

Activity Summary

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During the second 100 hours of my internship at Virginia Rheumatology Clinic (VRC), my learning shifted toward understanding the upcoming landscape of healthcare technology, regulatory compliance, and performance management. One of the most impactful experiences during this period was attending a healthcare technology conference that focused on integrating artificial intelligence (AI) into electronic medical records (EMR), specifically updates to the eClinicalWorks platform used at VRC. The conference provided insight into how AI is being implemented to improve documentation accuracy, streamline workflows, assist with clinical decision-making, and enhance the efficiency of healthcare delivery. I was able to observe how VRC is proactively preparing for these updates through staff training and workflow planning to ensure a smooth transition.

In addition to this technological exposure, I deepened my understanding of critical healthcare compliance laws, including the Health Insurance Portability and Accountability Act (HIPAA) and Occupational Safety and Health Administration (OSHA) regulations. HIPAA is essential for protecting patient privacy and securing personal health information. At VRC, I learned how employees are trained to safeguard sensitive data through secure communication practices, proper EMR use, and controlled access to medical records. I also reviewed how HIPAA violations are handled and the protocols in place to ensure full compliance, such as encryption, audit trails, and confidentiality agreements.

Similarly, understanding OSHA regulations has been vital in recognizing the importance of workplace safety in a clinical environment. I gained knowledge on how VRC maintains a safe workplace for both staff and patients by implementing infection control procedures, hazardous waste disposal methods, and proper use of personal protective equipment (PPE) when needed. I reviewed OSHA-required safety training and how they are documented and enforced to promote a culture of safety and accountability.

Another key area of focus during this phase was learning about Key Performance Indicators (KPIs) and their role in healthcare administration. KPIs are measurable values that track performance in areas such as operational efficiency, patient satisfaction, and financial health. At VRC, I observed how KPIs such as average reimbursement per visit, claim denial rates, patient wait times, and appointment no-show percentages are tracked and reviewed regularly. I worked alongside my preceptor to analyze reports and identify trends that can impact practice management decisions. For example, tracking claim denial rates helped the billing department

identify issues with coding accuracy and take corrective action, ultimately improving reimbursement timelines.

This final phase of my internship has been impactful in connecting the dots between healthcare operations, regulatory compliance, and performance evaluation. I feel I have a well-rounded understanding of how these systems work together to support both patient care and the overall success of a healthcare organization. Gaining hands-on experience with emerging technologies, HIPAA and OSHA compliance practices, and performance metrics has given me valuable insight into the administrative side of healthcare. These experiences have strengthened my interest in healthcare management, and I feel more confident moving forward in my career with a strong foundation in both clinical and operational processes.