

Project Overview: Accreditation

Host Organization

- Humber River Hospital's (HRH) mission is to deliver **innovative, compassionate and safe health care** to build a **healthier community**
- A fully digital hospital they believe in **compassionate, professional and respectful** service

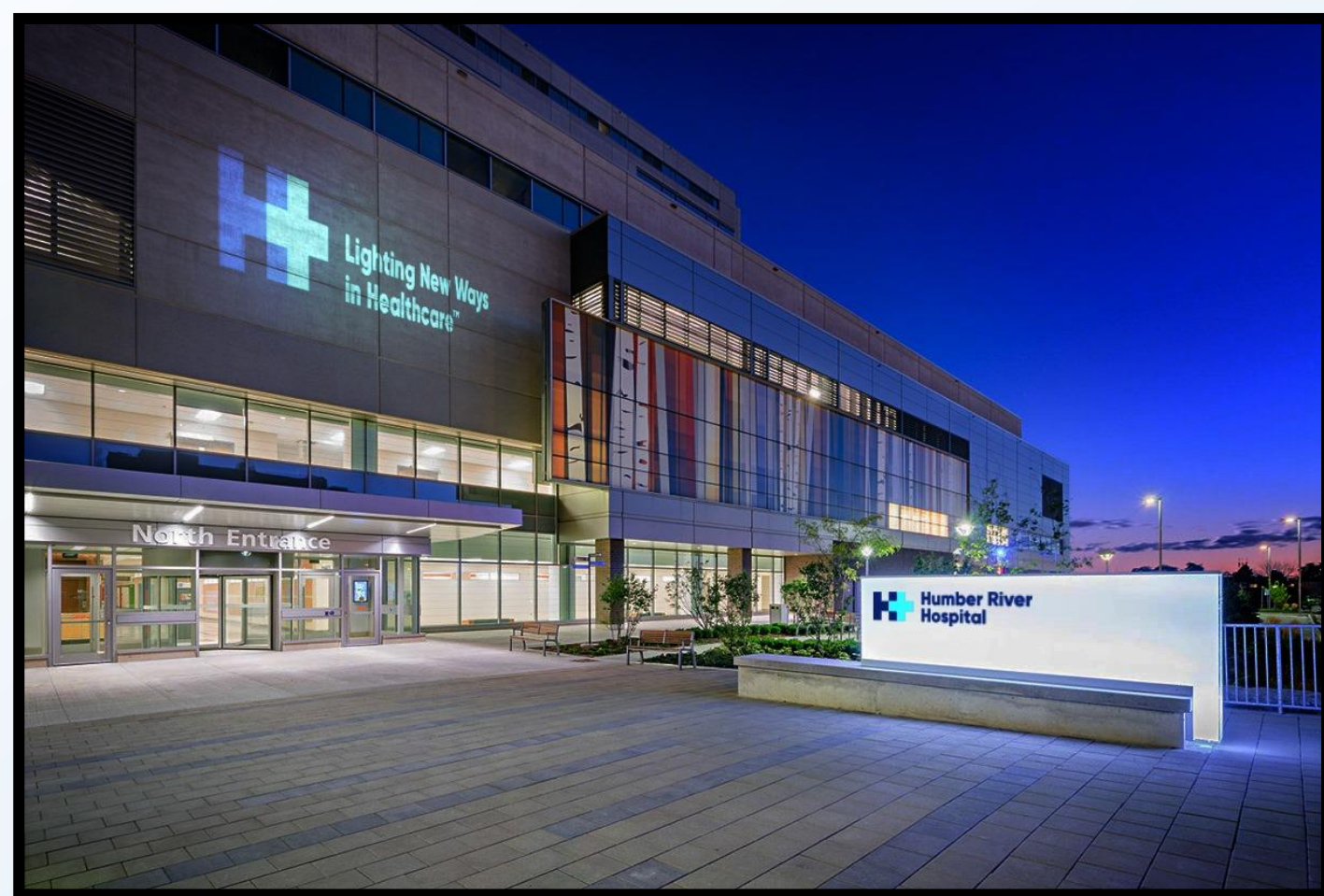


Image 1. Humber River Hospital

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

- 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**;
 - Using **Donabedian model** to figure out the **outcome** of the program and develop the **process** and **structure** to achieve it
 - 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.

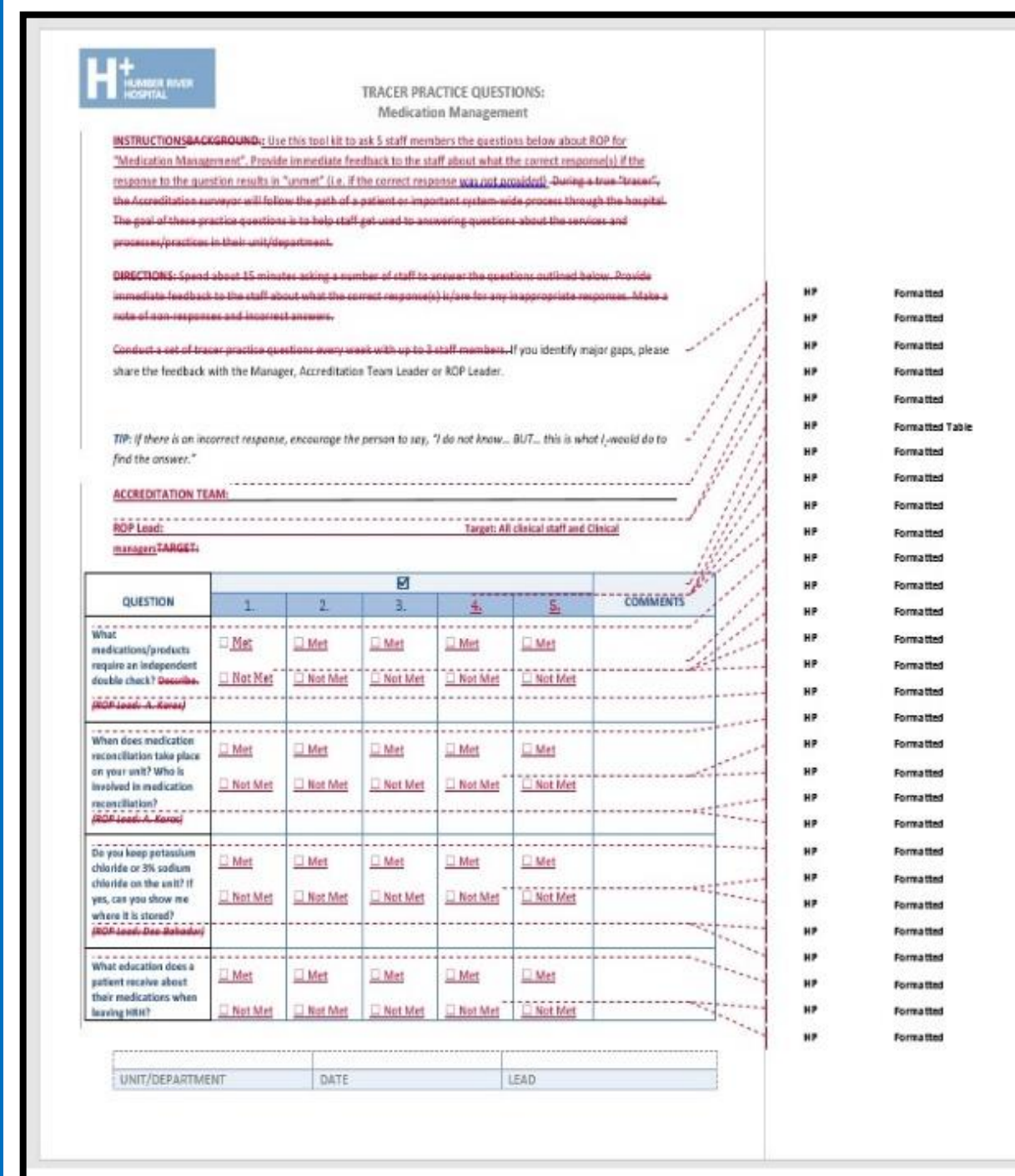


Image 2. ROP tracer in process of being edited

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!



Image 3. The Audit Team

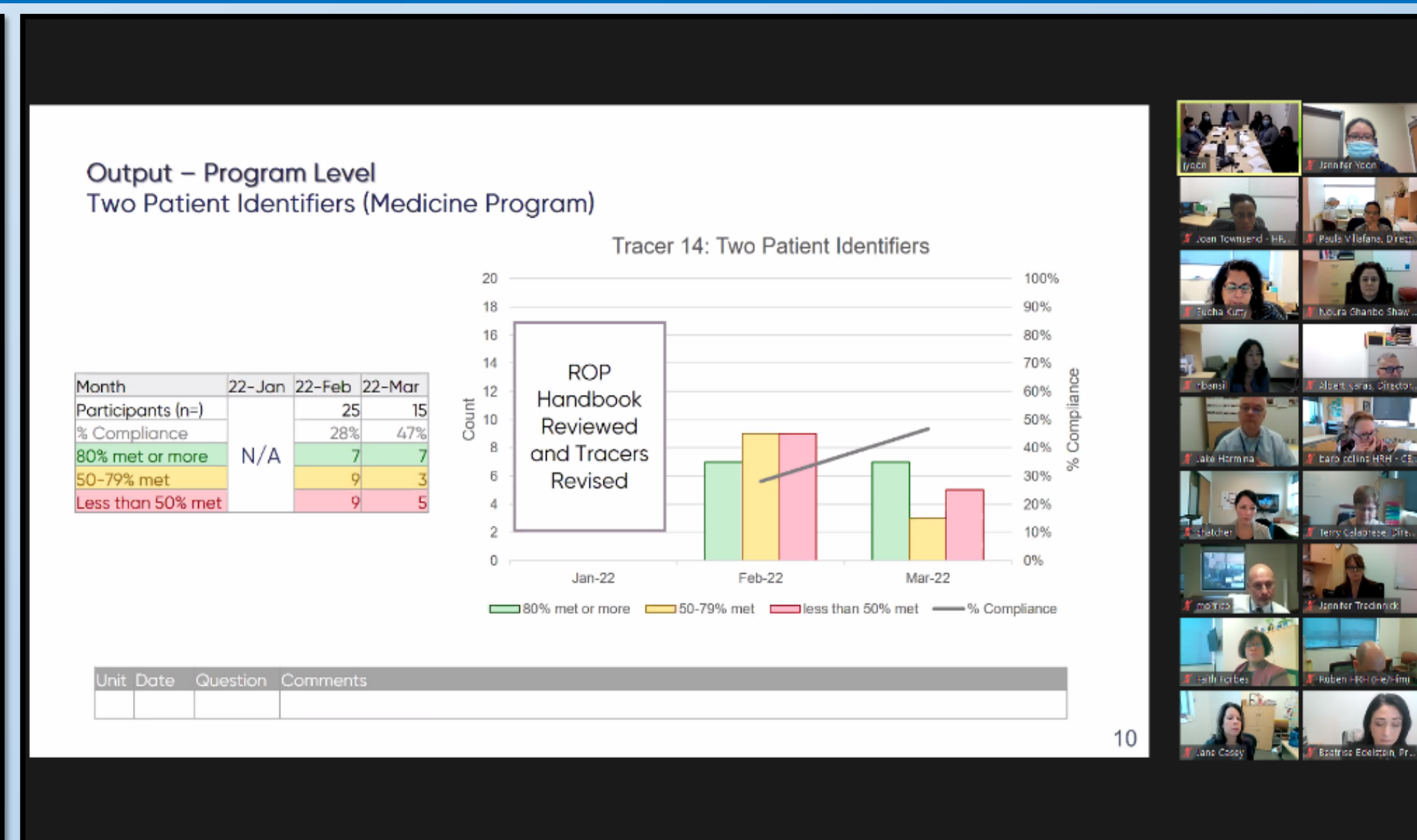


Image 4. Screenshot of presentation to the board of directors