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## "The Intersection of Healthcare and Technology: Reflections and Impact from my Netsmart Internship"

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**"The Intersection of Healthcare and Technology: Reflections and Impact from my  
Netsmart Internship"**

**By**

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**An Honors Thesis in partial fulfillment of the requirements for the degree  
Bachelor of Science in Business Administration in Finance**

**Sam M. Walton College of Business  
University of Arkansas  
Fayetteville, Arkansas**

**May 5, 2023**

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## **Introduction**

Internships provide valuable opportunities for students to gain hands-on experience in their field of study. As a Solution Delivery Analyst intern at Netsmart, a healthcare technology company, I had the opportunity to work in the human services and post-acute care sector. During my internship, I shadowed the development and implementation of innovative technology solutions aimed at improving patient outcomes and increasing efficiency in healthcare delivery. In this paper, I will provide a comprehensive overview of my internship experience as a Solution Delivery Analyst at Netsmart. I will discuss a project and tasks that I worked on during my internship, including learning about software development, testing, and implementation. Beyond that, I will describe the skills and knowledge that I gained from my internship, including project management, problem-solving, and technical skills. Also, I will examine the significance of healthcare technology in human services and post-acute care. I will discuss the role of technology in improving patient care and outcomes, increasing efficiency, and reducing costs. I will also examine the challenges associated with implementing technology solutions in these areas, including privacy concerns, regulatory issues, and the need for provider training. The goal of this paper is to provide a comprehensive overview of my internship experience as a Solution Delivery Analyst at Netsmart and to highlight the importance of healthcare technology in human services and post-acute care. By sharing my experiences and insights, I hope to contribute to the ongoing conversation about the role of technology in healthcare delivery and inspire students and professionals to pursue careers in this exciting and rapidly evolving field.

## **Overview of the EHR**

An electronic health record (EHR) is a digital version of a patient's paper medical chart and is the key component of healthcare technology. It is a collection of electronic health information about an individual that is created, maintained, and shared by healthcare providers. EHRs include a wide range of data, including demographics, medical history, medications, allergies, test results, and more. In the post-acute and human services setting, EHRs can be particularly useful for managing the care of individuals who are receiving ongoing treatment or support. This may include people who are recovering from an illness or injury, or those who are receiving long-term care or support due to a disability or chronic condition. In a post-acute care setting (ex. rehabilitation and palliative care), EHRs can help to coordinate care between different healthcare providers and facilities. For example, if a patient is being treated in a hospital and then transferred to a rehabilitation facility, the EHR can be used to share information about the patient's treatment and progress with the new care team. This can help to ensure that the patient receives consistent, high-quality care throughout their recovery. In a human services setting, EHRs can be used to track and manage the care of people who are receiving support services, such as mental health treatment, substance abuse treatment, or social services. These systems can help to ensure that people receive the services they need in a timely and coordinated manner, and can also help to identify potential areas for improvement in the delivery of care; however, it was not always this simple. EHRs have come a long way from when they first started.

## History

The origins of electronic health record (EHR) software companies can be traced back to the 1960s, when the first computerized patient record systems were developed. These early systems were large and expensive, and were mainly used by academic medical centers and research institutions. In the 1970s and 1980s, as the use of computers became more widespread in healthcare, more commercial EHR software systems were developed. These early systems were primarily designed for billing and administrative tasks, rather than clinical documentation. The development of more comprehensive EHR systems began in the 1990s, as advances in technology allowed for more efficient storage and retrieval of patient data. The Health Insurance Portability and Accountability Act (HIPAA), which was passed in 1996, also spurred the development of EHR systems by requiring healthcare providers to maintain patient privacy and security. By the early 2000s, the use of EHR systems had become more widespread, with many hospitals and medical practices adopting them. This led to a proliferation of EHR software companies, offering a range of systems to meet the diverse needs of healthcare providers. Today, EHR software companies are an important part of the healthcare industry, providing systems that allow healthcare providers to store, manage, and share patient data electronically. These systems offer a range of features, from basic patient data entry to advanced analytics and decision support tools, and are used by healthcare providers of all sizes and specialties.

In healthcare technology, it has been established that electronic health records are a key part of the industry and have revolutionized the way healthcare providers manage and store patient information. EHRs also help to reduce the risk of medical errors, such as incorrect diagnoses or incorrect treatment plans, and can help healthcare providers make more informed treatment decisions. While healthcare technology and EHRs have become the norm in many parts of the healthcare industry, human services and post-acute care organizations have been slow to adopt these technologies. This is largely due to the unique nature of these organizations and the populations they serve, which can present significant challenges to the implementation of Health Information Technology (HIT) solutions. For example, human services organizations often serve populations with limited access to technology, making it difficult to implement EHRs. Post-acute care organizations also have limited access to technology as oftentimes they provide care in a patient's home, which can make it difficult to access and use digital tools. Despite these challenges, human services and post-acute care organizations are starting to catch up and adopt HIT solutions. Many organizations are recognizing the benefits of EHRs, including improved patient care, increased efficiency, and reduced risk of medical errors. Moreover, advances in mobile technology and cloud-based solutions have made it easier for human services and post-acute care organizations to implement EHRs, even in challenging environments. While human services and post-acute care organizations have been slow to adopt these technologies, they are starting to catch up and recognize the benefits of HIT solutions. With advances in mobile technology, it is becoming easier for these organizations to implement EHRs and improve the quality of patient care.

## EHRs Benefitting Lives

EHRs have been beneficial to patients, healthcare providers, and healthcare systems in many ways over the years. Some of the ways in which EHRs benefit lives are:

1. **Improved Patient Safety:** EHRs provide healthcare providers with comprehensive patient information, including medications, allergies, and medical history. This information can help providers avoid medication errors, prevent adverse drug reactions, and reduce the risk of medical errors that can lead to harm or even death.

2. **Enhanced Care Coordination:** EHRs enable healthcare providers to share patient information and coordinate care across different healthcare settings. This improved coordination can result in better outcomes, fewer duplicate tests and procedures, and reduced healthcare costs.

3. **Improved Quality of Care:** EHRs provide access to clinical decision support tools and evidence-based guidelines that help providers make better-informed decisions about patient care. These tools can assist providers in identifying potential health risks, managing chronic conditions, and ensuring that patients receive appropriate screenings and preventive care.

4. **Increased Efficiency:** EHRs automate many time-consuming tasks such as charting, billing, and ordering tests. This automation reduces the administrative burden on providers, freeing up more time for patient care.

5. **Improved Patient Engagement:** EHRs provide patients with access to their own medical information, enabling them to take a more active role in their healthcare. Patients can view their test results, request prescription refills, and communicate with their healthcare provider more easily and efficiently.

6. **Improved Population Health Management:** EHRs allow healthcare providers to track and analyze patient data, enabling them to identify trends, track outcomes, and manage population health more effectively.

### **Where Healthcare Technology is Headed**

Electronic Health Records (EHRs) have come a long way over the years and are set to continue to transform healthcare in the future. Here are some of the ways EHRs and healthcare technology are headed in the future:

**Interoperability:** EHRs will be more interoperable, meaning that they will be able to communicate and share data more seamlessly between different healthcare providers and systems. This will lead to improved care coordination, better outcomes, and reduced healthcare costs.

**Artificial Intelligence (AI):** AI is already being used in healthcare to support decision-making, identify trends and patterns, and provide personalized care. AI will become more sophisticated and will be able to analyze vast amounts of data, enabling healthcare providers to deliver more personalized care.

**Internet of Things (IoT):** IoT devices, such as wearables and sensors, are becoming more prevalent in healthcare. These devices can track patient data, such as heart rate, blood pressure, and activity levels, and transmit this data to healthcare providers in real-time. This will enable healthcare providers to monitor patients remotely, identify potential health issues, and provide timely interventions.

**Telemedicine:** Telemedicine has become increasingly popular in recent years, allowing patients to consult with healthcare providers remotely, using video conferencing technology. In the future, telemedicine will become more widely adopted, making healthcare more accessible, particularly for patients in remote or underserved areas.

**Patient-generated data:** Patients are generating more data about their health than ever before, using wearables, apps, and other devices. In the future, EHRs will be able to incorporate

this patient-generated data, providing healthcare providers with a more comprehensive picture of a patient's health and enabling more personalized care.

Cybersecurity: With the increasing use of technology in healthcare comes an increased risk of cyberattacks. In the future, EHRs and other healthcare technology will need to have robust cybersecurity measures in place to protect patient data.

These are many ways that healthcare technology, and more specifically, Netsmart is headed in the years to come. While Netsmart has already adopted many of these categories, there is still a long way to go in perfecting it to be a perfect well oiled machine. Now let's move onto who Netsmart is as a company.

### **History of Netsmart**

Netsmart was founded in 1968 as a software development company called Creative Socio-Medics, Inc. It was initially focused on creating software solutions for the healthcare industry. In 1996 the name Netsmart was adopted and the company went public and had its IPO. In 2005 Netsmart was the largest IT provider within the behavioral health sector with revenue of \$50 million dollars. Around that time they acquired their biggest competitor CMHC Systems and gained \$18 million in revenue. In 2006, Netsmart was no longer a publicly traded company and went to the private equity side of business. By 2010 Netsmart decided to put more investment into their growth in the industry. By 2016 they entered into a new sector of healthcare, the post acute community. Since they reshaped their growth mindset in 2010, they have established new leaders and the company has grown eight times in size in the past 12 years. Today, Netsmart is one of the largest providers of electronic health record and technology solutions for behavioral health and human services organizations in the United States.

### **My Time as an Intern**

As an intern at Netsmart, I had the opportunity to work on a variety of projects and gain valuable experience in the healthcare technology industry. Throughout my internship, I worked closely with a team of experienced professionals who provided guidance and support as I learned about the company's products and services. I was given the opportunity to take on meaningful tasks and responsibilities, and I was able to contribute to the team in a meaningful way. One of the highlights of my internship was the opportunity to work on a project to improve the user experience of one of the company's products. I used my skills in user experience design to contribute to the project, and I gained valuable experience by working on a real-world product. In addition to the hands-on work experience, I also had the opportunity to attend speaker sessions with experienced Netsmart associates. These events provided me with a broader understanding of the field and helped me to see the bigger picture of how my work fit into the landscape. One of the things that I appreciated most about my internship at Netsmart was the company culture. The team was welcoming and supportive, and I always felt like I had the resources and support I needed to succeed. I also appreciated the company's commitment to innovation and continuous improvement, as it was clear that everyone was working towards the common goal of providing the best possible solutions to healthcare organizations. Throughout my internship, I was able to learn about the various products and services offered by Netsmart Technologies, including electronic health records, population health management, and revenue cycle management. I gained an understanding of how these solutions are used by healthcare organizations to improve

patient care and streamline their operations. In addition to learning about the company's products and services, I also gained an understanding of the healthcare industry as a whole. I learned about the various challenges facing healthcare organizations, including the need to reduce costs, improve patient outcomes, and comply with regulatory requirements. I also learned about the role that technology plays in addressing these challenges and improving the overall healthcare system.

More specifically, this last summer I was able to dive in as a Solution Delivery Analyst. I had the opportunity to work on a wide range of projects that help to improve the delivery of healthcare services. In my role, I worked closely shadowing delivery analysts who worked with clients to understand their specific needs and challenges, and then helped to design and implement solutions that address these issues. This might involve creating custom software applications, integrating existing systems, or developing new processes and procedures. One of the most rewarding aspects of my job is seeing the positive impact that our solutions have on the clients we serve. By streamlining processes, improving communication, and providing access to valuable data, we are able to help healthcare organizations operate more efficiently and effectively; this ultimately leads to better care for patients, which is our ultimate goal. Working at Netsmart Technologies also allows me to continually learn and grow as a professional. The company is always looking for ways to stay at the forefront of the healthcare industry, and as a result, we are constantly exposed to new technologies and innovative approaches to problem-solving. This keeps my skills sharp and allows me to contribute valuable ideas and insights to the team. Overall, being a Solution Delivery Analyst at Netsmart Technologies is a challenging and rewarding experience. I am proud to be part of a team that is making a difference in the healthcare industry, and I look forward to continuing to grow and learn in my role.

During my time as a Delivery Analyst I was able to come up with personal objectives and try to decide what the purpose of my summer was. I came up with a few reasons why being a Delivery Analyst would help me kick off my career. I walked away with practical experience in delivering technology solutions to clients: One of my primary objectives of the internship was to have hands-on experience in delivering technology solutions to clients. This goal included understanding client requirements, configuring software solutions, and delivering and implementing the solutions. I reached this objective by watching Netsmart associates deliver solutions to clients firsthand. Furthermore, I had the opportunity to observe how associates interact and communicate effectively with their clients. Another important objective for me was to collaborate cross-functionally within Netsmart. I executed this mainly with the sales and lead generation side of the company. This objective was the part of the company that I was most interested in and ultimately why I was hired full-time in a lead generation position. I also wanted to dive into industry standards and best practices; this includes anything from understanding how Netsmart interacts with HIPAA, to understanding the language and slang that is used within healthcare technology. My final objective was to receive mentorship and guidance from those that already work at the company. I received coaching from my mentor who was assigned to me all summer. He walked through what it was like being early in your career working at Netsmart. Throughout the summer, I networked with associates who offered guidance and shared insight on other areas of the company. I believe this gave me rich knowledge that led me to decide where I wanted to work full-time.



## Main Project

I was tasked with working on an 837 claim receiver project for a portion of last summer. After I completed the project, I presented it to associates at the company. My objectives were to help Netsmart save time, save money, and develop a library with the 837 files. To start out, here is an explanation of what an 837 claim receiver file is: A Claim Receiver 837 file is an electronic file format used to transmit claims data from healthcare providers to payers, such as insurance companies. It is used to submit information related to medical services provided to patients, including diagnosis codes, procedure codes, and charges for those services. The 837 file format was established to standardize electronic data exchange between healthcare providers and payers. The file format includes specific requirements for the data elements that must be included in the file, such as the type of service provided, patient demographic information, and provider information. Once a healthcare provider generates an 837 file, it is sent to the payer through a secure electronic communication method, such as a clearinghouse or a direct connection with the payer. The payer then uses the information in the 837 file to process the claim and determine the amount that it will pay for the medical services provided. The 837 file is a critical component of the claims process because it ensures that all relevant information about a medical service is transmitted to the payer in a standardized format, reducing the risk of errors and improving the efficiency of the claims process. This helps to ensure that claims are processed accurately and quickly, reducing the time it takes for healthcare providers to receive payment for their services. The Claim Receiver 837 file is a crucial tool in the electronic transmission of healthcare claims information. It standardizes the data exchange between healthcare providers and payers, helping to reduce errors and improve the efficiency of the claims process.

My task was to examine how Netsmart uses the 837 files with their clients and find a solution to become more efficient in the way we build and use these files. Oftentimes Netsmart recreates the same file for different clients, which wastes time and money. One barrier Netsmart faces is how each payer has unique requirements within the standard 837 format. A second barrier is how the myEvolv product can be configured to honor various payer requirements; however this takes time for analysis and configuration.

The solution to these obstacles is creating an 837 library of configurations in use for live clients. During this project, I resonated with one of Netsmart's core values: Living by No Surprises. If

The screenshot displays the 'Receiver Information' configuration page in the Netsmart system. The interface includes a navigation menu at the top with options like 'Family Cases', 'Incidents', 'Outreach', 'Groups', 'Resource Families', 'Finance Setup', 'Finance', 'Agency Setup', 'Agency', 'State Reporting', and 'Repo'. Below the navigation, there are tabs for 'Receiver General Info' and 'Receiver Setup'. The main content area is divided into several sections:

- Receiver Information:** This section contains various configuration fields:
  - Is Active:** A checked checkbox.
  - Self Pay Receiver:** An unchecked checkbox.
  - Receiver Name\*:** A text field containing 'Medicaid CCBHC'.
  - Claim Output Format\*:** A text field containing 'ASC X12N 837 Professional Claims Ver. 5 Rel...'.
  - Output File Name (Prefix)\*:** A text field containing 'CCBHC.dat'.
  - Alternative Claim Output Format:** A text field containing 'CMS-1500 (02-12) w/o format'.
  - Default Late Claim Reason:** A text field containing 'code'.
  - Default Location (Catch all)\*:** A text field containing '53 Community Mental Health Cen...'.
  - Days in AR Without an Action:** A text field containing '#'.
  - Default Temp AR Account\*:** A text field containing '22712 Unapplied Cash'.
  - Default Program Unit:** A text field containing 'code'.
  - Provider Level Adjustment Account:** A text field containing 'code'.
- Hold Claims Conditions:** This section includes:
  - Hold Claims if No Policy#:** A checked checkbox.
  - Hold Claims if No Diagnosis:** A checked checkbox.
  - Hold Claims if Over Late Days Limi:** An unchecked checkbox.
  - Hold Claims if Missing any of the Staff Billing Info Below:** A section with three sub-conditions:
    - No Staff NPI:** An unchecked checkbox.
    - (Service Only):** An unchecked checkbox.
    - No Staff Taxonomy:** An unchecked checkbox.
- Default Denials Remittance:** A section with a single field containing a small icon.

At the bottom of the page, there is a section for 'Receiver Address'.

Netsmart can stay ahead of the curve with their new 837 configuration library, then the company will not be surprised by the cost or timing of configuring the 837. If we can lean on an existing repository of 837 formatting, we will see a multitude of benefits for Netsmart, but more importantly for our clients. Generally, it takes around eight hours for our 837 files to be configured; therefore, it will save anywhere from 24 to 160 hours of work that could be utilized elsewhere. In conclusion, this solution will provide excess time and money to be used at the client's discretion.

A convenient part of this new library is that once it is finished correctly, it will always be done correctly. In the past, there was greater margin for error by doing it over and over again. By increasing predictability, Netsmart and their clients can appreciate the consistency and reliability. While working on the 837 library, I separated files by state and organized them so that they are more understandable to a client. This is just the beginning of where Netsmart is headed with their 837 claim receivers, and I was happy to give insight and suggest direction of where they should go next. During the project, I was exposed to new technology, delivered solutions to clients, and networked with other Netsmart associates to become more familiar with the project. This library allows Netsmart to save time and money which boosts the company's efficiency. Additionally, I helped the company hit the ground running on creating a state by state library of their 837 files. Due to the shortness of my internship, I did not have time to complete this project; however, I hope that my research helps Netsmart find a solution in the future.

### **Conclusion**

In conclusion, my internship at Netsmart as a Solution Delivery Analyst was a transformative experience that allowed me to develop a range of skills and knowledge that will serve me well in my future endeavors. Throughout the course of my internship, I had the opportunity to work with a team of skilled professionals who have challenged and supported me in equal measure, and who helped me to develop my abilities in project management, data analysis, and problem-solving. One of the key takeaways from my internship at Netsmart was the importance of collaboration and communication in delivering high-quality solutions to clients. Through working closely with cross-functional teams, I have learned the value of effective communication, building relationships, and leveraging the strengths of others to deliver the best possible outcomes. Moreover, my internship at Netsmart has given me the opportunity to gain a deeper understanding of the healthcare industry and the critical role that technology plays in improving patient outcomes. I have come to appreciate the unique challenges and opportunities that arise in the healthcare space and look forward to continuing to contribute to this important work in my future career. My internship at Netsmart was an invaluable experience that allowed me to develop the skills, knowledge, and mindset needed to succeed as a Solution Delivery Analyst. I am grateful for the opportunity and look forward to applying what I learned to make a positive impact in my future work.

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## Journal

June 6-10:

The first week of the internship went well. On the first day all 50 interns were in the same room. We got our laptops and badges and were walked through the company values and shown who the executives of the company are. I was then introduced to my manager, Ryan Graham, and my mentor, Jake Bennett, and they showed me around the office and talked a little bit about what the summer would look like. I also had a meeting with the people who were the heads of the consulting internship. There are 24 consulting interns with me so it seems I will get to know them a lot. Later in the week we had a team building activity at a ropes course. This allowed me to get to know people I would be working with throughout the summer in a better way. We worked on our team building and were able to have fun and build trust. On Friday, we listened to a panel from leadership at the company and they told us their experiences at Netsmart and talked about their knowledge in the healthcare industry. To cap off the week we had an intern mixer where I was able to network with the 50 other interns as well as full-time people at the company. Overall, it was a successful first week getting started and I am looking forward to what is to come.

June 13-17:

Monday is when I began shadowing what Solution Delivery Analysts do everyday. I got to be on a call that involved the finance side of showing a client how to use our electronic health record. It was a unique perspective for me because I was learning with the client. However, I was even more confused than the client was because they had at least seen the product before in a demo. The shadowing gave me an appreciation for what Netsmart does and how they are able to efficiently automate and improve billing workflows. On Tuesday I shadowed the same call and was able to gain some more insight to what Netsmart does. I also was able to talk to some other interns within my department as well as sales operations and finance. Later on in the week we had something that was called "Speaker Series" where someone higher up in the company comes and talks about the layout of our organization. Netsmart is a matrix organization so they mainly focus on that during these talks. On Friday we began summer office olympics which is fun to create good camaraderie throughout the office. I also had a meeting with my manager to discuss the summer.

June 20-24:

To open up this week my Monday did not have much going on. Once the afternoon came we had another speaker series about the matrix. This one was titled "Being New to a Matrix Organization- Tips and Tricks to Jumpstart Learning and Productivity." This gave me valuable insight to where I fit in within the company, even if I was just an intern. On Tuesday I got to listen in on another project launch with a company called Trivium. They had purchased our myEvolv solution and I was able to watch my mentor, Jake Bennett, explain the software and how to efficiently use it with their patients. On Wednesday I had my weekly meeting with my manager, Ryan. We discussed how I would be going through some consulting onboarding to learn more about my job as well as discussing the value of the week. This

weeks was: Live by No Surprises, which means that you are always on top of your stuff. You know when things will happen because you prepared for them. I scheduled a video call with another consultant named Brian and discussed with him what that word meant to him and had him explain a little bit more about Netsmart. After talking with Brian he made me think of “Live by No Surprises” in more of a myEvolv finance type of way. His perspective allowed me to see a real world example of what living by no surprises really is within Netsmart. Later in the week we had something called “Sync 60” which is a monthly zoom call with everyone in the company to listen to the CEO and executives talk about the company and any new updates. To finish off the week, the interns had an “Introduction to Mindfulness” talk that involved meditation and how to balance work and life. This week was very beneficial for me and I feel like I am really starting to settle in here at Netsmart.

June 27-July 1:

Wow, it seems like summer is flying by already. On Monday I got to listen in on a final review and validation for the finance side of the facility “Steuben County.” I was able to learn a lot about what happens in this stage of the implementation process and how consulting talks to their clients and explains everything within our myEvolv solution. This week I was also able to meet with my assigned mentor, Jake, and discuss my time so far at Netsmart and I was able to ask him any questions that I had about what I had done so far. I really enjoy how Netsmart gives interns mentors. My mentor is only two years older than me so he was just in my shoes. This allows me to be able to feel like I can ask him anything since he was just in my position. Later in the week I listened to a presentation from cyber security within the company and they explained how vital their job is in making Netsmart a safe place with their VPN and monitoring the network at all times. On Friday, I had another speaker series called “How the matrix produces better organizational outcomes.” It is always good to get to hear from someone who is experienced and gives good advice. To finish off the week, our consulting coordinators for our internship program had a check-in with us and we were able to give them insight on how our time has been so far.

July 4-8:

This was a shorter week because of the 4th of July being a paid holiday. It also happened to be a slower week in the intern world. On Tuesday I was assigned to my end of year presentation group and we began working on it. At the end of the internship me and 6 others will present about our internship as a group and what Netsmart does to help our clients. We will give this presentation to a lot of people so it is important to be prepared. On Wednesday, I had my weekly meeting with my manager and we discussed our word of the week which communicates vision and value. I explained it as: a lot of people have a vision on how they want something to go or what they want to do. Those that are able to communicate it bring value to their company because without communicating that then no one would share their vision going forward. I also discussed with my manager my main project I will be completing this summer. It is about claim receivers and how Netsmart uses 837 files with their clients. I then finished my week networking with a manager in the sales side of the company to see if that is something I would want to do when I graduate college. He gave some great insight and I now feel like I will apply for a sales role within Netsmart when it is time to apply.

July 11-15:

I started this week out getting to shadow another go-live prep and see how another delivery analyst presented the product and its usage to our client. Then the next day we had an all intern meeting. The purpose of it was for the interns to receive more information about future career navigation and the reapplication process within Netsmart. I like how transparent Netsmart was about everything and how they will give me the opportunity to have a job before I even start my senior year of college. That day we also had a consulting intern meeting where we just discussed where we were at in the summer but it was not too eventful. The next day we had an internal career fair for the interns. This day was very informational learning about all of the career opportunities at the company. This is where I decided I will more than likely apply for a sales position after I graduate. Going to this career fair allowed me to see what I liked and what I did not like. We also got to have another speaker series and listen to a leader in the company talk about leveraging the matrix within Netsmart and how to solve challenges more quickly. I finished my Thursday with a touch base with the Senior Director of myEvolv and he asked me how my summer has been so far. We talked about my projects I have started and how I can make the most of my summer. It felt good to know that someone in upper management cared about me and had my back. On Friday, I began my preparation for my group presentation at the end of the summer. I began looking over my slides for that project as well as my claim receivers project that I mentioned in a previous week. Since Netsmart sells their software to clients in mental health, behavioral health, hospice, home care, etc. they take giving back to their clients very seriously. So I was able to finish my Friday at a place called Kids TLC, which uses Netsmart software, and was able to help in-need kids there have a color run. I enjoyed this because it showed me the direct impact that Netsmart makes with the community around them. This created a cause connected mindset for me.

July 18-22:

The start to my week was fairly slow. I have found as an intern they do not always have a lot scheduled for me because I am very temporary. However, I was able to continue working on my claim receiver project as well as my end of the summer presentation. Tuesday I had an end of summer presentation prep session with my team and the intern coordinators. Later on in the day I met with a director in client development, Julie Galle, to gain insight about what sales is like at Netsmart. She gave me some valuable information about life at Netsmart and what it is like selling to clients. Then the next day I had a meeting with the VP of client development to learn what he had to say about sales within the company. He explained to me the role that I would potentially start in, business development representative. He explained that this role is a great experience to get started in the company and learn about lead/demand gen in initiating relationships with clients. Then later on that day I was able to have a check-in with my end of summer presentation group and we were able to square away what our presentation will look like. I learned that I will present the implementation slide of the presentation since I have experience in consulting. In this I will explain to the audience about Netsmart's process of implementing the software for their clients and running demos all the way until the go-live. On Thursday, I had another speaker series with all of the other interns. This one was more finance specific. They talked about financial considerations within a matrix organization. I enjoyed getting to see how the finance department fit into the organization and how they lie just outside the matrix. Friday was not too eventful. I had my weekly meeting with my manager and we

discussed my progress with my claim receiver project that I will have to present in early August. I am making solid progress on that so far.

July 25-29:

Monday was really the first day of the summer where I had nothing on my calendar. I spent this day working on my two projects and talking within people on my consulting team. I have been lucky to work closely with three other interns who also work within the myEvolv solution. Tuesday I participated in the consulting office olympics. This was a fun time to hangout with the full-time people at Netsmart. They have been having consulting office olympics most of the summer, but I have usually been busy during this time so it was nice to be able to finally participate. On Wednesday, my end of summer presentation group met and we practiced our first practice round. Some people did not have their slides fully prepped but it was good to see where everyone else was at. It was also nice to see how others formatted their slides so we could all match in order to have it look professional. I gained some good information and was able to change up my slide a little bit after seeing everyone else's slides. Thursday was a fairly big day. I had myEvolv finance training (which is what I am). I was able to learn a little bit from my manager about that. Then later on in the day I had an interview for the Business Development Representative Position for after I graduate college. I felt that the interview went very well and I am excited to hear back about how it went. Friday I did not have much going on so it was nice to gather my thoughts and work on some presentation preparation after preparing for my Thursday interview all week.

August 1-5:

This week we started out with another speaker series and were taught about navigating the matrix from the client's points of view. This was a good one for me to listen to since I interviewed for a sales position at Netsmart. I would be reaching out to potential clients and by listening to this it shows me what the clients will see. If Netsmart is a well oiled matrix, then the client will not even know the type of organization structure that Netsmart has. After that I listened in on a finance sync call that one of the Delivery Analysts had with a client. This was not too eventful, but shadowing is always great to see how things work. I then spent the rest of the day preparing my claim receivers project because I had to present in an expo type format on Tuesday. I was able to do the last of preparations and make sure that my presentation was professional. I then did some run-throughs and decided I was good to go. The next day I had the expo for the first three hours of the day. Associates as well as executives walked up to my expo and I explained how claim receivers and their efficiency have an impact on Netsmart and also our clients. I explained how if we are able to further automate the receivers we could save ourselves many hours each year which will allow us to save money and allocate it to other places. Overall, I thought that the expo was a success and I was proud of my work. After the expo three other interns and I went to celebrate our success on our expo presentations and went to lunch. My afternoon was fairly free the rest of the day. The next day was full of preparing with my group for the end of summer presentation that is next week and also shadowing some calls. Thursday and Friday were fairly slow. I went to myEvolv finance training and was able to try and get even more knowledge about the software I have been shadowing people explain all summer. We also had an end of summer presentation run through where we gave it in front of a

small audience. I did well, but I still need a few tuneups before presentation day. Overall, it was a very productive week and I am looking forward to my final week of the internship.

August 8-12:

The final week of the summer is already here! It has flown by and I have been able to learn so much about Netsmart, healthcare technology, and also about what it is like to work in a corporate setting. This week is not a very busy one besides lots of preparation for my end of summer presentation and end of summer celebration stuff. Monday and Tuesday consisted of run throughs for the Thursday presentation. Wednesday we practiced and did one final run through before we finally gave our end of summer presentation. Thursday was a very eventful day. While I was preparing to give the presentation a few hours before it was my group's turn to go, I was told that I had gotten the job I had applied for! I was very excited and that was some added confidence heading into the big presentation. Our presentation ended up going well. I believe that I did a great job explaining what the implementation process was and how Netsmart talks to and helps their clients get acclimated to their software. I explained how it is passed off to consulting from sales and is in consultings hands all the way until the go-live when the client is ready to use the software to help their patients. Friday, we had a last day celebration and all of the interns hung out and said their goodbyes. I had no idea going into the summer that the last day would be sad. My internship grew my knowledge of the business world astronomically. It was also so awesome to be able to get a full-time job for after college before I even started my senior year. Netsmart has helped me kickstart my career and I am looking forward to working part-time during the school year and jumping in full-time once I graduate in May.