

Kajal Patel, BHS
Honours in Health Informatics
School of Health Policy and Management

Scarborough Health Network

Scarborough Health Network is a healthcare organization comprised of three hospitals and eight satellite sites.

The organization serves the diverse and vibrant communities of Scarborough by offering:

- Full-service emergency departments
- Surgery
- Diagnostic
- Rehabilitation
- Birthing centres
- Geriatric care
- Oncology services
- Mental health services
- Specialty paediatrics



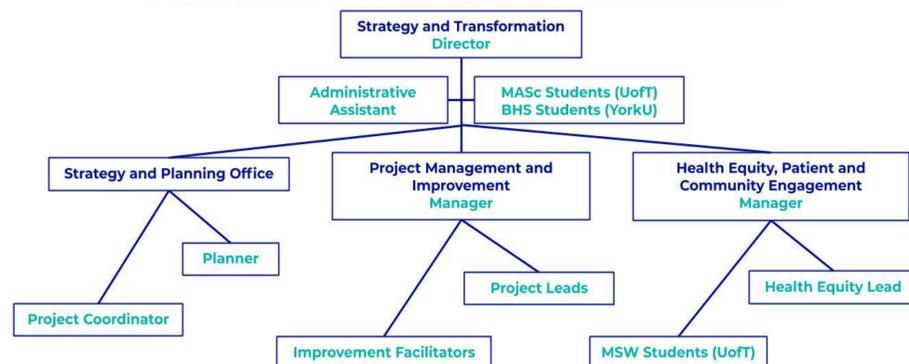
SHN's Strategic Plan (2018-2023)

- Focused on research and training to...
 - Provide the very best care
 - Train the future generation of healthcare professionals
 - Encourage a culture that honours ideas and creativity
- **Vision:** Become Canada's leading community teaching health network by transforming the health experience of patients
- **Mission:** To improve lives through exceptional care.

Role Within Organization

Department of Strategy and Transformation comprises of 3 areas:

- Strategy and Planning
- Project Management and Improvement
- Health Equity, Patient and Community Engagement



The team works together to...

- Plan and implement long-term and short-term strategic directions
- Ultimate goals include improving patient care, employee satisfaction, and overall flow of the organization

As a practicum student, my responsibilities included:

- Conducting environmental scans
- Completing qualitative and quantitative analysis of raw data

Projects and Initiatives



Project	Deliverable	Key Tasks
Strategic Planning	<ul style="list-style-type: none"> • Environmental Scan • Presentation 	<ul style="list-style-type: none"> • Collected and analyzed Strategic Plans of Ontario hospitals and International hospitals • Presented to Director, Project Coordinator, & Planner
Accessibility Planning	<ul style="list-style-type: none"> • Environmental Scan 	<ul style="list-style-type: none"> • Collected and analyzed Accessibility Plans of Ontario hospitals and International hospitals
Accessibility Planning	<ul style="list-style-type: none"> • Terms of Reference 	<ul style="list-style-type: none"> • Created a Terms of Reference regarding the formation of an Accessibility Committee and how to comply with the AODA legislation
Diversity and Inclusion Planning	<ul style="list-style-type: none"> • Environmental Scan 	<ul style="list-style-type: none"> • Collected and analyzed Diversity and Inclusion Plans of Ontario hospitals and International hospitals
Morgue Process	<ul style="list-style-type: none"> • Microsoft Excel Spreadsheet 	<ul style="list-style-type: none"> • Retrieved and organized fax numbers of funeral homes into a spreadsheet • Faxed memos related to the Morgue Process • Recommended better methods to send information
Lean Basics eLearning	<ul style="list-style-type: none"> • Bookmark 	<ul style="list-style-type: none"> • Designed and printed bookmarks to distribute and promote the eLearning modules to employees
Work Picture	<ul style="list-style-type: none"> • Microsoft Excel Spreadsheet • Dashboard 	<ul style="list-style-type: none"> • Analyzed and organized all of the current projects of the department into one single spreadsheet • Created a dashboard with charts and tables
Employee Engagement Survey	<ul style="list-style-type: none"> • Microsoft Excel Spreadsheet and PPT 	<ul style="list-style-type: none"> • Analyzed the survey results to organize the data into graphs and charts • Summarized the key ideas and messages
Stroke Center of Excellence	<ul style="list-style-type: none"> • Storyboard 	<ul style="list-style-type: none"> • Analyzed survey results of stroke patients that stated their patient experience • Organized the results in the form of a storyboard
Enterprise Analytics	<ul style="list-style-type: none"> • Shadowing 	<ul style="list-style-type: none"> • Shadowed analysts using decision support systems, business intelligence tools, and EHRs
COVID-19 Planning	<ul style="list-style-type: none"> • Word Document 	<ul style="list-style-type: none"> • Searched information about how hospitals are implementing virtual / telehealth appointments

Significance of Work

Environmental scanning and qualitative analysis helps the department determine future planning and directions for the hospital

- Environmental scans were referenced by the team to plan work and understand key priorities of other organizations
- Qualitative analysis organized raw data into charts and spreadsheets which helped the team identify key themes and aspects
- This helped the team make valid and informed comparisons of shortcomings from past implementations

Reflection

Working at SHN was a very valuable experience that...

- **(1) Exposed me to the real-world of healthcare**
- **(2) Gave me opportunities to...**
 - Attend team meetings and large organizational events
 - Work on numerous projects
 - Build valuable connections and network with other professionals
 - Understand what steps I should take for my future career
- **(3) Learned how to...**
 - Communicate and collaborate with team members
 - Take initiative when I wanted to voice my opinion
 - Become confident, efficient, and manage stressful deadlines
 - Take responsibility, be open-minded, and be an active learner as I take the next step into my career



Advice to Future Students

- **Don't be nervous;** everyone is there to help you
- **Take initiative;** be willing to take on tasks
- **Manage your time;** make a plan to meet multiple deadlines
- **Build connections;** gain insightful advice from the team