

## Humber River Hospital

Humber River Hospital is North America's 1st digital hospital that provides major acute care in Toronto, Ontario

### Mission, Vision, Values

Strives to deliver innovative, safe and compassionate health care in the community

HRH offers various virtual care services and have been engaged in virtual care projects



Image 1: Visiting the Command Centre

## My Role at HRH

At Humber River Hospital, I worked as a Policy Analyst, and was supervised by the Senior Director of Clinical Innovation & Transformation

### My role at HRH was to:

- Ascertain the community's digital health & literacy by assessing population's capacity to engage with a digital hospital
- Build a foundation that focuses on reducing digital health inequities in access to virtual care
- Develop a comprehensive understanding of digital health equity and how it can influence operations or processes at HRH



Image 2: Conducting one on one interviews

## Digital Health Equity & Literacy Assessment

### Research

- Conducted research on Digital Health Equity & Literacy through Literature Reviews
- Utilized Ontario Community Health Profiles Partnership data set to develop 3D Maps on Toronto demographical data.

### Outreach

- Organized a Stakeholder Analysis Matrix to identify those involved
- Developed newsletter content to connect with the community
- Developed outreach emails for the public, health care workers, and partners
- Connected with City of Toronto and their partners on the new broadband infrastructure program

### Survey

- Designed a survey for our partners: the faith community using Survey Monkey
- Developed survey for the public and health care workers
- Analyzed and transcribed survey and interview data

### Focus Group

- Planned a focus group with the public and health care workers
- Facilitated one on one interviews with health care workers to understand their clinical experiences with digital access and literacy

## Courses related to my work

### HLST 4200

- Designing focus group discussions and surveys
- Analyzing surveys and one on one discussions (Qualitative analysis)

### HLST 3260, 3400

- Developing stakeholders report
- Improvement and patient safety
- Bring about improvement in delivery and outcome of virtual care

### HLST 2010

- Utilizing a Social determinants of health lens (Digital determinants of health)
- Inclusion, Accessibility, and Diversity

### HLST 4330, 4210

- Health care leadership styles
- Decision making and policy implementation
- Delivering evidence-based presentations on literature reviews

## Importance of my work

- Supported HRH's values and goals in delivery innovative, equitable, and accessible care by designing recommendations and a digital health equity roadmap for future integration and implementation
- Further embedding the importance of digital health equity in health care clinical practices by successfully starting the digital health equity initiative



Image 3: 3D Mapping



Image 4: Daily tasks

## Personal Reflection

- Completed a final report on summary findings, research, and recommended next steps for the quality improvement and service delivery initiative
- As my first hospital experience, I got a chance to be exposed to health care processes and was able to shadow management and attend executive meetings
- Learned how to effectively communicate and collaborate my ideas to stakeholders and the Senior Director
- Develop valuable networks with executives and members through delivery presentations and conducting informational interviews

## Advice to Former Self & Future Students

**Note to self:** Keep asking questions and be confident in collaborating your ideas, the more you communicate and express yourself the more clarity you will gain

**Note to future students:** Take each and every opportunity you come across, even if it does not relate to the project you're working on in your practicum. Don't be afraid to dig deeper to find what best suits you and your interests. Reflect on what you learned each week, it's all a learning process so don't be afraid.