunization records (MMR, TDAP, etc.) Once your application materials are reviewed and approved you would be set up for an interview with Avi.