Host Organization

Humber River Hospital (HRH) is North America’s first digital hospital serving a large community of more than 850,000 people.

Mission:
Deliver innovative, safe and compassionate health care to the community

In 2018, HRH was awarded the highest rating in Accreditation Canada’s Qmentum Program.

Role

I worked with the Senior Director of Professional Practice, Quality and Safety and 3 practicum students to:

- Assess current rate of staff compliance against ROPs from Accreditation Canada
- Ensure accreditation preparation is up-to-date and assess long-term competency
- Prepare HRH for accreditors visit in October 2023

Overview of Projects

Preparing for Accreditation: ROP Audit Program

<table>
<thead>
<tr>
<th>Structure</th>
<th>Process</th>
<th>Outcome</th>
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<tr>
<td>Refined 2018 tracer questions to ensure they align with Required Organizational Practices (ROP) in the Accreditation Canada program</td>
<td>Conducted surveys on clinical staff level to test compliance</td>
<td>Presented findings to stakeholders (CEO, VP, Clinical Practice Leaders) in a compiled report</td>
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Quality Improvement: Surveys

- Conducted A pRoject Ethics Community Consensus Initiative (ARECCI) screening tool to determine level of ethical risk of survey
- Surveyed patients and nurses to determine areas for quality improvement in care
- Transcribed and inputted data onto iHumber to lead HRH’s future quality improvement initiatives

Importance

To the Organization and Its Mission:
- Stakeholders have the most up-to-date reports of current staff compliance to ROPs
- Continued competence, accountability, quality practice and deliver of safe, patient-centered care with considerations to HRH’s Quality Improvement Plan (QIP)
- Maintenance of an exemplary standing and high reliability hospital status from Accreditation Canada

To the Community:
- Improve safety, quality and outcomes for patients
- Decrease risk

Personal Reflection

- Enhanced my communication skills and confidence in a professional environment by attending meetings, presenting to stakeholders and conducting surveys on patients and staff
- Reflected on my personal leadership style and interviewed leaders to understand different positions in the hospital
- Obtained teamwork experience, leadership knowledge and communication skills to support future career success

Advice for Future Students

If you have the opportunity to take this course, I would highly recommend it. This practicum gave me a better insight into the working world and the health care field while allowing me to build on my skills.