

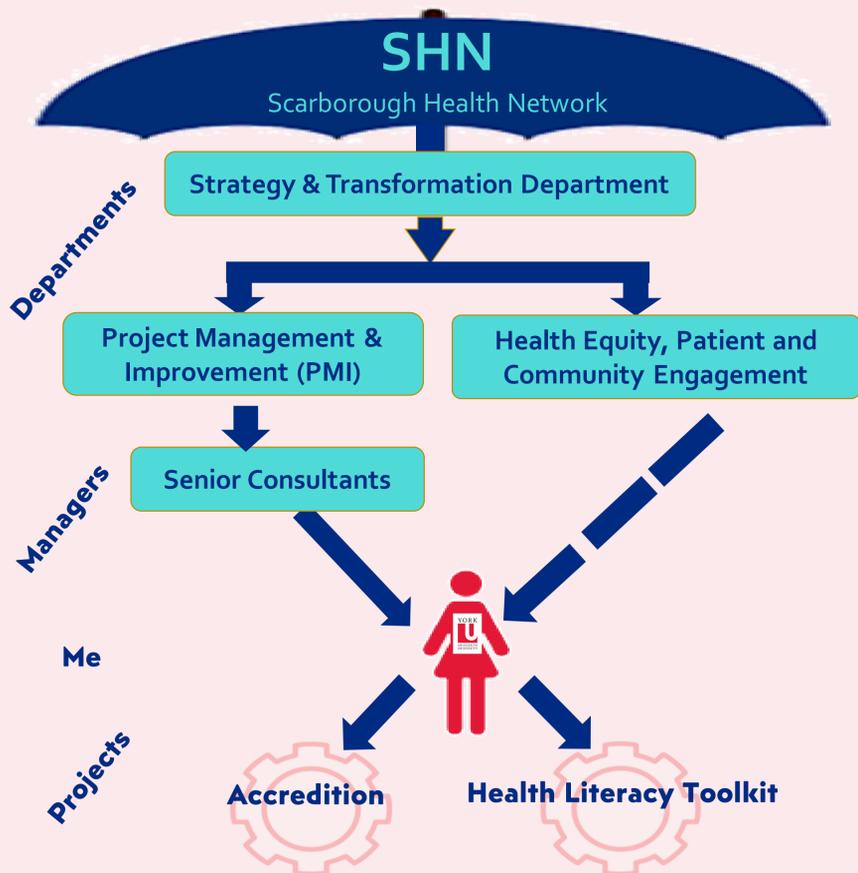
### Host Organization

Scarborough Health Network (SHN) is situated in one Toronto's most diverse communities

SHN is a group of three hospitals, Scarborough General, Centenary, and Birchmount, and eight satellite sites.

SHN is creating a healthier tomorrow by increasing services, improving health equity, and strengthening relationships with community partners, government, and the people of Scarborough

### My Role at SHN



### Overview of Projects and Tasks

Project	Details	Impact
W T e a e s k k l s y	<ul style="list-style-type: none"> <li>Updated clinic locations, dates and hours for the TPH Meta Calendar to ensure seamless access to vaccination information for community members</li> <li>Pulled and entered vaccine data for individuals 5-11 who are living in Scarborough to support Toronto Public Health's (TPH) vaccine uptake initiative</li> <li>IPAC Surveillance data entry: updated outbreak status and number of hospital acquired infections for units</li> </ul>	<ul style="list-style-type: none"> <li>Meta Calendar entry allowed for community members to easily access clinic location and times on google to increase vaccine uptake</li> <li>Vaccine data extraction and entry identified neighbourhoods in need of vaccines and where to set up clinics</li> </ul>
A c c r e d i t a t i o n	<p>Assisted in the refresh and assembly of huddle boards located in the clinical, diagnostic and pharmacological units across hospital campuses. This involved:</p> <ul style="list-style-type: none"> <li>Inclusion of new graphics and pick charts</li> <li>Updated and included additional patient quality &amp; safety categories</li> <li>Changed font size and layout schemes to better engage</li> <li>Distribution of the C.A.R.E.S. Huddle Implementation Survey to clinicians</li> </ul>	<ul style="list-style-type: none"> <li>To support SHN to reach stage 2 of Accreditation</li> <li>To encourage clinicians to participate more in patient quality &amp; safety, like inpatient fall risk and medication reconciliation</li> <li>To empower clinicians to take accountability in patient safety and identify opportunities for improvement</li> </ul>
L h i e t a e l r t a h c y	<p>Assisted the Health Equity department on the SHN strategy plan for improving health literacy by developing a quick guide and resource for clinicians on patient-centred communication. Each module focused on a different aspect of health literacy, covering definitions, importance of its use in improving health outcomes, the tools required to engage in it, examples and helpful tips.</p> <p>Modules Created</p> <ol style="list-style-type: none"> <li>1. Teach Back</li> <li>2. Plain language</li> <li>3. Learning Styles</li> <li>4. Enhancing Health Literacy</li> </ol>	<ul style="list-style-type: none"> <li>To help improve healthcare comprehension and accommodate community needs</li> <li>To help patients to participate in their care and manage illnesses</li> <li>To help focus on the diverse needs of Scarborough and eliminate barriers to health information and services</li> <li>To reduce medication errors and patient confusion, while improving health outcomes in clinical settings</li> </ul>

### Accomplishments

- Developed technical and data analytic skills in Microsoft applications such as excel
- Learned how to communicate with and liaise between non-clinical and clinical staff
- Applied knowledge in health policy and equity challenges to create a toolkit for providers to effectively communicate medical information to patients
- Interviewed for and accepted a job at the Scarborough Ontario Health Team



### The Impact SHN Had On Me



Credit: MRI Centenary Hospital SHN

- Boosted my knowledge of communication strategies and learning styles that can be applied to future organizations
- Inspired a new interest in patient quality and safety which I would like to explore in future policy opportunities
- Gave me first-hand experience participating in and seeing the non-clinical aspect of health care
- Developed my interest in branching out of project management to work on health equity
- Aided my discovery of my passion for patient and community engagement
- Created an opportunity to form relationships with team members that shared similar passions and who gave me post-practicum guidance

### Message to Future Students

- Don't be afraid to reach out to other departments to achieve learning goals
- Networking is key: set up meetings with everyone on your team to introduce yourself and your interests
- Sometimes things don't work out as planned, they work out better

