

Providence School Outreach

Summer 2016
Intern

Check out the Providence School Outreach [web-site](#) for course and event offerings!



To view job postings, or to apply for a job with Providence, visit <http://www.providenceiscalling.jobs/jobs/>

SPOTLIGHT INTERN: Vi Tran

Vi Tran, Providence Health and Services, Patient Relations Representative gives advice to past and present interns.

Vi heard about Providence's internships through a professor she adored in college. Her professor had a class called Pre-Internship Seminar to help students build their resume and gave them contact information for locations needing interns. Vi chose Providence because of the mission statement. She loves what Providence stands for and the fact that we are always working to expand to different locations as well as ways to better care for our patients. She believes that Providence gives its caregivers a constant reminder of why they're working in health care, which is one of the reasons why she loves the work environment.

When Vi started her internship at Providence, she worked with her preceptor in the Specialty Clinics Department. This department oversees all specialty clinics within Providence. Vi worked on small projects with her preceptor as well as projects independently. For example, she took a survey that was given to providers/physicians and compiled a chart explaining the results. She also updated a brochure that was used to provide patients with information about our specialty clinics. She used Sharepoint to update other Providence employees on projects that we have been working on. The biggest project Vi worked on was looking at provider templates and working towards standardizing them. This work will allow patients to see their providers more quickly.

Vi's internship provided her with many independent projects that helped her build her resume as well as her knowledge in health care. She was able to finish projects and present them to the team, both improving her skills and accomplishing the team's goals. She was felt very comfortable with her computer skills going into the internship, but her Excel skills definitely improved by working heavily with data collection and analysis.

Vi still has a great relationship with her preceptor, and is continually receiving advice and input when needed. Vi thinks it is important to understand that in healthcare, experience is sometimes more important than how much schooling you have done. After her internship, she was hired on as a Patient Relations Representative with Providence. During her first six months on the job, she has learned a lot of things she would not have been able to through simply reading a book or taking a class.



When Vi first began her internship, she had aspirations to become a manager at a clinic. Now that she has worked and gained experience, she would really like to work in process improvement or with the team that works with our mission statement. She is interested in a lot of areas, including Human Resources or the education and training team.

Vi is the oldest sibling in her family, and one of only two people in her family to have graduated from college. Half of her childhood was spent being raised by a single mother. Learning from her mom has been the biggest part of her growth, and she is grateful to have a supportive family. Vi had financial struggles while growing up, but she worked hard, received scholarships for school, and graduated with her undergraduate degree having no debt! She is now pursuing a Master's degree in Health Administration.

Vi's advice for student interns is to be open-minded, to be willing to take chances and to not be afraid to start somewhere and work your way up.

