My Practicum at Women's College Hospital

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About Women's College Hospital

Women's College Hospital (WCH) is now a leader in health for women, health equity and health system solutions – a hospital designed to keep people out of hospital through ambulatory outpatient healthcare services where surgeries, diagnostic procedures and treatments aren't hospitalized overnight. WCH vision is healthcare revolutionization for a healthier and more equitable world.

My Role

- At Women's College Hospital I was a Health Informatics Student a part of the Information Management / Information Technology (IM/IT) Department.
- Here I worked on multiple projects that supported the workflow for the IM/IT departments which included, EPIC Training, MyHealthRecord Troubleshooting, EPIC Phase II Project, Quality Improvement Initiative, Newsletter and Student Handbook

My Work

The details of my work for the IM/IT departments were as follows:
- **EPIC Training –** Participated in online and face-to-face classes to learn and understand the workflow of the healthcare software that stores patient records. Here I displayed active listening and effective note taking to ensure I learned the concepts effectively adapted from all my classes.
- **MyHealthRecord Troubleshooting -** Solving client inquiries regarding their electronic medical record using EPIC through email and phone calls with a great deal of confidentiality and professionalism. I applied my learning from courses like Electronic Health Records to support my adaption in order to aid patients with their inquires.
- **EPIC Phase II Project -** Conducting data analysis, database updates, maintenance and technical dress rehearsal (TDR) testing for EPIC system integration with a high attention to detail and precision. Here I applied analytical learning from course like Information and Organization.
- **Quality Improvement Initiative –** Coordinating quality improvement initiatives by referencing lab note precision and compatibility comparisons between primary system and EPIC adoption. I applied my skills learnt in my Health Database Applications courses in order to release information access to clinicians on EPIC.
- **Newsletter –** Creating a newsletter report illustrating major events communicated by the IM/IT team.
- **Student Handbook -** Creating a Student Handbook with information such as directory, project opportunities and tips displaying creativity and information effectiveness.
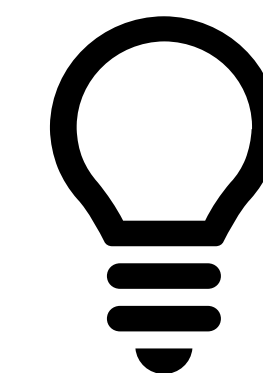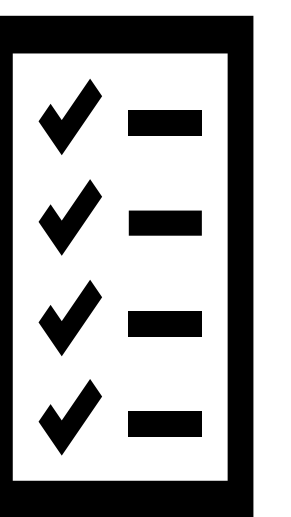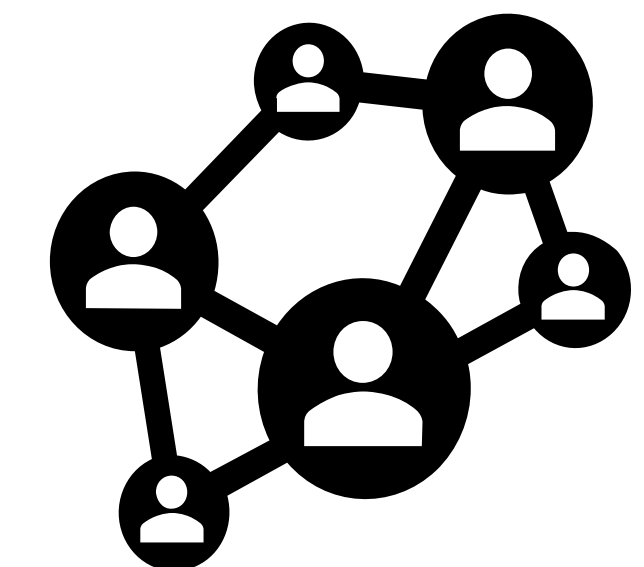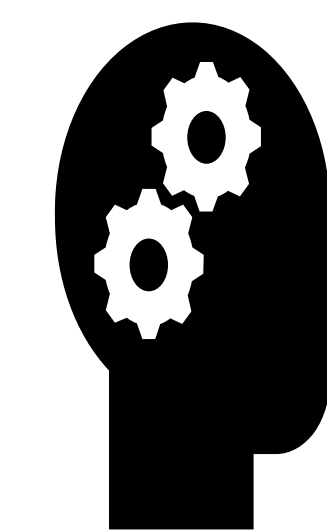
Importance of My Work

The significance of my work aided WCH mission to transform healthcare and co-create best health possible through innovative care, research, policy, education and system solutions.
- **EPIC Training –** This allowed me to help other workers adapt to the new process.
- **MyHealthRecord Troubleshooting –** I aided is educating patients about their health record and assisted and notified them of its use and access by sending out an abundance of emails and answering calls.
- **EPIC Phase II Project –** This project allowed me to aid WCH in updated innovative care by testing all computers to ensure they were printing EPIC features like Specimen labels, IP After Visit Summary and Prescriptions for the use of clinicians.
- **Quality Improvement Initiative –** I aided the IM/IT department in system solutions by releasing 324 flowsheet row for better clinician use.
- **Newsletter –** Creating the newsletter allowed me to educate the rest of the hospital on the IM'IT projects, implementation and achievements.
- **Student Handbook –** By working on this project, I was able to educate future students on the expectations and tasks required for a placement at the IM/IT department.

Impact of Work on Myself

- My experience here has been amazing, I got to learn so many new things as well as truly see how topics in class were used and being implemented into the practical world.
  - I got to learn apply technical skills related to TDR testing and quality initiative projects leading to a personal success goal.
  - I got to expand my network by meeting and learning from so many new people with different backgrounds all related to health informatics.
  - By working on multiple project at a time meant that I had to adapt good organizational skills in order to ensure accurate completion of projects adding to my list of transferable skills gained.
  This experience has taught me a lot about where my interest and degree can truly take me and has prepared me to take on these new goals.

Advice and Tips

One tip of advice is to ensure that you take initiative ongoingly and have confidence in your deliverables. While everyone's journey is different, I am certain that there will be an opportunity for you to be able to use your skills and explore new interests.