

INTERNSHIP SPOTLIGHT

Ashley Wagner



Graduation Semester & Year: Spring 2022

Semester & Year of Internship: Fall 2021

Major: Healthcare Management

Minor: N/A

Hobbies: Photography

Campus Activities: Vice President/Healthcare Management Club

Future Plans/Career Goals: Analyst in the Healthcare field

Hometown: Greensburg, PA

- **Internship (company/your title):**

Excelsa Health/Quality Coordinator Intern

- **How did you find your internship?**

When I was looking for internships, Kristen Stratton (UPG Internship Coordinator), really helped me get connections which eventually lead to me talking with Matt Rubin, site supervisor for the internship, and after our discussion, I was offered the internship.

- **What were your duties?**

Throughout my internship I was able to experience multiple things throughout that department. Some of the things I was able to do as an intern was look through patient's charts and check whether or not they have had things such as their yearly eye exam, annual well visit, mammogram, or colonoscopy. I would then proceed to call these patients to verify that they did not have these appointments/tests done and then refer them to Excelsa Health's scheduling number. It is always the goal of the physician and the company to have their patients get all necessary appointments and tests done each year to ensure their health is on the right track. In addition, I was also able to shadow different workers within the department to gain more knowledge on potential opportunities within my major. Because of that, I found out how much I enjoy analytics and am even more excited to pursue this path in the future thanks to this internship.

- **How many hours per week were you at your internship site?**

I was able to do this internship 8 hours a week around my school and work schedule.

- **What did you enjoy most about your internship?**

I honestly could not have asked for better people to work with during this internship. They made the environment so comfortable and allowed me to fully enjoy this internship. Plus they were able to give me a ton of knowledge as well.

- **What was the most difficult aspect of the internship?**

In moments, the work seemed to become tedious but as long as I was able to take a minute and walk away, then come back to what I was doing, I enjoyed things a lot better.

- **How did your experience at UPG and in the Bachelor of Science in Management department prepare you for your internship?**

It was a benefit for me that not only did I have Matt Rubin as my site supervisor, but also as a professor this semester. If I ever had any questions I knew he was there to answer and I greatly enjoyed working with him throughout the semester.

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- **How has your internship prepared you for a career?**

Without the experience of shadowing the analyst within their department, I would have never known how interested I was in that career path, to the point I want to pursue it for a career.

- **What recommendations do you have for other students about doing an internship?**

Make the most out of it, make as many connections as you can and gain as many experiences as possible because it will definitely help you learn the things you enjoy vs. the things you don't.

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