



Position: Performance Management Intern – Customer Satisfaction (1 intern)
Semester: Fall 2019
Location: Abrams Public Health Center, 3950 S. Country Club Rd., Tucson, AZ
Supervisor: PCHD Performance Improvement Coordinator

Background

The Pima County Health Department is committed to continually improving its performance through the use of a performance management program. Performance management improves quality and effectiveness through gathering performance data on indicators that measure progress toward achieving outcomes and identifying quality improvement opportunities based on the data collected. Performance management works to ensure better health outcomes in our community by making data-driven decisions.

Direct feedback from Health Department customers is a vital source of performance information. Their voices can identify strengths and weaknesses, providing direction to the department on how to enhance and improve its service to our community. The department seeks to create a systematic process for gathering customer satisfaction information from all its programs and services.

Position Summary

The Pima County Health Department seeks a student intern to assist in strengthening its Performance Management work through recommending feasible customer satisfaction methods that can be used by department programs and services. Programs and services for project inclusion will be selected according to department priorities with consideration of student interests. Potential programs/services include consumer health and food safety, epidemiology, clinical services, public health preparedness, education and outreach, preventative health services, and/or administrative support.

Responsibilities include:

- Creating a project work plan and providing periodic updates on project progress;
- Gathering examples of methods and approaches used by local health departments and other related service providers (e.g., healthcare, health and human services) to measure customer satisfaction, including survey questions;
- Examining the pros, cons, and feasibility of identified data collection methods given program/service resources;
- Rating identified survey questions according to survey design best practices; and
- Creating a final report describing the project and its findings, including recommendations for implementing processes for gathering customer satisfaction data in selected Pima County Health Department programs and services.

The position will provide the intern with an opportunity to learn about methods to elicit customer feedback on public health services. The intern will gain valuable experience managing a project,

collecting data, synthesizing information to develop recommendations, and working with an interdisciplinary team of public health professionals.

Qualifications

- Currently enrolled in a graduate degree program at an accredited college or university
- Completed coursework that covers research design/methods, survey development, or program evaluation
- Interest in public health administration, evaluation, and/or program planning
- Able to dedicate a minimum of one-semester
- Strong organizational skills
- Excellent written and oral communication
- Proficient in Microsoft Word and Excel
- Able to work independently and on teams
- Reliable transportation to and from the Pima County Health Department located at 3950 S. Country Club Rd.

This is an unpaid position with a flexible work schedule.

How to Apply

Submit a completed [internship application](#)

Immediate submissions are welcome and will be reviewed promptly. This internship position posting will be removed once the position is filled. **No phone calls, please.**