# Appendix

## Background of the Internship Program

The internship program is a compulsory academic requirement for final-year students of the University of Education, Winneba. Conducted during the first semester, from January to April, the internship is designed to bridge academic knowledge with practical work experience. It allows students to apply theoretical learning from Levels 100 to 300 in a real-world context while developing professional competencies essential for workplace success.

## Overview of Bushroad Medical Center

Bushroad Medical Center is a private healthcare institution located in Teshie, specifically in the Bushroad (Rasta) community. Formerly known as Prolife, the facility has become a cornerstone in the provision of primary and specialized healthcare services in the area. With a staff strength of approximately 160, including doctors, nurses, midwives, physician assistants, and pharmacists, the center is recognized for its professional healthcare delivery. The facility is NHIS-accredited and serves a diverse patient population.  
  
Vision:  
To become a well-equipped multidisciplinary medical center where clients are satisfied, and staff are motivated to provide exceptional care—with no preventable maternal deaths.  
  
Mission:  
To enhance the health status of people through the delivery of quality, accessible, and affordable healthcare, provided by motivated professionals in collaboration with community stakeholders.  
  
Core Values:  
➤ People-Centeredness  
➤ Professionalism  
➤ Teamwork  
➤ Discipline  
➤ Innovation & Excellence  
➤ Integrity  
  
Key Priorities:  
➤ Strengthening collaboration with other healthcare facilities  
➤ Capacity building for staff through continuous training  
➤ Improving data management and infrastructure  
➤ Reducing maternal and infant mortality  
➤ Maintaining 24-hour emergency services

## Internship Goals and Objectives

1. Enhance Practical Knowledge: Apply classroom knowledge in a real professional setting.  
2. Cultivate Workplace Skills: Develop key competencies such as communication, adaptability, and teamwork.  
3. Explore Industry Standards: Understand workplace practices, tools, and procedures.  
4. Expand Professional Network: Build relationships with experienced professionals and mentors.  
5. Self-Reflection: Assess strengths and areas for improvement through feedback and observation.

## Core Duties and Responsibilities

During the internship, the following responsibilities were undertaken in the Human Resource Department:  
- Assisting with onboarding new staff.  
- Organizing and updating employee files and databases.  
- Supporting attendance and leave tracking.  
- Data entry for reporting and audit preparation.

## Observed Organizational Challenges

Key challenges observed during the internship include:  
- Power Outages: A non-responsive generator caused delays in emergency care.  
- Limited Office Space: The HR office was congested, affecting productivity and learning.  
  
Suggestions Made:  
- Acquire a reliable standby generator.  
- Expand office infrastructure to accommodate staff and interns more effectively.

## Challenges Faced as an Intern

- Inadequate office space limited learning and working comfort.  
- Frequent interruptions during mentor sessions due to visitor accommodation.

## Key Achievements

- Developed key professional skills in communication, time management, and reliability.  
- Gained practical exposure to HR operations in a healthcare setting.  
- Strengthened understanding of Bushroad Medical Center’s mission and values.  
- Established meaningful mentorship and professional connections.

## Lessons Learnt and Insights Gained

- Gained hands-on experience and saw how theoretical HR knowledge applies in real contexts.  
- Learned professional values such as punctuality, teamwork, and work ethics.  
- Clarified career interests in HR management within the healthcare sector.

## General Recommendations

1. Continue assigning mentors to support intern development.  
2. Provide orientation sessions to enhance onboarding and role clarity.  
3. Implement a structured intern evaluation and feedback system.

## Conclusion

The internship at Bushroad Medical Center was a valuable and transformative experience. It bridged the gap between theory and practice, nurtured essential skills, and deepened my understanding of HR in the healthcare industry. The mentorship and support received played a crucial role in making the experience productive and fulfilling.