

INTERNSHIP SPOTLIGHT

Lydia Custer

Graduation Semester & Year: Spring 2023

Semester & Year of Internship: Spring 2023

Major: Healthcare Management

Hometown: California, Pa

Future Plans/Career Goals: to work in a nursing home or hospital



- **Internship (company/your title):**
Intern at Presbyterian Senior Care Network-Washington Campus
- **How did you find your internship?**
Through a family friend who works at PSCN in Washington, Pa
- **What were your duties?**
Sit in on meetings, give personal feedback/opinions, copier work, and meet the heads of all campus departments
- **How many hours per week were you at your internship site?**
15-20 hours
- **What did you enjoy most about your internship?**
Sitting in on Resident Council gave me a different perspective about what the residents living there notice/care about. I also got to meet the CEO of the company when he came down to see updates on the Washington Campus, and it was cool to hear his thoughts and opinions on different healthcare concepts.
- **What was the most difficult aspect of the internship?**
Knowing that it may be a little challenging to get involved with projects and the residents. It was great getting to know new people and their stories, but I knew my time at my internship would end sooner than expected.
- **How did your experience at UPG and in the Healthcare Management department prepare you for your internship?**
Through having a lot of classes with Ron Ott and other HCM faculty, I was able to use what I learned in classes at my internship, whether that be in conversation or using what I know to problem solve.
- **How has your internship prepared you for a career?**
It has prepared me by knowing how an NHA might respond to certain calls/emails from day to day. Sometimes they have to make difficult decisions that benefit the company and residents at the same time, which may become challenging.
- **What recommendations do you have for other students about doing an internship?**
It might feel weird to get involved (at first) but ask questions and show your interest in topics/conversations you sit in on. Site supervisors are more than willing to help and answer anything and enjoy seeing that young students are willing to get involved.

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