



## Mini-internship

# BMZ2023: Kijken in de Zorg

During this four-day practical internship, students conduct a small-scale study into the experiences of people with various aspects of an organisation.

The students will perform a short semi-structured interview and produce a concise report with results and advice. The practical internship also offers a glimpse of the daily routine of an organisation.

### Activity type

Group assignment.

### Activity duration/study load

32 hours.

### Intended learning outcomes

- Approach people correctly for participation in an interview;
- Concisely report a qualitative study;
- Experience gained from working independently on an assignment in a care organisation;
- Experience gained from conducting a small-scale patient experience study.

### GCEd elements

Active listening, personal responsibility, connect and collaborate, integrity, empathy, respect, perspective-taking, design thinking.

### Teacher preparation

Find organisations that are willing to host groups of students for one week.

### Student preparation

None.

### Flow

Students carry out the internship in self-formed teams of two or three students. Teams prepare and conduct a small-scale patient experience study, focused on topics in which the care organisation wants to gain more insight. Based on the results of their study they write a report with recommendations for improvements, and they present the main results of the study to the employees of the care organisation, on the last day of the internship. Furthermore, students get the opportunity to accompany an employee of the organisation during the first day of the internship, and they also attend some presentations of representatives of the organisation. Based on this the teams need to answer the following questions:

- To what extent and how do the employees attach importance to patient empowerment;
- To what extent and how does the organisation measure patient reported outcomes and experiences?
- To what extent and how does the organisation make use of shared decision making?
- What challenges/bottlenecks does the organisation face when implementing shared decision making? How do they deal with this?

### Assessment

Team report on the patient experience study they performed.

