

## Host Organization

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.



Figure 1. Humber River Hospital

## My Role

As a practicum student my main supervisor was the **Director of Professional Practice**.

But I got the opportunity to work with different departments and supervisors.

- Occupational Health and Safety Department
  - Reporting to the **Director of Occupational Health and Safety**
- Quality Improvement and Patient Safety Department
  - Reporting to the **Senior Director, Professional Practice, Quality And Patient Safety** and the **Manger of Quality Improvement**

## Projects

### 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 staffs 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

CB58 Review Test Taken Birth Date: 01 Jan 20, Age: 1

Test Group	Test Code & Description		
COVID VACCINE	B	COVID Pfizer Vaccine #2	
Taken	Numeric Result	Text Result	In a word
08/01/2021			Complete
Notes			
Lot#			

Figure 2. Parklane Interface

### 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

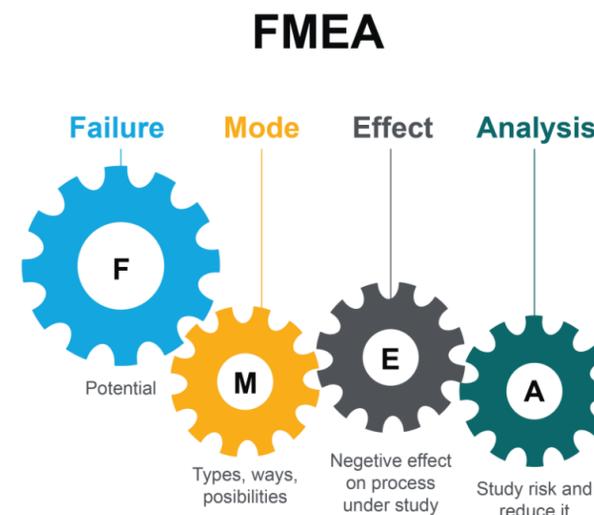


Figure 3. FMEA process

## Significance

### 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