

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Oncology/Cancer Care
Reports To: Bernadette McQuigg
Location: As assigned, Onsite
Scope: The MetroHealth System

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

Cancer Center provides a variety of services and treatments for patient undergoing cancer. We are looking for a student to support administrative and quality assurance duties in preparation for upcoming accreditation inspections. Cancer Institute/Cancer Operations is a specialized division focused on the management, coordination, and execution of cancer care services. This department is responsible for overseeing various aspects of cancer treatment and ensuring the efficient delivery of care to patients with cancer. Ensuring that all cancer-related services comply with national and international standards for quality care. Monitoring patient outcomes and implementing improvements to clinical protocols and patient safety measures.

Projects/Activities

The intern will support the Cancer Center's administrative and operational activities by assisting with general office projects, intranet updates, policies and procedures, accreditation readiness, space transitions, and coordination of meetings such as tumor boards and CME activities.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Excellent writing and communication skills.
- Works well with patients of various demographics.
- Working knowledge of project management concepts.
- Must be well organized and good with personal time management
- Strong administrative skills
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.
- Proficient with Microsoft Office Products (Excel, Word, Outlook)
- Candidates should have a strong interest in hospital administration and management, clinical practice management, clinical research and education, hospital administration and management, finance, human resources and organizational development, information systems, or managed care.
- Individuals must possess a high degree of analytic ability, effective communication skills, be able to manage multiple priorities and pivot from one assignment to the next with ease, and be driven by personal values that are consistent with the System's values.
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Communications
Reports To: Timothy Magaw
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 90009178

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Department Summary

MetroHealth Communications tells the stories of our caregivers and the individuals we serve. We do that through proactive public relations, social media and internal communications. The Communications Department manages the System's intranet – MetroHealth Information Village (MIV). The MIV is designed to share our caregivers' accomplishments, research, stories, programs and the ways they support each other and the community.

Projects/Activities

In this role, the student intern will support content creation across multiple platforms, including presentations, intranet stories for the MetroHealth Information Village (MIV) and social media. They will help develop engaging written and visual content that highlights MetroHealth initiatives, people and impact. The role also includes assisting with media pitches and storytelling for external audiences. This intern will collaborate with communications staff to research, draft and refine content.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong writing and interviewing skills.
- Ability to translate complex information into clear, engaging content.
- Familiarity with social media platforms and best practices is a plus.
- Proficient in Microsoft Office tools.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – External Affairs
Reports To: Romona Brazile
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 10007830

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Department of External Affairs manages relationships with key stakeholders, including the public and government entities. The department is responsible for managing community partnerships, regulatory affairs, and strategic communications.

Projects/Activities

In this role the student intern will assist with community event coordination including responding to requests, assisting with volunteers, gathering and organizing supplies, and attending events on behalf of the system. Will include evening and weekend hours. In addition, the intern will be responsible for database management of events and activities and coordination of team projects.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong collaboration and communication skills.
- Ability to work with diverse patients and community groups.
- Must be well organized and good with personal time management.
- Strong administrative skills.
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.
- Proficient with Microsoft Office Products (Excel, Word, Outlook).
- Interest in women's health, public health, healthcare, or health equity.
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Cybersecurity
Reports To: Benjamin Hamel
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 90009222

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Department of Radiology uses advanced imaging technology (X-ray, CT, MRI, Ultrasound, PET scans) to diagnose, monitor, and treat diseases and injuries. MetroHealth's Radiology Department the highest level of radiological patient care for those served by MetroHealth and its clinics, conducts programs in education, and performs clinical research.

Projects/Activities

In this role the student intern will perform the following:

- Escalates potential security events to security analysts and engineers.
- Provides operational support for products, such as Identity and Access Management (IAM), Multi-factor Authentication (MFA), and Badge Tap Reader (BTR). Provisions and deprovisions user access in accordance with established procedures, striving to meet established service level goals.
- Provides operational support for Security Video Management System (VMS) and Physical Security Information Management (PSIM) and works with security staff, investigators, and other teams to understand project needs and provide relevant video, digital or cybersecurity content. Assemble raw security information (video or digital information) into organized, high-quality content for various purposes, such as investigations, training, or incident reports.
- Support Business Impact Analysis (BIA) for the company to identify and evaluate the effects of disruptions (e.g., cyberattacks, natural disasters, supply chain failures) on critical business functions. Support elements of business continuity planning (BCP), downtime procedures, and disaster recovery planning (DRP).
- Participates on project teams. Gains an understanding of project scope, objectives, and costs.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Completed some cybersecurity course work.
- Strong analytical and trouble shooting skills.
- Strong communication skills.
- Strong computer skills including excel and word.
- Ability to interact effectively with a wide range of cultural, ethnic, racial, and socioeconomic backgrounds.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Provider Enterprise
Reports To: Allysen Shaughnessy
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 50007200

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Department of Radiology uses advanced imaging technology (X-ray, CT, MRI, Ultrasound, PET scans) to diagnose, monitor, and treat diseases and injuries. MetroHealth's Radiology Department the highest level of radiological patient care for those served by MetroHealth and its clinics, conducts programs in education, and performs clinical research.

Projects/Activities

In this role the student intern will support system-wide educational initiatives across APP Onboarding, Simulation, Fellows Programs, G.R.O.W. virtual education, and departmental onboarding development.

- a. Key projects and tasks include –
 - i. **Simulation Data Support** (Organize pre- and post-simulation survey data / Produce comparison tables and simple outcome graphs / Summarize major trends in learner confidence and skill acquisition. / Maintain a longitudinal database across simulation sessions.)
 - ii. **Evaluation & Feedback Management** (Pull and format evaluations from: G.R.O.W. virtual education sessions, APP Onboarding (all cohorts), Post-conference evaluations (Spring Symposium, etc.) Identify feedback themes and prepare monthly summary reports. Track and organize evaluation response rates.
 - iii. **System Onboarding Support (12-month Program)** (Maintain onboarding checklists, attendance logs, and module tracking. Prepare reminder and follow-up emails (drafts/templates). Help organize materials into a clean, accessible structure. Assist with the system onboarding revamp by gathering national benchmarks and examples.
 - iv. **Departmental Onboarding Development (New Program Build)** (Help design templates, checklists, milestone grids, and rotation plans. Assist in structuring a clear onboarding workflow for departments. Create a tracking system for departmental onboarding progress. Research best practices used in other health systems.
 - v. **Software / Workflow Optimization** (Research and recommend platforms like Smartsheet, Notion, or similar tools. Draft simple workflow designs that track: Simulation data, Onboarding progress, Fellowship metrics, Event planning timelines.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong analytical and trouble shooting skills.
- Strong communication skills.
- Strong computer skills including excel and word.
- Detail oriented and can manage multiple projects.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Information Services – Electronic Medical Records
Reports To: Kenneth Slingwine
Location: As assigned, Onsite
Scope: The MetroHealth System

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with senior leaders in various hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary:

Information Services (IS) is the hospital industry's version of Information Technology (IT) also known as Health Information Systems. IS consists of Hardware and Software/Application Services. Epic is the Electronic Medical Record (EMR)/Software application MetroHealth utilizes.

Projects/Activities:

The intern will work on tasks assigned for various projects in flight (e.g., application upgrades, new optimization roll outs, hardware deployments, go-live support, etc.).

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Good customer service and communication skills.
- Working knowledge of project management concepts.
- Must be well organized and good with personal time management.
- Strong administrative skills
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.
- Proficient with Microsoft Office Products (Excel, Word, Outlook).
- Experience in Unix, preferred.
- Ability to work autonomously when provided task assignments, professional.
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Marketing
Reports To: Aimee Smith
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 90319189

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Marketing Department serves as a strategic resource dedicated to building awareness and fostering growth to fulfill the MetroHealth mission. The Marketing Department focuses on elevating the MetroHealth brand as a top socially responsible, community-focused health system. The team is involved in internal communications, press, social media, and provider recruitment marketing campaigns.

Projects/Activities

- **Develop a Marketing Plan for a Clinical Area:** In this project, you will work closely with a clinical department to create a comprehensive marketing plan that supports its business goals. This hands-on experience will provide insights into the process of developing a strategic marketing plan from start to finish.
- **Collaborate with Community Partner to Develop Seasonal Programming:** In this project, you will partner with a community organization to develop summer and fall programming that leverages their outdoor resources and communication channels. The goal is to provide an engagement opportunity for one of MetroHealth's clinical departments by aligning outreach efforts with the organization's events and community resources.
- **Contribute to Health Talks and Community Activation:** In this project, you will assist in organizing and executing a comprehensive series of health talks designed to engage the community and promote wellness initiatives. You will work across multiple stages of event production, from initial speaker outreach and topic selection to the live coordination of both in-person and virtual presentations.
- **Support Marketing Reporting and Enhance Marketing Data Management:** In this project, you will help support marketing reporting by collecting, organizing and validating data from key channels such as email, search engine marketing, display advertising, and social media. You will also focus on organizing and managing return on investment (ROI) data. This initiative enhances visibility into marketing performance, reduces manual reporting effort, and provides a reliable, data driven foundation for strategic decision making.-driven foundation for strategic decision-making.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong collaboration and communication skills.
- Must be well organized and good with personal time management.
- Strong administrative skills.
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.

- Proficient with Microsoft Office Products (Excel, Word, Outlook).
- Ability to build relationships with marketing/communications teams as well as clinical and operational stakeholders.
- Strong critical thinking and problem solving skills.-solving skills
- Curious and eager to learn.
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Nursing Excellence
Reports To: Mary Barnes
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 10006003

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Nursing Excellence Department provides evidence-based practice support and education to guide nursing staff while creating an environment of lifelong learning and to ensure quality patient-centered care. Nursing Excellence is focused on the professional development of nursing that improves the professional practice and role competence of nurses and other health care personnel.

Projects/Activities

The intern will assist in nursing orientation, quality improvement projects, evidence-based practice projects, research projects, and nursing education and professional development activities.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Good customer service and communication skills.
- Ability to use library and do literature searches for best practices, etc.
- Must be well organized and good with personal time management.
- Strong administrative skills
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.
- Proficient with Microsoft Office Products (Excel, Word, Outlook)
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Pathology
Reports To: Carol Iaffaldano
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 10007612

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Department of Pathology Department of Pathology provides the highest level of anatomic and laboratory service for the patients served by this hospital and its clinics. The Department of Pathology interprets laboratory results, analyze tissues, examine cells and inspect specimens removed during surgical biopsy.

Projects/Activities

In this role the student intern will perform stability and dilution studies in support of assay development and validation activities and prepare samples using precise volumetric and serial dilution techniques, including pooling of specimens as required by study design. In addition, the intern will assist with routine laboratory procedures such as reagent preparation, sample handling, and data recording; document experimental results accurately; and adhere to laboratory SOPs, safety requirements, and quality guidelines.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Proficiency in basic laboratory techniques, including micropipetting, serial dilutions, and sample pooling.
- Ability to perform accurate data entry and basic data analysis (“data crunching”) using spreadsheets or laboratory information systems.
- Strong attention to detail, organizational skills, and adherence to protocols.
- Familiarity with laboratory safety practices and quality documentation.
- Ability to follow instructions, manage time effectively, and work collaboratively in a laboratory setting.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Patient Experience
Reports To: Stephanie Seng-Patton
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 90009119

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Office of Patient Experience is leading the transformation of the MetroHealth experience to the extraordinary.

MetroHealth is committed to giving our patients the best clinical care and patient experience. The Office of Patient Experience is focused on building strategies, programs and collaborations that drive excellence by enhancing health and wellness through advocacy, collaboration, education, engagement, design and service.

Projects/Activities

In this role the student intern will participate in 3 key areas of work:

- Patient and Family Advisor Program support: Taking notes, supporting meeting facilitation, sending communications, supporting in person volunteer opportunities.
- Improvement Projects: Participation in multi-disciplinary committees/task force teams to improve patient experience key drivers across care areas.
- Service Sessions: Observation, content development/refinement, opportunity to co-facilitate meetings.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong collaboration and communication skills.
- High emotional intelligence.
- Must be well organized and good with personal time management.
- Strong administrative skills.
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.
- Proficient with Microsoft Office Products (Excel, Word, Outlook).
- Interest in women's health, public health, healthcare, or health equity.
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Provider Enterprise – Women’s Health Equity
Reports To: Connie Moreland
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 90009090

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

The Women’s Health Equity Summer Internship offers undergraduate students hands-on exposure to programs that address disparities in women’s health. Interns will learn about health equity, community engagement, and healthcare systems while contributing to meaningful projects that support improved outcomes for women from historically underserved communities.

Projects/Activities

In this role the student intern will support women’s health equity initiatives and projects by assisting with research, data collection, and program activities. The intern will also participate in community outreach and educational efforts, collaborate with interdisciplinary teams, and prepare brief summaries and presentations.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong collaboration and communication skills.
- Must be well organized and good with personal time management.
- Strong administrative skills.
- Problem solving capabilities necessary to accomplish the duties and tasks of the position
- Collaborative, motivated, and a quick study.
- Proficient with Microsoft Office Products (Excel, Word, Outlook).
- Interest in women’s health, public health, healthcare, or health equity.
- Commitment to equity and community-centered work.
- Ability to build relationships with marketing/communications teams as well as clinical and operational stakeholders.
- Strong critical thinking and problem solving skills.-solving skills
- Curious and eager to learn.
- Prior healthcare experience is preferred.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Radiology
Reports To: Rosanna Naeem
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 10007580

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

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Projects/Activities

In this role, the student intern will shadow radiology imaging modalities to understand what happens in a radiology department - from x-ray imaging to how we schedule patients. The summer intern will assist scheduling patients in community events along with scheduling them for their day-to-day appointments. Will also utilize their skills for recruitment strategies for new and existing radiology technologists in the career field.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Proficient in Microsoft Office tools.
- Strong customer service experience.
- Ability to problem solve.
- Comfortable interacting with patients.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Supply Chain
Reports To: Carol Martz
Location: Main Campus
Scope: The MetroHealth System

As an intern, you will gain valuable experience and professional growth opportunities in Supply Chain within The MetroHealth System. Supply Chain Management is responsible for supporting business units and clinical teams through sourcing, contracting, purchasing and inventory management.

Projects/Activities

The intern will work on a Par optimization project in the Operating Rooms (ORs). The project objective is to analyze current state and identify items to remove or adjust quantities in supply rooms supporting the ORs at Main Campus.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in an undergraduate college program.
- Prior data collection and quality experience is preferred.
- Strong customer service and communication skills.
- Must be well organized and good with personal time management.
- Able to manage multiple priorities and pivot from one assignment to the next with ease.
- Proficient with Microsoft Office Products (Excel, Word, Outlook).
- Reliable transportation required.

THE METROHEALTH SYSTEM

Internship Summary

Job Title: Intern – Urology Gender Affirming Care
Reports To: Kirtishri Mishra
Location: As assigned, Onsite
Scope: The MetroHealth System
Cost Center: 50008553

As an intern, you will gain valuable experience and professional growth opportunities while supporting one of the Departments within The MetroHealth System. Interns will work with a senior leader in a variety of hospital operational areas to conduct research, analysis, and project management support. This internship program is an opportunity to engage with healthcare leaders through targeted project work, mentoring, alumni engagement and networking with MetroHealth employees, professional development, and shadowing opportunities.

Department Summary

Urology gender-affirming care involves specialized medical and surgical treatments that align a person's genitalia and reproductive organs with their gender identity. Key procedures include masculinizing genital reconstruction (phalloplasty, metoidioplasty), feminizing genital reconstruction (vaginoplasty, orchiectomy), and general urological care, such as managing complications.

Projects/Activities

In this role the student intern will be engaged in database driven research projects as they related to rendering care to urologic patients with a multitude of pathologies. In addition, the intern will be allowed to flex their creativity by designing patient education material that will be utilized in their longitudinal medical care. Lastly, the intern will work closely with Dr. Mishra and shadow him in clinic to acclimate themselves to administering urologic care in a gender diverse population with a wide range of urologic issues.

Qualifications/Key Attributes

- Qualified candidates must be enrolled in a BA or BS Undergraduate program.
- Strong attention to detail, organizational skills, and adherence to protocols.
- Proficient in Microsoft Office tools.
- Ability to manage multiple projects and assignments.
- High Emotional Intelligence.
- Ability to follow instructions, manage time effectively, and work collaboratively in a laboratory setting.