

INTERN PROJECT SPOTLIGHT

JAYLEN PALMER

Intern at Vanderbilt University Medical Center



AGENDA 21
INTERNSHIP
PROGRAM

Since 1995, Tennessee Hospital Association's [Agenda 21 Internship Program](#) has operated with the mission of matching graduate students in healthcare administration with hospital executives for transformative summer internships. Jaylen Palmer, an intern in the 29th class of the program and a Master of Health Administration at Samford University, completed her internship at Vanderbilt University Medical Center.

Jaylen's project focused on analyzing data from recent The Joint Commission recent audits to produce updated reports for each building within the medical center. These reports aimed to identify common discrepancies, highlight progress, and pinpoint areas needing further improvement. The goal was to guide managers in implementing necessary changes to meet The Joint Commission standards before the upcoming evaluation.

Learning about The Joint Commission preparation, Jaylen discovered the importance of continuous oversight and the need for clear communication across departments. "This project underscored the critical role of clear communication in healthcare leadership," Jaylen remarked.



It was gratifying to receive positive feedback and to know that the work contributed to initiating necessary changes."

The most challenging part of her project was synthesizing complex data into clear, actionable Power Point presentations while managing other responsibilities. Effective time management was key to delivering these presentations on schedule. Jaylen was particularly proud of the positive feedback she received at the Executive Operations Committee Meeting, where her reports were recognized for helping address specific building deficiencies.



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