

Student Experiential Educational Learning: Applied Community Partnership with the Toronto Grace Health Center

School of Health Policy & Management
Faculty of Health
York University

Course Title: Health Sector Applied Project
Course Code: HH/HLST 4900 6.0 Section A
Term: Fall-Winter 2022-23
Course Director: Dr. Ellen Schraa
EE Coordinator: Paolo Calderon-Valdivia

Author

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Undergraduate Honours Baccalaureate Health Studies Degree Program:
Health Policy, Health Management & Health Informatics

Affiliations



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Introduction

- This experience, provides the opportunity to apply the knowledge gained through York University's Health Studies program into a workplace environment at the Toronto Grace Health Center (TGHC).
- It was informative and provided the experience to collaborate with community partners in the TGHC Remote Care Monitoring Pilot project.
- The course director and EE coordinator assisted in bridging students course program into REAL-WORLD experience.
- Providing a new perspective of the potential career opportunities available to Health Studies students.

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About the Health Sector Applied Project

The Remote Care Monitoring program implemented by the Toronto Grace Health Center was introduced and students part took in:

- Team organizer/calendar of workplan
- Researching and reviewing the literature
- data collection (Survey Collection)
- Team project charter
- Presentation
- Self-reflective Exercise
- Individual and peer reflection
- Poster

HOW THE PROGRAM WORKS

24/7 Monitoring and Response
The Command Centre can provide 24/7 remote monitoring in circumstances in which families and/or caregivers are unavailable to respond to alert notifications made through the GRTHealth system components.

Wellness Check Service
A Wellness Check Service can be available at times in which the safety and/or security of a monitored client is in question, and further information may be required. A professional may follow up with a client remotely or be dispatched directly to the home to further evaluate the situation.

Medication delivery Service
In circumstances, in which, the client or their caregivers cannot arrange to pick up their medication cartridges, as part of the Karia medication program, an in-home delivery and pick-up can be arranged.

Remote Care Monitoring Pilot Project Program at the TGHC

The project allowed students to engage and be apart of new innovative projects that are relevant to the Health Studies program and to career advancements and interest. This particular project provides insights and perspective.

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Toronto Grace Health Centre (TGHC) Projects

- Health-focused community partner project that involved on-campus and off-campus site visits.
- Students attended in-class sessions and off-campus site visits to the TGHC's innovative Remote Care Monitoring Program
- Provides career relevant learning experiences and opportunity to bridge theory and practice through a team project under the direction of the course director in collaboration with a community partner
- Application of project management concepts in an interdisciplinary team from students in health policy, management, informatics and health studies
- The program organizers provided project objectives, milestones and outcomes to direct student teams

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TGHC Project: Remote Care Monitoring Project

- Working with community partners; Meeting in-person on site at the TGHC and utilizing Zoom
- Data collection conducting telephone survey's with over 3000 participants in the program
- Statistical analysis collected data
- Developed PowerPoint presentation for the project leaders and EE program organizers
- In-class poster presentation to peers

The Remote Care Monitoring Program Eligibility Criteria

Mean Average Survey Responses Bar Graph

Question	Valid	Mean	Std. Error	Std. Deviation
CONFIDENT	124	3.75	.091	1.009
LISTENED	124	3.76	.088	.983
LESS NEED	123	3.25	.086	.955
EASE OF USE	124	4.17	.089	.994
RECOMMEND	124	4.44	.072	.799
OVERALL	124	4.37	.076	.850
Valid N (listwise)	123			

Summary: Qualitative Survey Data

Positive Response	Negative Response	Feedback
Provides safety and security	Delayed Response or device going off when not needed	Clients would appreciate more check ins from the RCM care team
Device serves as a reminder for the client	The device was too sensitive and the battery runs out quickly.	Some clients had similar devices with other companies. There is a lack of flexibility to adopt devices from other companies that clients are already familiar with.
Clients appreciate that RCM program is covered by OHIP	The size of the device	Some clients preferred if the device was smaller
Easy transition to use the device	Language Barrier	Many clients would prefer if the Odyssey Go spoke in a different language
The program is great because the Odyssey Go is waterproof	Odyssey Go does not automatically call 911, so clients must dial 911 manually	RCM is efficient and would recommend it to family or friends

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Experiential Reflection

Strengths:

- Opportunity to work with community partners
- Building experience and relationships invaluable to your future career goals
- Engaging in data collection
- Learning opportunity to build researching skills and collaborating in a team environment
- Understanding the processes and procedures of real-world projects
- Connecting your education to real-world projects
- Building confidence in your own abilities

04 Pre-requisite(s) & Pre/Corequisite

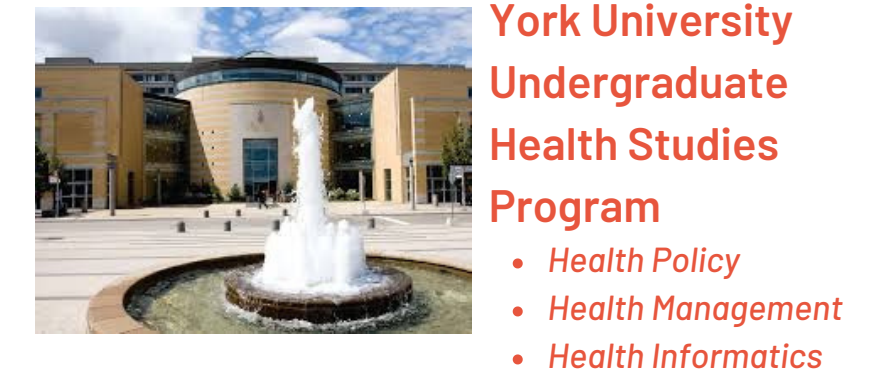
- Minimum GPA 6.00 in major credits
- Enrollment by permission
- 12 hours per week committment

Pre-requisite(s):

- HH/HLST 2020 3.00
- HH/HLST 2030 3.00
- HH/HLST 2040 3.00
- HH/HLST 2300 6.00
- HH/HLST 2100 3.00
- HH/HLST 3010 3.00

Pre/Corequisite:

- HH/HLST 4200 6.00



The Salvation Army & the Toronto Grace Health Centre

Program Collaborators:

- CEO of TGHC
- Project Manager of the Remote Care Monitoring Program

