My Experience at Scarborough Health Network (SHN)
Improving Health Equity for Scarborough

Justine Manna  BHS Honours Health Policy  School of Health Policy and Management

Overview of Projects and Tasks

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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

- 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.

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.

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

- Strategy & Transformation Department
- Project Management & Improvement (PMI)
- Health Equity, Patient and Community Engagement
- Senior Consultants

Credit: MRI Centenary Hospital SHN

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