

亞洲大學健康產業管理學系

健康管理實習課程實施要點

Regulations for Internship Course of Practice in Health Management Department of Healthcare Administration, Asia University

民國 95 年 3 月 22 日第二次系務會議通過實施
民國 104 年 4 月 29 日第六次系務會議通過修正
民國 113 年 6 月 5 日第八次系務會議通過修正
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一、 目的

為增進亞洲大學健康產業管理學系(下稱本系)大學部學生之實務學習經驗，特規劃健康管理實習課程，且為使此實習課程相關作業有所遵循，特訂立本要點。

Article 1: Purpose

The internship course of Practice in Health Management is designed to enrich the practical learning experience of undergraduate students in the Department of Healthcare Administration at Asia University (hereinafter referred to as "the Department"). These regulations serve as guidelines for the implementation of tasks related to this internship program/course.

二、 適用範圍及對象

1. 適用範圍：本要點所稱實習課程，為必修 4 學分，實習時數以 320 小時為原則。有關實習機構之申請、名額分發、實習計畫、成果報告，及成績評核等作業，均按本要點規定辦理。
2. 適用對象：健康管理實習之修課學生及本系實習相關成員。
此課程為本系大四上學期必修，但前置作業於學生大三期間進行，校外實習為大三升大四暑假期間，成果發表及書面報告，則於大四上學期進行。

Article 2: Scope and Applicants

1. Scope: The internship course referred to in these regulations is mandatory with 4 credits and consists of 320 hours for internship duration. The application and allocation for internship institutions, internship planning, report submissions, and performance assessments shall adhere to these regulations.
2. Applicants: Students enrolled in the internship course and related department personnel.
This course is mandatory for seniors in their first semester, with preparatory work conducted during their junior year. The off-campus internship occurs during the summer break between the junior and senior years, and oral presentations and written reports take place in the first semester of the senior year.

三、 修課規定及分發作業

1. 修課規定：大一至大三上(共五學期)之「院基礎課程+系核心課程+系專業選修學程」實際修得

學分數未達應修學分數 2/3 者，無法進行校外實習。轉學生原則上仍依此規定，但未達條件學分之學生得由學生實務學習委員會進行個別學生實習資格認定。

2. 實習機構選擇標準：醫療院所，以選擇通過教學醫院評鑑之醫院為原則。長照機構，以選擇通過評鑑合格之住宿型、社區型等長期照護機構為原則。衛生機構，以中央部會或地方政府衛生相關單位為原則。非上述之其它實習機構，須經學生實務學習委員會審議通過，方可作為學生實習之合作機構。
3. 實習機構分發原則：因各機構提供實習名額有限，本系將以學生前四學期修課課程(排除通識、語文等校定必修課程)之總平均成績排序，成績較高者優先依其志願序安排實習機構。分發結果將在實習分發說明會公布。

Article 3: Course Enrollment and Allocation

1. Course Enrollment Requirements: Students must have obtained two-thirds of the required credits (College Core Courses + Department Required Courses + Department Elective Courses) by the end of the first semester of their junior year (five semesters in total) to be eligible for off-campus internships. Exceptions may be granted by the Student Practical Learning Committee for individual transfer students.
2. Criteria for Selecting Internship Institutions: In principle, hospitals that have passed teaching hospital evaluations, accommodation-based and community-based long-term care facilities that have passed evaluations, and health organizations recognized by central ministries or local government are qualified to be internship institutes. Any other internship institutions not mentioned above must be approved by the Student Practical Learning Committee before they can be considered as cooperative institutions for student internships.
3. Principles for Allocation of Internship Institutions: Due to limited openings, the Department prioritizes students' preferences based on average grades from the first four semesters (excluding general education and mandatory language courses). Students with higher grades will receive preference according to their internship placement choices. Allocation results will be announced at the Internship Allocation Meeting.

四、 權責區分

1. 課程負責老師：
 - a. 於學生大三上學期中，舉辦實習機構申請說明會，說明實習施行流程。
 - b. 提供學生「學生實習學習指南」(醫療機構管理學程/長期照護管理學程)(附件一)，供學生參閱。
 - c. 於學生大三上學期末前，舉辦實習機構分發說明會。
 - d. 於學生大三下學期末前，舉辦實習行前說明會。
 - e. 實習報告之評分與意見彙總，並主責檢討與改進。
2. 修課學生：
 - a. 於大三上學期中，根據修習學程填具「健康管理實習課程實習機構申請表」向系辦公室提出申請。
 - b. 於大三上學期末前，繳交實習計畫書。唯實際實習內容，仍依機構安排。
 - c. 準時辦理報到手續，並繳交「學生實習期間簽到表」(附件二)、「學生實習考核表」(附件三)及相關文件(如照片、體檢報告證明等)。

- d. 在機構實習期間(約兩個月)，須遵守實習機構規章制度出勤實習，若有違犯經查明屬實者，當依校規處理。
 - e. 每週填寫「學生實習週誌」(附件四)，並回傳給實習輔導老師。
 - f. 實習結束後須依規定，參與成果發表之口頭報告，並提交書面報告。
3. 系行政助理：
- a. 彙整學生申請表後，提請學生實務學習委員會審查，並協助實習分發作業。
 - b. 第一階段分發作業完成後，連同「實習機構調查表」行文至各機構，協請安排實習作業。
 - c. 提請學生實務學習委員會安排各機構之實習輔導老師。
 - d. 公告或通知學生實習之時間、地點、應備文件及相關事宜。
 - e. 確認學生實習機構後完成實習合約書簽訂。
 - f. 學生前往實習之前由系上協助投保意外傷害險之作業，並於實習前提供保險證予實習學生。
 - g. 協助課程負責教師舉辦實習成果發表會、彙收學生實習報告等相關事宜。
4. 本系實習輔導老師：
- a. 實習期間對學生實習情形之了解與輔導。
 - b. 填寫「學生校外實習輔導紀錄表」，回傳系辦公室。

Article 4: Responsibilities and Authorities

1. Course/Internship Program Instructor:
 - a. Organize an Internship Application Meeting during the first semester of junior year to explain the internship process.
 - b. Provide students with the "Student Internship Learning Guide" (Healthcare Institution Management Program/Long-Term Care Management Program) (Appendix 1) for reference.
 - c. Organize an Internship Allocation Meeting by the end of the first semester of junior year.
 - d. Organize a Pre-Internship Meeting by the end of the second semester of the junior year.
 - e. Grade internship reports and summarize feedback. The instructor is primarily responsible for reviewing and improving the program.
2. Enrolled Students:
 - a. Submit the "Internship Institution Application Form" for the internship course to the department office by mid-semester in the first semester of junior year.
 - b. Submit an internship plan by the end of the first semester of junior year. However, the actual internship content is subject to the institution's arrangements.
 - c. Complete the check-in procedure on time and submit the "Student Internship Attendance Sheet" (Appendix 2), "Student Internship Assessment Form" (Appendix 3), and related documents (such as headshots, health examination reports, etc.).
 - d. Adhere to the rules and attendance regulations of the institution during the internship period. Any violations confirmed upon investigation will be dealt with according to university regulations.
 - e. Fill out the "Student Internship Weekly Report" (Appendix 4) every week and send it to the internship mentor.
 - f. After the internship, participate in the oral presentation of the report as required and submit a written report.
3. Department Administrative Assistant:

- a. Compile student applications for review by the Student Practical Learning Committee and assist with internship allocation.
 - b. After the initial paperwork, communicate with institutions using the "Internship Institution Survey Form" to arrange internship allocations.
 - c. Request the Student Practical Learning Committee to assign an internship mentor for each institution.
 - d. Announce and notify students of the internship time, location, required documents, and related matters.
 - e. Confirm students' internship institutions and assist in completing the internship contract.
 - f. Assist the department in insuring students against accidental injuries before the internship and provide insurance proof to the intern students before the internship.
 - g. Assist the course instructor in organizing the presentation after the end of the internship and collecting student internship reports.
4. Department Internship Mentors:
- a. Mentor students during the internship period.
 - b. Fill in the "Off-campus Internship Guidance Record Form" and return it to the department office.

五、 實習學生小組長之遴選與職責

1. 小組長之遴選：由課程負責老師遴選各實習機構小組長一至二人。
2. 小組長之職責：
 - a. 回報系行政助理，實習首日實際報到情形。
 - b. 掌握同學在實習期間的動向和意見。必要時，應轉知實習輔導老師，以即時解決問題。
 - c. 擔任本系、實習機構主管或負責人員傳遞訊息給實習同學之窗口。

Article 5: Selection and Responsibilities of Internship Student Team Leaders

1. Selection of Team Leaders: The course instructor shall select one to two team leaders for each internship institution.
2. Responsibilities of Team Leaders:
 - a. Report the actual check-in situation on the first day of the internship to the department administrative assistant.
 - b. Keep track of classmates' movements and opinions during the internship. When necessary, inform the internship mentor to promptly resolve any issues.
 - c. Serve as the liaison for conveying messages from the department, internship institution supervisors, or personnel in charge to the intern students.

六、 學生實習期間之獎懲建議

學生實習期間之工作與日常行為，應符合實習機構之規範。工作績效與行為表現之評核，統一於實習結束後辦理獎懲。情形特殊或影響重大之事件，得即時辦理獎懲建議，以收時效。

Article 6: Recommendations for Rewards and Punishments During the Student Internship

The work and daily behavior of students during the internship should meet the standards of the internship institution. The assessment of work performance and behavior will be uniformly conducted after the end of the internship for rewards and punishments. In cases of particularly exceptional circumstances or significant

impact, immediate actions for rewards and punishments may be taken for effectiveness.

七、實習考勤與評核及學期成績計算方式

1. 學生出勤紀錄：

學生於實習期間之出勤，應記錄於「學生實習期間簽到表」(附件二)，並請實習單位主管簽章。實習結束後，繳回系辦公室。請假及缺曠之相關規定原則如下，若實習單位另有規範，得依實習單位之規定辦理。

a. 請假

i. 實習期間請假須依本系「學生實習請假規定」(附件五)，填寫「學生實習請假單」(附件六)提出申請。

ii. 請假後是否需補時數，悉依實習機構規定或負責主管認定辦理。

iii. 請假時數超過本學期實習總時數三分之一以上者，該生實習課程必須重修。

b. 曠課(曠職)

i. 缺曠每 1 小時扣學期總成績 1 分。

ii. 累積曠課時數超過(不含)16 小時，須重修該課程學分。

iii. 曠課時數，若經實習機構主管同意，得以補時數方式銷抵。

2. 實習機構主管對學生之評核：

請實習機構(或實習單位)主管，依學生實習期間之綜合表現，參考本系提供之「學生實習考核表」(附件三)進行評分。並請以 Email 或傳真等方式，回傳本系行政助理，作為該課程負責教師評核實習成績之依據。

3. 學期成績計算方式：

a. 實習機構評分佔學生實習之學期總成績 50%。

b. 學生返校後，應參照「實習報告內容大綱」(附件七)完成實習報告(口頭及書面)。實習報告及在校實習作業期間綜合表現合計佔 50%。

c. 未依規定如期完成實習報告者，視情況扣學期總成績，嚴重者應予重修。

Article 7: Attendance and Evaluation of Internship and Course Grading

1. Student Attendance Records: Students' attendance during the internship must be recorded on the "Student Internship Attendance Sheet" (see Appendix 2) and signed by the internship unit supervisor. After the completion of the internship, it must be submitted to the department office. The principles for leaves of absence and absences are as follows (if the internship institution has separate regulations, they may be applied):

a. Leaves of Absence

i. During the internship, leaves of absence must be applied for by filling in the "Student Internship Leave Form" (see Appendix 6) according to the Department's "Student Internship Leave Regulations" (see Appendix 5).

ii. Whether to make up for the hours after taking leave shall be determined according to the internship institution's regulations or the responsible supervisor's decision.

iii. If the total hours of leave exceed one-third of the total internship hours of the semester, the student must retake the internship course.

b. Absences

i. For every hour of absence, 1 point is deducted from the total semester grade.

- ii. If accumulated absence hours exceed (not including) 16 hours, the student must retake the course.
 - iii. Absence hours, if agreed upon by the internship institution's supervisor, may be offset by making up the hours.
2. Evaluation by the Supervisor of the Internship Institution: The supervisor of the internship institution (or unit) will evaluate the student based on overall performance during the internship, referring to the "Student Internship Assessment Form" (see Appendix 3) provided by the Department. The form will be returned to the department administrative assistant by email or fax and serve as a basis for the course instructor to assess the internship grade.
 3. Course Grades:
 - a. The evaluation by the internship institution accounts for 50% of the total semester grade for the internship.
 - b. After returning to school, students must complete the internship report (oral and written) according to the "Outline of Internship Report Content" (see Appendix 7). The internship report and the overall performance during the in-school internship period together account for 50%.
 - c. Failure to complete the internship report as required by the regulations may result in a deduction of the total semester grade, with serious cases requiring retaking of the course.

八、 實習成效之檢討與改進

本系主任、課程負責老師及所有實習輔導老師應對學生實習成效定期檢討，以求完善。其具體途徑包括：

1. 課程負責老師應於實習結束後，蒐集學生之回饋意見，例如請學生填寫「學生實習回饋單」，以提供後續實習課程規劃與改進之參考。
2. 課程負責老師應於實習結束後，蒐集實習機構(或實習單位)主管之回饋意見，例如填寫「實習機構對實習課程問卷」，以提供未來課程設計與教學改進之參考。
3. 各實習機構之輔導老師應擇期訪視實習學生，適時關懷並指導學生。並協助彙整相關意見，回報本系學生實務學習委員會或系主任，以利檢討和改進。
4. 系主任應每學期召開實習會議，以檢討和協調實習工作，並裁示相關作業。
5. 學生因特殊情形而無法完成實習者，本系將評估實際狀況以提供配套措施，協助學生完成實習學分。配套措施包含觀看線上專業課程、文書作業練習、指定書籍，並需繳交心得及成果報告。若無法完成實習之原因可歸咎於學生個人疏失，包含但不限於缺曠異常、未能確實改善遲到早退等因素，得依實習總負責老師評分、實習機構意見，並經學生實務學習委員會決議，予以不通過，而無須提供配套措施。

Article 8: Review and Improvement of Internship Effectiveness

The department head, course instructor, and all internship mentors shall regularly review the effectiveness of student internships for improvement. Specific approaches include:

1. Course Instructors:
 - a. After the internship ends, collect student feedback, such as asking students to fill out a "Student Internship Feedback Form," to provide references for subsequent internship course planning and improvement.
 - b. After the internship ends, collect feedback from the supervisors of the internship institution (or unit), such as filling out an "Internship Institution Feedback Questionnaire," to provide references for future

course design and teaching improvements.

2. Internship Mentors from Each Institution:

Visit the intern students during internships, care for and provide guidance. Also, assist in compiling relevant opinions and reporting back to the department's Student Practical Learning Committee or department head for further review and improvement.

3. The Department Head: Convene an internship meeting each semester to review and coordinate internship work and give directions for related tasks.

4. If a student is unable to complete the internship due to special circumstances, the Department will assess the actual situation to provide support measures to help the student complete the internship credits. Support measures include online professional courses, practice with clerical work, designated readings, and submitting reflections and reports. If the reason for failing to complete the internship can be attributed to the student's own negligence, including but not limited to excessive absences, failure to properly improve tardiness or leaving early, etc., the internship supervisor and the internship institution's feedback, upon the decision of the Student Practical Learning Committee, may lead to a failure without providing support measures.

九、 學分抵免

學生完成海外實習（例如學海築夢計畫）之時數，是否可折抵本課程之實習時數，應由學生實務學習委員會依據海外實習內容，進行專業審議。

Article 9: Credit Transfer

Whether the completion hours of overseas internships (such as the Study Abroad Program sponsored by MOE) can be credited towards the internship hours of this course, should be subject to professional review by the Student Practical Learning Committee based on the content of the overseas internship.

十、 其他

1. 其他未盡事宜，悉依本系學生實務學習委員會討論後決議。
2. 本要點經系學生實務學習委員會及院學生實務學習委員會通過後實施，修正時亦同。

Article 10: Miscellaneous

1. Other matters not covered herein shall be discussed and resolved by the Department-level Student Practical Learning Committee.
2. These regulations are to be implemented following approval at department-level and college-level Student Practical Learning Committees, and the same applies to amendments.