Humber River Hospital first opened in 2015 and is North America's first fully digital hospital. Being a digital hospital, they use technology to help improve processes, like robotic carts that deliver goods around the hospital. Their values and mission are to deliver innovative and high-quality care to their community.

**COVID Clinic**
- My role for this project was to conduct data analysis and entry to determine vaccination rates for hospital staff and departments.
- I worked with the occupational health department to chart records into their Parklane database.
- I recorded which vaccine, the vaccination date, and lot number of the dose for staff that received COVID vaccines.
- I used the COVAX database which identifies the COVID vaccine information and then input it into the Parklane database. It was important to follow the privacy policies I learned while working with staff personal information.
- Getting to work with various hospital systems showcased what I learned as an informatics student regarding database design and systems analysis. How the different databases are designed to suit the varying organizational needs.
- Figure 2 shows the interface when filling out the vaccine information for a TEST file in Parklane.

**Quality Improvement**
- My role for this project was to develop PowerPoint learning modules for the hospital's physicians on quality improvement methodologies.
- I was responsible for researching and creating the presentation on Failure Modes and Effect Analysis (FMEA) and the 8 Wastes of Lean.
- It was important to apply what I learned about design, to make sure it was suited for the end-users. Using videos and pictures as tools to help keep the users engaged.
- The presentations had to go through stages of review and evaluation by my supervisors before a final copy was drafted.
- Figure 3 shows one of the images I used in the learning module, an easy to understand graphic of the FMEA process.

**To the Organization**
- The report generated gave the hospital a measure of how many staff had been vaccinated per department. The report was also sent to the Ministry to show the hospital's performance.
- The modules created are the tools which the physicians are going to use to learn about the various quality improvement methodologies.

**To the Community**
- With the quality improvement initiatives, it means that providers are working to improve the quality of care provided. Meaning patients coming to the hospital will be receiving a higher quality of care.

**To Me**
- A common phrase I heard from various people I worked with was “this is what they don't teach you in a textbook”. I think this is a great summary of how valuable the practicum was to me. Being able to see and learn firsthand how the people, hospitals, and the healthcare system function.

**Words of Advice**
- Being flexible in your practicum allows you to meet many different people and gain exposure to various careers within the healthcare field.
- It is important to be clear with your supervisors regarding any questions or concerns. It is easier to sort out confusion or problems sooner rather than later.