

Supersedes:

Policy No. 2030.001

Effective Date 6/09/2021



Policy No. 2030.001

Effective Date 6/08/2023

Page 1 of 3

## POLICY & PROCEDURE

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Program/Department: Psychology

Subject: Psychology Internship  
Competency Evaluations

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### I. PURPOSE

Competency Assessment is a routine component of supervision in the WellSpan Philhaven Hospital's Psychology Internship Program. The internship supervisors give regular, informal feedback to interns in the process of supervision. Formal feedback, via written competency evaluations, is provided to interns at various points during each rotation and in summary format at the end of each 4-month rotation. Written evaluations are based in part on supervisor observation of the interns' work. The interns' graduate programs receive mid- and end-of-year summary evaluations. Interns also provide feedback on various components of the Psychology Internship Program, which assists in the ongoing efforts to improve the program.

### II. PROCEDURE

#### A. Evaluation of Interns

1. Primary supervisors are responsible for end of rotation written psychology intern evaluations. Primary supervisors incorporate feedback from the intern's other supervisor(s) in these summary evaluations.
2. Competency Observation Reviews, including ratings based on supervisor observation, are conducted in the course of the rotation. Interns are expected to achieve ratings at or above the program's identified benchmark for the particular rotation on at least two of each required Competency Observation Review form. The benchmark rating expectation for each Competency Observation Review increases as the training year progresses. Repeat supervisor observations shall be conducted until expected benchmark ratings are achieved on at least two of the Competency Observation Reviews required for the rotation. Up to three types of Competency Observation Reviews may be required depending on the rotation's training activities. Specific competency items assessed on these evaluations include the elements associated with the profession-wide competencies in the American Psychological Association Standards of Accreditation for Health Service Psychology, and elements that align with the internship program's aims.

3. All competency items/elements on the Competency Observation Review forms must be rated at least "3" (demonstrates readiness to enter independent practice) by the end of the year for successful completion of the internship. When an intern does not meet or exceed benchmark ratings on these evaluations during the rotation, additional assistance is offered by supervisors and designees who can support performance improvement. In cases where these initial support efforts are not successful, the Psychology Internship Problem Performance Policy shall be reviewed and may be implemented. A remediation plan may be identified and implemented to support the intern's competency development, consistent with processes identified in the Problem Performance Policy.
4. Mid-year and end-of-year written competency evaluations are conducted by a recent or current primary supervisor in collaboration with the Director of the Psychology Internship Program. These evaluations summarize intern's evaluations and are shared with the intern and the graduate program.
5. The group of internship supervisors meets approximately six times per year to discuss the progress of psychology interns. Discussions that occur in these meetings are shared with interns informally by their supervisors for feedback on areas of strength and growth needs.
6. Additional informal feedback is provided routinely in the supervision process.

B. Evaluation of Internship Program

1. The Internship Training Committee oversees program evaluation, using subcommittees to help ensure routine review of data, to identify program modifications to help enhance training quality. The program self-evaluations address areas such as intern support, supervisor competency, didactic quality, recruitment and retention of diverse staff, etc.
2. Psychology Intern Competency Observation Review Evaluations are also utilized for program evaluation. Aggregate ratings of rated elements (proximal data) are reviewed by the program in the course of each year (after each rotation) and at the end of the year and help identify relative strengths and weaknesses which can inform program modifications to enhance quality.
3. A Former Intern Feedback Survey (distal survey) is utilized for obtaining distal data to assess the program's success in promoting competency development in interns. Former interns (alumni) are asked to rate the extent to which the program prepared them for practice. The survey data includes ratings of evaluation elements, licensure status and job information.

4. Additional evaluations are conducted for the purpose of program evaluation and feedback. These have recently included:
  - a. The program's Intake Evaluation involves observer review and rating of interns conducting an intake. This is conducted early in the training year and again at the end of the internship year to help identify the program's strengths and weaknesses related to the interns' competency/skill development.
  - b. Education Seminar Evaluations identify the quality and helpfulness of the program's education/didactic seminars as rated by interns and the feedback is reviewed by a program subcommittee, informing the content of future seminar series.
  - c. Individual Supervisor evaluations are completed by interns at the end of a 4-month rotation, using a structured rating form. These evaluations are reviewed by the program's Faculty Evaluation subcommittee to identify strengths and growth needs of supervisors.
  - d. Evaluation of Group Supervisors is conducted mid-year and at the end of the year. These evaluations are also reviewed by the program's Faculty Evaluation subcommittee to identify strengths and growth needs of supervisors and the formats and emphases for group supervision that are valued by interns.
  - e. The program's Supportive Environment Survey is used to assess components of the internship that contribute to interns feeling supported.
  - f. Other internship program evaluations are conducted as identified by the Internship Training Committee and its subcommittees.

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Date: 6/13/23

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Date: 6/13/23