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## Summer 2025 Impact Interns Position Description

### Organization Information

**Organization Name:** University of Maryland Capital Region Health

**Address:** UM Capital Region Medical Center - 800 Harry S Truman Drive North Largo, MD 20774

**Organization Website:** <https://www.umms.org/capital>

**Organization Description:** Our mission is to provide high-quality, accessible health care services in partnership with our community. We are proud to provide a wide range of services throughout Prince George's County including a Primary Stroke Center, part of the University of Maryland Rehabilitation Network and a Level II Trauma Center at UM Capital Region Medical Center in Largo.

### Position Logistics

**Intern Preference:** No preference

**Start and End Date:** *May to August 2025*

**Hours per Week:** *20-40 hours per week*

**Number of Weeks:** 16 weeks

**Expected Daily Hours:** *4-8 hours per day between 7am and 5pm*

**Important Availability Dates:** *N/A*

**Location:**

- ☒ In-person
- ☐ Remotely
- ☐ Hybrid of in-person and remote work

### Position Information

#### Core Technical Skill Set

- Evaluation - includes survey analysis, collecting participant feedback, and data management
- Program Management - includes program design and overseeing day to day program operations

#### General Duties and Responsibilities:

- Support Transformation Coaches working with selected departments as “Learning Areas” to implement HRO principles, behaviors and practices.
- Support Transformation Coaches working with selected departments as “Learning Areas” to learn and utilize Learning and ENGagement System (LENS) boards, which are web-based visual management platforms.

- Support Transformation Coaches launch the first cohort of the Continuous Learning for Improvement (CLI) program that will be active Feb-August 2025.
- Support tracking of action item development and implementation following the SCORE survey for employees, which assesses team members' experience with culture, leadership, burnout, and satisfaction.
- Support rollout and utilization of HRO marketing and communication materials including the “Stick to It” campaign.

**Specific Deliverable(s):**

- Support UM Capital’s journey to become a High Reliability Organization (HRO) by working with the Transformation Office on Learning Areas, Continuous Learning for Improvement (CLI) program, and SCORE survey.

**Qualifications:**

- Seeking a reliable individual who is curious, data-driven and a desire to learn
- Will be required to go through standard employee health clearance including validating of vaccinations and background check

**Preferences:**

- Professional written and verbal communication
- Project/program management skills
- Qualitative and quantitative data analysis

**Physical Demands of Position:** N/A