

### 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.



Figure 1: Humber River Hospital



### 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



Figure 2: Practicum students with supervisor

### Overview of Projects

#### Preparing for Accreditation: ROP Audit Program

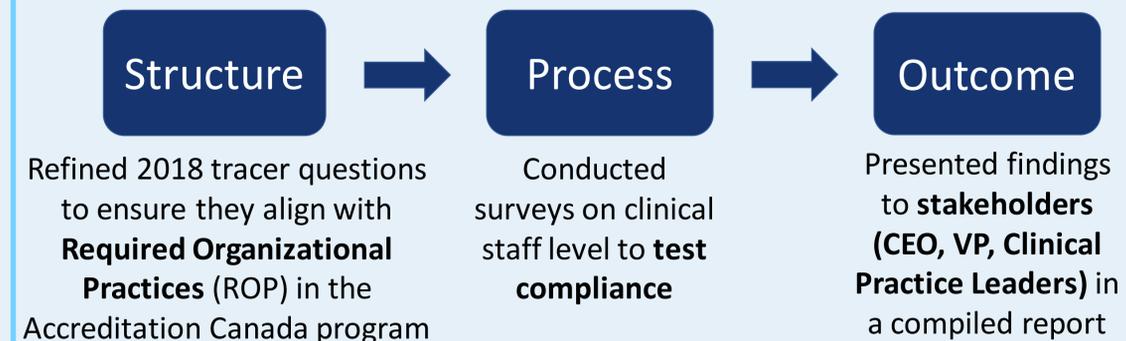


Figure 3: The Donabedian Model for quality of care

#### Output – Program Level Two Patient Identifiers (Medicine Program)

Month	22-Jan	22-Feb	22-Mar
Participants (n=)		25	15
% Compliance		28%	47%
80% met or more	N/A	7	7
50-79% met		9	3
Less than 50% met		9	5

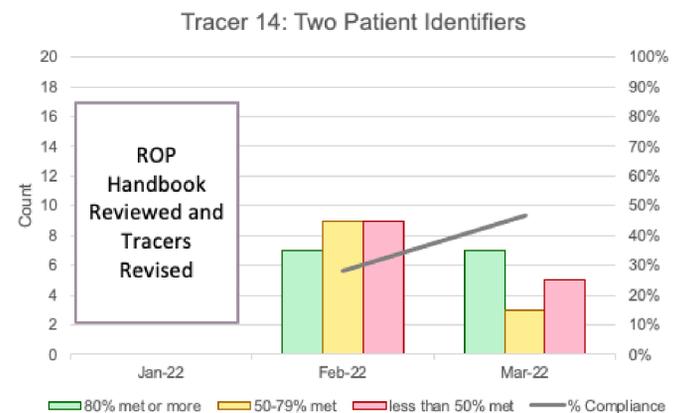


Figure 4: Output data of compliance rate at Program Level

#### 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



Figure 5: Inputting data on computer

### 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.