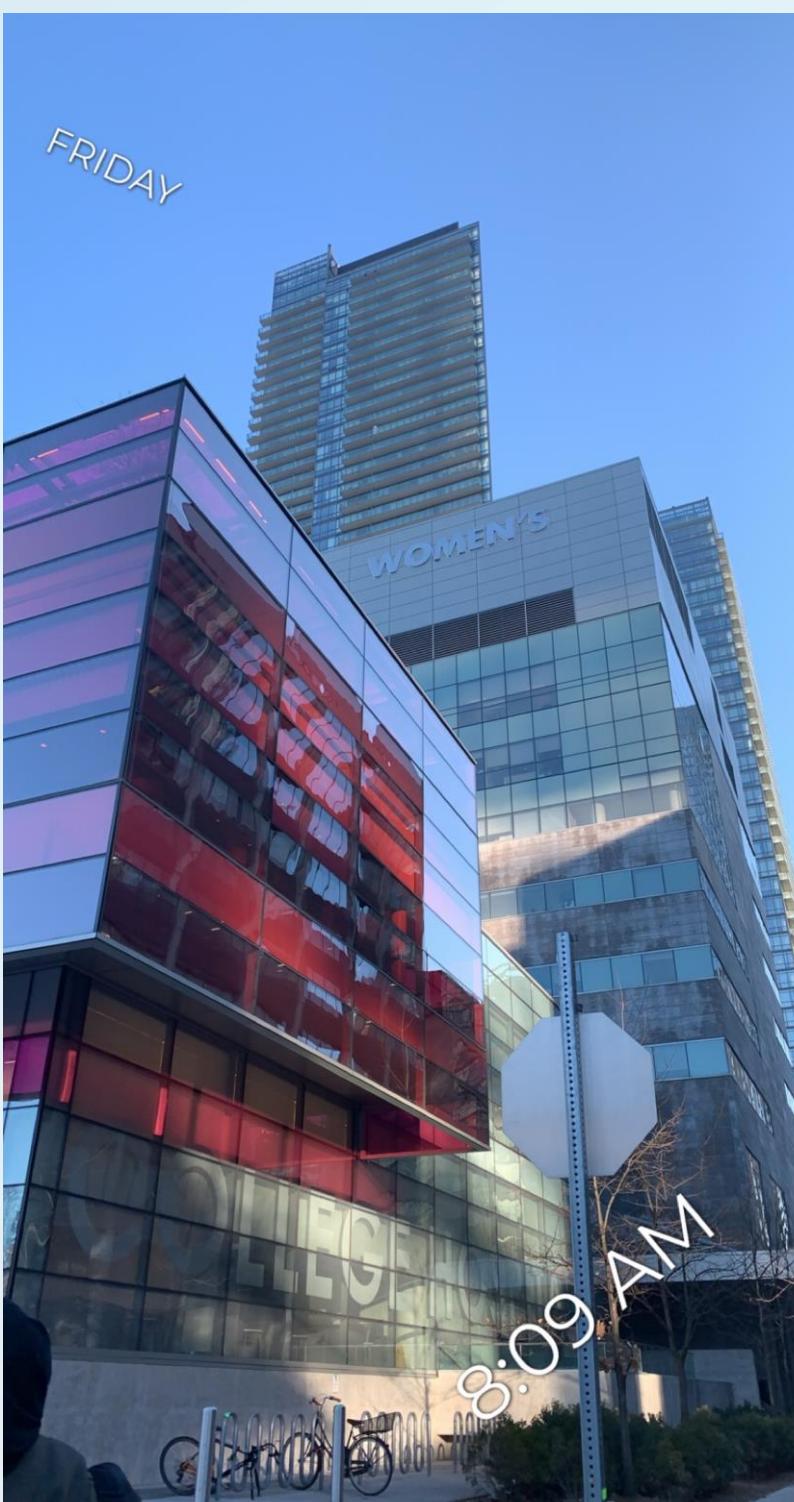


HOST ORGANIZATION



- Women's College Hospital's goal is to leverage the power of technology to connect the people and systems and bring to virtual care into the mainstream.
- They aim to revolutionize healthcare for the 21st century by creating a modern healthcare system that meets the unique needs of today's population.
- WCH launched Women's Virtual in 2019, making it Canada's first virtual hospital.

MY ROLE AT WCH



- I worked in the IM/IT department with the Clinical Applications Team as an IM/IT Practicum Student.
- I had the pleasure to work with most of the team members through various projects.
- Projects included: User Acceptance Testing, Patient Portal Support, Testing before Go-live, Maintenance, and Creating a Support Model & a Policy Document.

OVERVIEW OF MY PROJECTS

Projects/Tasks	Brief Description
E-faxing Operational Support	Created a support model to help end-users understand the different levels of support provided for e-faxing issues and a professional document to help end-users understand the model in-depth.
SuperUser Testing	Scheduled testing sessions with Superusers to provide them instructions on Epic's new components/functions and have them perform their workflows in the test environment to detect any issues before Go-live.
My HealthRecord	Responded to patient emails and voicemails by helping patients access myHR and troubleshoot any problems they might be experiencing.
Upgrade Testing	Tested all the assigned workflows in the EPIC testing environment
BCA Downtime	Ensured that all Downtime BCA PC'S applications were running successfully in all the departments.
Physician Authorizations	Updated authorizations for Doctors and Nurses in excel.

THE IMPACT OF MY PROJECTS ON THE ORGANIZATION

- The projects I worked on helped the team to provide a better clinical and patient experience.
- Through Superuser Testing, end-user experience with recent EPIC updates was prioritized, as it was crucial to ensure that the changes would not disrupt provider workflows after Epic Go-Live.
- Likewise, troubleshooting patients' my HealthRecord issues improved their patient portal experience, thus supporting the organization's goal to provide patient-centred care.

MY EXPERIENCE



- My practicum experience as an IM/IT student at Women's College Hospital has been the most rewarding and fruitful experiences I have had during my time as a student at York University.
- I see a significant difference in me now as compared to before the practicum. This experience has made me grow academically, professionally, and personally.
- All my projects/tasks helped me achieve the learning goals that I set for this practicum. Also, there is a lot more clarity in my future goals and career interests.

Advice for Future Students

- I would encourage all future students to take this course as it allows students to experience the real world with relative ease of lowered expectations, create networks, and refine specialized and transferable skills.
- The practicum allows for feedback from managers and supervisors, which offers a unique learning opportunity that you may not have again as a working adult.
- Lastly, ask questions, observe, and take initiatives to get the most out of your practicum experience.