

Operations Intern

Job Code: 2200

FLSA Class: Non-Exempt

Position Code: OPS-INTRN

Supervisor Program Administrator/Ops VP

POSITION SUMMARY

This position will provide professional development, insight to our physician practice and software, meaningful project development, experience in the hospital medicine field.

Interns will, be responsible for assisting with special projects and tasks across multiple areas in the operations department. These responsibilities will be customized to the intern's interest as well as to the needs of the organization. Interns will meet with relevant leaders within the organization to receive an orientation and description of the day to day engagements and responsibilities to be executed. Interns will also receive formal feedback on a regular basis. HNI Healthcare will work directly with universities to meet the goals of the internship program.

INTERN WILL BE EXPOSED TO:

- Real world knowledge and experience of the business of healthcare
- Working closely with Hospital Program Administrators/Operators
- Working closely with Physicians and Mid-Level Providers (Nurse Practitioners/Physician Assistants)
- Attending department meetings
- Attending company compliance training/education sessions
- Rotate through all departments of company and meet with Senior Leadership

SCOPE OF DUTIES/TASKS:

- Attend meetings with hospital staff, HNI administration, and/or other stakeholders as directed to ensure program goals and initiatives are being met
- Prepare and analyze various data reports on monthly basis
- Monitor provider metrics and reporting
- May perform some Patient Advocate duties
- Coordinate daily office operations
- Facilitate billing reconciliation
- Undertake various projects including but not limited to, quality improvement, customer satisfaction, metric improvement
- Act as a liaison to ensure all HNI administrative needs related to credentialing, human resources, payroll, revenue cycle management, and recruiting are met.
- Act as a liaison between the HNI Healthcare team of clinician's and outside entities to ensure timely responses to all clinical care matters, such as completion of death certificates, responses to prescription medicine clarification requests, and the like.
- Coordinate daily assignments and tasks for the HNI Healthcare team of clinicians, Patient Advocates, and hospital staff as directed and/or assigned
- Observe and assist with assuring clinicians' staffing schedule is complete and up to date at all times to ensure adequate clinical coverage as directed by the facility.
- May attend case management, patient referral, and other care coordination meetings as directed and/or assigned.

ADDITIONAL INFORMATION:

As the student intern enters the company he/she is expected to assume, as much as possible, the role of a regular staff member. Additional expectations include:

- Adhering to scheduled work hours, policies, procedures and rules governing professional staff behavior.
- Adhering to company policies governing the observation of confidentiality and the handling of confidential information.
- Assuming personal and professional responsibilities for his/her actions and activities.
- Maintaining professional relationships with colleagues, peers, patients and so forth.
- Developing a self-awareness in regard to attitudes, values, behavior patterns, and so forth that influence work.

QUALIFICATIONS***Education and/or Experience***

Currently pursuing a degree in Healthcare Administration, Business Management, or other Health related programs. Someone with the desire to work in healthcare management or operations. Must be able to work independently, good communication and interpersonal skills, strong time management and organizational skills. The ideal candidate would be nearing graduation of their program.

- Must be in Junior or Senior year in an undergraduate program in healthcare or a business-related field
- Currently enrolled in and actively taking courses in a College or University
- Minimum GPA of 3.0 (or as required by school internship program)
- Minimum of one letter of recommendation from a college professor or manager/executive in the business field

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in an office and hospital setting.

Acknowledgements

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor and/or HNI executive management.

Intern's Signature

Date

Intern's Printed Name