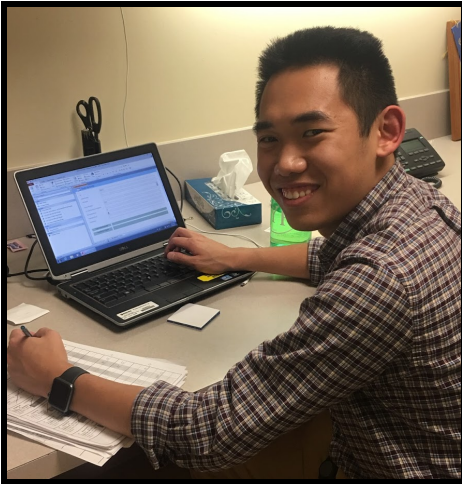


Summer Internship Report 2017

Kevin Nguyen, C'18

Hometown: Hixson, Tennessee



**Memphis Urban Health Institute:
Methodist Le Bonheur Healthcare
Memphis, Tennessee**

Provide an overview of the organization/research project and a summary of your responsibilities, tasks, and/or projects.

As part of the new Memphis Urban Health Institute between Sewanee and two other colleges, I interned at Methodist Le Bonheur Healthcare, a not-for-profit hospital located in Memphis, Tennessee. The hospital has ties to the United Methodist Church and is committed to serving and improving health in their community through a combination of faith and effective care. During my time there I served as a compassionate companion. As a compassionate companion I am allowed to provide nonclinical assistance to patients and their family members such as getting ice, water, coffee, personal hygiene needs, prayers, someone to talk to, etc... For a majority of the internship I worked in Neurology Administration. There I created flow charts for the incoming therapist to use in order to provide care to the patients. Other times I did a great deal of data entry and creating graphs.

During your internship, what did you accomplish or how did you make a difference? In what ways did you grow in your professional and technical skills?

Working as a compassionate companion I went around and did rounds and checked on all the patients on the floor I was working on. I've had several experiences where the patient just needed someone to talk to or someone to pray with them. Those little moments made a difference in the patients' lives. It may have been several days since they had seen a friendly face. When I was working on a data entry assignment I was open to learning. I had never used Microsoft Access before. My supervisor was amazing as he was patient, willing to teach me new things, and providing me opportunities to work with others.

Describe a problem that you helped to solve at your internship. What skills or knowledge from your education at Sewanee helped you address the problem?

My supervisor needed help with data entry and creating graphs based on productivity from OT, PT, and ST. Skills that I've learned in my stats, economics, and science courses at Sewanee helped prepare me for these types of situations.

In what way were your teamwork skills strengthened?

While there I had to work with many people from different departments on a shared project. I was given the assignment of creating a universal flow chart for OT, PT, and ST therapist to use for training an incoming therapist. Working with many people in different departments improved my ability to communicate effectively in a large group setting.

How did your internship affect your career plans?

The internship definitely solidified my desire to work in a healthcare setting. I still want to become a physician and work in a hospital.

In what ways did your internship cause you to encounter people of different backgrounds from your own? What steps did you take to communicate effectively with such persons? What did you learn from such persons' perspectives?

Working in the hospital I encountered locals who are part of a underprivileged community. In some situations they had difficulty speaking or didn't understand some of the things I was saying. So, in order to communicate effectively I was patient and adapted. I learned from these experiences to be humble and appreciative. Everyone has something they are good at.

Words of advice for future interns (housing, transportation, etc.)?

Carpool with others in the internship.

Words of thanks to your internship funding donors:

Thank you for the creation of this internship. It is a great experience working with other students that are in liberal arts institutions.