Host Organization

• Humber River Hospital’s (HRH) mission is to deliver **innovative, compassionate** and safe healthcare to build a healthier community

• A fully digital hospital they believe in **compassionate, professional** and respectful service

My Organizational Role

• Reported to the **Senior Director of Professional Practice, Risk Management, Quality and Patient Safety**

• Worked with the **Manager of Quality and Patient Safety**, the **Quality Improvement Specialist**, the **Patient Experience Coordinator**, a Masters student from Ryerson and 3 more York students to develop and launch a **Pilot ROP Audit Program** and act as auditors to test it

Project Overview: Accreditation

• Major project to build a **Pilot ROP Audit Program**

• ROPs are **Required Organizational Practices**

• In 2018, HRH was awarded the highest honour in Accreditation Canada’s Qmentum program for accomplishing 100% of the ROPs.

• Audit program was launched to assess current state of compliance held by HRH staff against 2021 ROPS

• The Audit Program was built by:
  I. Using **Donabedian model** to figure out the **outcome** of the program and develop the **process** and **structure** to achieve it

  II. Revising and updating 2018 tracers (audit sheets) to 2021 ROP standards

• Using revised tracers to survey nurses throughout HRH and test compliance

• Presenting key findings to all stakeholders including the **CEO, VP and other board members**

• Handing over finalized Audit program and collected data for future HRH use.

Organizational Impact

• Audit program will allow for **continued competence, accountability and improvement** in quality and safety of care, meeting their outlined **mission statement**

• Program will provide measurement tool to track ROP compliance allowing for **Accreditation standards** to be surpassed in 2023 and beyond

Reflection

• One of the most enjoyable HLST courses

• Practical application of knowledge gained through HLST courses

• Developed my professional presentation and networking skills which will be invaluable in future endeavours

For Students of the Future

• Be open to any opportunity that comes your way

• Believe in yourself because you know a lot more than you think you do.

• Be sure to have fun!