

Host Organization

- Women's College Hospital's (WCH) mission is to revolutionize health care by aiming to transform health care through: innovative care, research, education and systems solutions.
- WCH is Ontario's first **ambulatory care center**. Ambulatory outpatient care refers to surgeries and diagnostic procedures that do not require overnight hospitalization.



Image 1: Configuration testing in the OR

Overview of My Projects & Initiatives

• MyHealthRecord Trouble Shooting	• Quality Improvement Initiative	• WCH Student Handbook
• EPIC Phase II	• Quality Assurance	• WCH Newsletter

Major Projects	Academic Resources Used
<p>EPIC Phase II:</p> <p>Collaborated with project team to implement EPIC in the surgical department. Participated in the deployment and post implementation phase.</p>	<ul style="list-style-type: none"> • Project emphasized the importance of health care management when implementing large scale change. • Used concepts from Health Care Leadership (HLST 4210) like systems transformations from the LEADS framework and Agile decision making in order to understand why physician training and workstation testing were necessary to implement change.
<p>MyHealthRecord:</p> <p>Problem solved issues related to MyHealthRecord by providing technical support to patients who were having trouble accessing their account or signing-up.</p>	<ul style="list-style-type: none"> • I used concepts I learnt in Health Care Law (HLST 4000) like PHIPA in order to protect patient privacy while accessing their medical records. • Gained a better understanding of informatics by learning how informaticians are important actors in the hospital workflow. • Reinforced what I learned in Analysis and Design of Health Information (HLST 4310) by shadowing informaticians as they modified MyHealthRecord modules to improve graphical user interface using design principals like colour and menu options.

My Impact to the Organization

- Supported WCH mission by improving productivity and provider workflow, through successfully completing projects/initiatives that were pending due to other priorities in the office.
- Provided a new perspective on projects like the WCH Newsletter by giving my creative and insightful input.



Image 3: Working in the conference room



Image 4: Attending bi-weekly Quality & Safety Huddles

My Role in the Organization

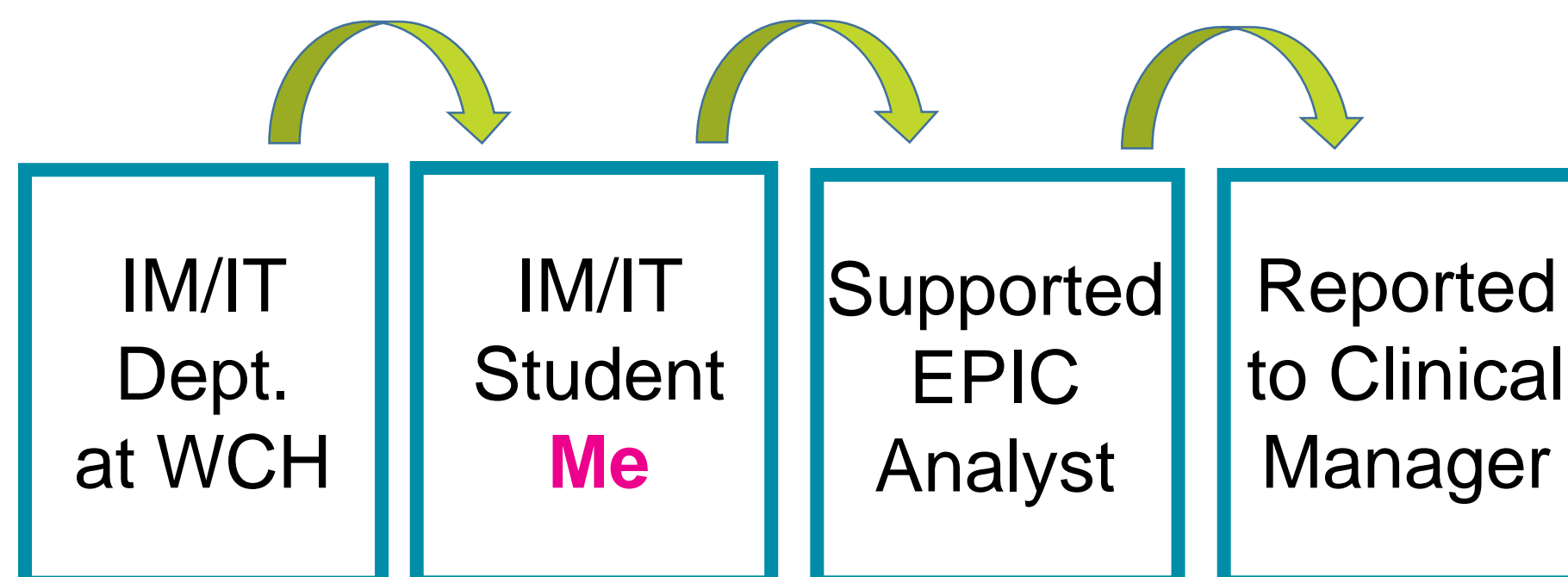


Image 2: Information Management/Information Technology (IM/IT) organizational hierarchy

- Collaborated and interacted with interdisciplinary teams to improve WCH workflow on **EPIC EMR**. EPIC is a leading vendor in electronic medical record software development.
- Shadowed IM team members and attended Change Advisory Board meetings that addressed the implementation and quality improvement of **EPIC modules**. Modules are workflows designed by EPIC analysts; it enables health care professionals to document data.
- Engaged in online EPIC EMR training modules in order to understand and transfer knowledge when executing projects/initiatives.

My Personal Reflection

- Developed skills to confidently deliver presentations to an online audience using platforms like Microsoft Teams. This experience is valuable in my future career, because I learnt how to communicate with colleagues online.
- Prepared for my next steps after graduating from York by building a professional repertoire and networking with IM/IT team members on LinkedIn.
- Learnt technical skills in EPIC by actively pursuing training to navigate modules. EPIC is a popular software used by North American hospitals, thus as an aspiring informatician it is an asset to have hands-on experience using the software.

My Message to Future Students

- Remember, you know more than you think, so don't doubt how valuable you are at your placement. Good luck!