

Undergraduate Health Leadership Initiative
Summer Internship Program

Martin's Point Health Care
27 Northport Drive
Portland ME 04104



About the Organization

The Martin's point Health Care Story

Martin's Point is a health care organization leading the way to provide better care at lower costs in the communities we serve. As a not-for-profit organization, our primary mission is to create a healthier community through authentic relationships built on trust. Our administrative offices are located in Portland, Maine though our health plans and Health Care Centers have a much broader reach in Maine and beyond.

Martin's Point is unique because we provide both health care services and health insurance plans. Understanding both the clinical side of health care as well as the health plan administrative side gives us the insight we need to make meaningful improvements to the health care system. The Martin's Point difference lies in our mission to exemplify and inspire health care and service excellence through leadership, education and innovation.

Internship Title

Health Plan Quality

Mentor

Cathy Nugent

Work location

This position is 100% remote

Time Commitment

32 hrs/week

Internship Description

Looking for a great summer internship experience? Here's your chance to gain valuable work experience with a leading health care provider. Martin's Point Health Care – an innovative, not-for-profit organization offering care and coverage to residents of Maine and beyond – is looking for talented summer interns to join our team.

As a united force of people caring for people, we're on a mission to transform the health care system and create a healthier community. Our employees enjoy a culture of trust and respect, where our values – taking care of ourselves and others, continuous learning, helping each other and having fun – come to life every day. No wonder Martin's Point has been recognized as a certified Great Place to Work since 2015!

Position Summary:

This is a great learning opportunity for anyone planning to begin a career in health care. The selected intern will gain exposure to key functions of health plan operations and learn about some of the most important concepts needed to understand our health care system. The intern will assist the Health Management Department with projects and tasks related to both the US Family health Plan and Generations Advantage health plans. This role will work closely with the directors of these departments, medical directors, benefit

review nurses and nurse care managers. There will also be opportunities to shadow staff in other health Plan departments and the Martin's Point Delivery System.

Job Description:

Responsibilities include:

- Assisting in implementation of quality improvement initiatives
- Conduct analysis of performance measurement data
- Conduct telephonic outreach to providers and members
- Conduct literature reviews and research as directed
- Attend staff meetings
- Assist in preparing nurses for clinical reviews
- Assist nurse care managers in coordinating and caring for members
- Perform other tasks selected by department staff, with consideration of individual abilities and interests

Knowledge, Skills, Abilities and Qualifications

Skills, Education and Experience:

- Currently enrolled in two or four-year degree program
- Genuine interest in the health care field
- Ability to provide the highest level of customer service both to internal and external customers, with excellent interpersonal and communication skills
- Analytical and problem-solving skills with strong attention to detail
- Ability to handle confidential and sensitive information in a discreet and professional manner
- Ability to work independently and collaboratively
- Ability to prioritize tasks within an assigned project
- Effective time management skills
- Flexibility in tackling assignments of varying complexity
- Working knowledge of Microsoft Office projects including Excel, or strong willingness to learn
- Experience working in an administrative and/or customer service-oriented environment preferred

Rate of Pay

\$15/hr

Housing Provided?

No

Additional Notes about the Position

Beginning in late May or early June (onboarding date TBD), the duration of the internship is 12 weeks.