PRACTICUM PLACEMENT AT SCARBOROUGH HEALTH NETWORK
Department of Strategy and Transformation
Rebeca Jeyakanthan | BHS Honours Health Management | School of Health Policy and Management

HOST ORGANIZATION
Scarborough Health Network is comprised of three hospitals and eight satellite sites. The values are to be compassionate, inclusive, courageous, and innovative. SHN’s Vision: Canada’s leading community teaching health network transforming your health experience.

SHN’s Strategic Directions:
• Build our Culture to Empower and Inspire our People
• Improve Population Health, Health Equity, and System Integration
• Transform the Patient Experience Through Innovation, Education and Research
• Set a New Standard for Exceptional Quality and Patient Safety

MY ROLE AT SHN
My role at SHN was to support the area of Project Management & Improvement (PM&I) – in the Department of Strategy and Transformation (S&T).

The team fosters strategic thinking and best practices to drive transformation.

As a practicum student, I was responsible for supporting various roles in the department including PM&I consultants, and the other areas of S&T; Health Equity, Patient & Community Engagement and Strategy Planning.

OVERVIEW OF MY PROJECTS

<table>
<thead>
<tr>
<th>Project/Tasks</th>
<th>Description of Deliverables</th>
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<tbody>
<tr>
<td>Project Charter for Covid Treatment Clinic</td>
<td>Attended various meetings to discuss the project and used the information discussed to outline project goals and deliverables and associated assumptions and constraints.</td>
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<td>Huddle Boards Refresh</td>
<td>Collaborated with team members and interacted with various departments to refresh existing Huddle Boards across the three sites.</td>
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<td>Business case for proposed Indigenous Patient Navigator (IPN)</td>
<td>Conducted an environmental scan for hospitals in Ontario with an IPN and reviewed literature for best practices. Worked with a team to communicate options analysis, risks, and competing priorities.</td>
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<td>Surveys for expression of interest of Ocean’s eReferral System</td>
<td>Use of MS Forms in conjunction with MS Excel to organize and communicate weekly reports of responses from Primary Care Providers and Specialists across Scarborough.</td>
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<td>Support Project Management of the IBD Clinic</td>
<td>Attend weekly touch-point meetings to evaluate goal progression and identify Action Items for the Workplan.</td>
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<td>Surgical Safety Checklist Audits for Minor and Major Procedures</td>
<td>Create weekly report of SSCL Entries to ensure services at all sites are prioritizing the safety of patients according to the guidelines.</td>
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<td>Literature search for Clinical Information System</td>
<td>Helped perform a literature search to set up a clinical information system team by considering best practices regarding governance, model, roles, etc.</td>
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SIGNIFICANCE OF MY WORK
• Helped PM&I with projects placed on hold due to restructuring
• The projects I supported will impact the quality and accessibility of care for the community of Scarborough

MY EXPERIENCE AND REFLECTION
• Unique experience due to access of multiple sites and numerous departments
• S&T department gave insight on the behind the scenes work necessary for all clinical and non-clinical project improvement and planning
• Individuals at SHN are committed to team building and collaboration

ADVICE FOR FUTURE STUDENTS
• Balance your time when committed to multiple projects
• Communicate your availability and capacity to demonstrate interest and initiative
• Be an active learner; ask questions and become confident in your acquired skills