

## WOMEN'S COLLEGE HOSPITAL

Women's College Hospital (WCH) is an ambulatory care facility located in downtown Toronto (Figure 1).

**Vision:** Revolutionize health care for all.

**Mission:** Apply innovative care, research, policy, education, and system solutions to transform and improve health care.



**Figure 1:** Women's College Hospital building.

## PRACTICUM ROLE

**Title:** Health Informatics Practicum Student

**Department:** Information Management / Information Technology (IM/IT)

**Role:** Coordinated and worked with the practicum supervisors, application analysts, managers, and students to achieve various deliverables related to Epic. Most of the work was done in the IM/IT room (Figure 2).

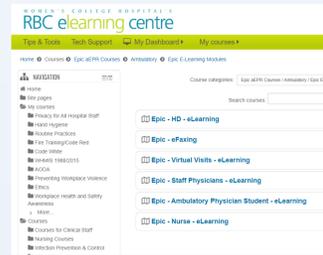
**Figure 2:** At my work desk in IM/IT.



**Reported To:** Sent weekly status report to my supervisor and reported to the appropriate IM/IT analyst and manager depending on the task.

## SIGNIFICANT PROJECTS

### Epic Training Modules



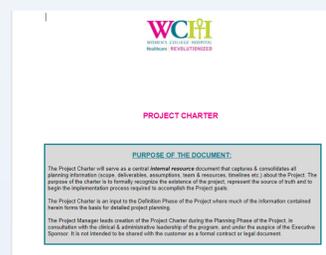
**Figure 3:** Completed training modules to obtain knowledge about Epic.

### MyHealthRecord Support



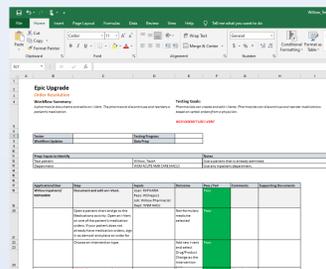
**Figure 4:** Provided technical support to patients by email and phone.

### Telehealth Visit Type Modes Project



**Figure 5:** Developed and presented project charter (project plan development).

### Epic Upgrade Tasks



**Figure 6:** Formatted and validated Epic Willow (pharmacy) test scripts.



**Figure 7:** Reported BCA downtime kits within departments prior to Epic upgrade.



**Figure 8:** Suggested communication strategies to promote the Epic upgrade.

### Provider ID Validation

PROVIDER ID	Group Name
SAME	Women's College FHO
SAME	Women's College FHO
SAME	Women's College FHO
W	Women's College FHO
SAME	Women's College FHO
SAME	Women's College FHO
W	Women's College FHO
SAME	Women's College FHO
SAME	Women's College FHO

**Figure 9:** Ensured Provider ID was accurately documented.

### Academic Knowledge Transfer (Figures 3 to 9):

- *HLST 4900* – Project charter/management.
- *HLST 4000* – Privacy and regulation standards.
- *HLST 4310* – Improving user interface design and implementation process.

## IMPORTANCE OF MY WORK

**To WCH and It's Mission:**

- Resulted in effective and efficient workflow.
- Improved accuracy, accessibility, and reduced errors.
- Provided system solutions to Epic users.
- Maintained confidentiality and privacy.



**Figure 10:** IM/IT hallway with Women's sign.

**To the Community:** Reduced patient wait times and facilitated their access to the patient portal through myHealthRecord support.

## REFLECTION

Enhanced my communication skills through presentations, projects, and patient interactions, which can be utilized in future career opportunities.

Epic and workflow knowledge can be transferrable within the health care field.

Obtained project management skills, teamwork experience, and leadership qualities, which are very valuable to have to achieve effective and efficient deliverables.

## WORDS OF ADVICE

**To My Former Self Prior to the Placement and Future Students:** WCH is the best place to learn about Epic and the workflow processes. My advice is to make the best out of this placement and gain maximum learning experience during the short period of time!