

**Neuroscience Institute-Maine Medical Center
22 Bramhall Street, Portland, ME 04102**

About the Organization:

Complex neurological conditions such as traumatic brain or spinal injury, epilepsy, brain tumors, and stroke require an extraordinary depth and breadth of clinical expertise from multiple specialists. To deliver this care, the Neuroscience Institute is built on a partnership between Maine Medical Center and community-based physicians.

Sophisticated resources for the diagnosis and treatment of neurological disorders have been available at Maine Medical Center for decades – earning the hospital, its physicians, and other providers national recognition for their expert care in such areas as stroke, neurocritical care, neurosurgery, and neuropsychiatry.

With the establishment of the Neuroscience Institute, MMC took the necessary steps to ensure these services continue to grow and exist in Maine’s healthcare community. Patients and providers alike can take comfort in knowing we have the infrastructure and physicians in place to provide a comprehensive and coordinate system for delivering neurological care using evidence-based clinical guidelines and integrating medical education and research.

Internship Title: Neuroscience Institute Internship
Mentor(s): Kathryn Cope, MBA
Vice President MMC Operations
Vice President Neuroscience Institute

Shelly Davgun, MPH
Director, Neuroscience Service Line

Work location: Maine Medical Center: 22 Bramhall St., Portland, Maine

Time Commitment: 8 weeks, 24 hours per week

Internship Description:

The intern will be assigned to one of these two projects:

Project 1: Patient Experience

This project will involve working with teams across MMC Neuroscience Institute, MMP Neurology, and MMP Neurosurgery & Spine to improve our patient satisfaction scores in key areas of communication with nurses and physicians. These areas are measured by a survey sent to patients electronically immediately following their hospital admission or outpatient visit.

The intern will play a crucial role in working with the survey vendor to create an inpatient Neuroscience cohort. Additionally, the intern will assess our current performance and develop plans of action and implementation timelines for strategies designed to improve our performance. These scores are vital to our success as a service line and as a hospital in an environment that is increasingly measured by satisfaction and quality outcomes. It will be a unique opportunity to work alongside service line leadership, our physicians, and care teams to apply lean methodologies and process improvement for the benefit of our patients.

Project 2: ALOS Opportunity

This project will involve working with various teams across Neuroscience Service Line to identify opportunities to improve patient ALOS. The intern will work with our multidisciplinary care teams to describe current state, identify problem areas, draft action plans, and develop implementation timelines for strategies designed to address barriers to timely patient discharge.

Our intern will also be encouraged to participate in the MaineHealth professional networking events that are offered over the course of the summer. These sessions allow for networking with other interns and healthcare professionals across our system, as well as practical training and education around career path and selection.

Knowledge, Skills, Abilities and Qualifications:

Required – Organizational skills and attention to detail, interpersonal skills, intermediate experience with Word and Excel, adequate writing skills, ability to maintain discretion, and be self-sufficient while knowing when to ask for assistance.

Preferred – Analytical ability sufficient to gather and interpret data.

Stipend: \$12.50/hour, 8 weeks

Other logistical Issues to be considered: Housing not available. Transportation required.