

# Intern of Interest

---

*"It has always been my chosen path, but this solidified that decision." – Rhaj*

---

## Rhaj Gooden

Major: Health Administration and Policy, Track I and Biology

### Where are you interning?

I am currently interning at Mercy Medical Center in Baltimore and have the pleasure of working under the Vice President of Physician Operations and Maryland Family Care, Ms. Helen Leek.

### How would you describe your internship experience?

At Mercy, I work with various departments to solve different problems and manage various projects. I enjoy working on the diverse issues and being able to bring people and resources together to solve various problems. My main project is working to create the workflow and systems for a new Patient Navigator position at one of our primary care offices. These tasks give me a taste of what I can expect in the future.

### How did you find this internship/ what interested you in this internship?

Professor Cozart presented this internship to me and I took the opportunity. I am interested in earning a position in Operations in a hospital system in the future and felt that this internship would be a step in the right direction and give me the chance to observe and be mentored by different people in positions that interest me.



## What did you enjoy the most and least about your internship so far?

This internship is anything but your average “go make me a hundred copies” internship. This internship treats me like a person. I like being able to have a realistic view of how a healthcare system operates. What I enjoy the most about this internship is being able work with such talented mentors and people. They have been nothing but kind and patient with me as well as help me succeed through this experience. However, some projects take longer than expected to get done which is frustrating. Through this experience I have learned the importance of adapting and being patient when working in a large organization that is constantly shifting their priorities.

## What was the biggest lesson you learned through your experience?

Physicians and administrators are two very different groups of people. I know that seems obvious but working with one or the other does often seem like working with two different but allied nations.

## What are some connections between what you learned through this experience and what you learned here at UMBC?

Many of my classes at UMBC gave me the vocabulary necessary to communicate with the staff around me. The classes also helped me with how I think and handle problems in a major health care setting. I am also the Business Manager for the Retriever which is the newspaper for the university. This position has helped me work as a team player as well as manage my time and responsibilities. My experiences within UMBC have been an incredible help to me.

## How have you changed as a person through this experience?

My professional communication has improved. There is a different way that I might talk to managers as opposed to the ground level staff. I speak to both professionally, but their concerns, interests, and conversations tend to be very different.

## How does this internship relate to you long-term educational and/or career goals?

This internship allowed me to constantly observe and participate in the different tasks that someone working in hospital administration would have to do. I know I want to pursue a career in Operations. It has always been my chosen path, but this experience solidified that decision.

## Do you have any advice for students looking for an internship related to yours?

I have learned that when going into this type of environment, it is necessary to have some professional experience; using previous knowledge will help you grow and help you decide it is you want to do and work for in the future.