

Host Organization

- **Trillium Health Partners (THP)**
- Location; Mississauga
- **Top-performing** hospital with an excellent record for patient care, fiscal responsibility, and the **highest** patient volume in the province
- Encompasses 3 main sites;
 - Credit Valley Hospital
 - Mississauga Hospital
 - Queensway Health Centre



Figure 1: THP Mississauga Hospital

My Role

- Directly worked with the **Director of Patient Experience**
- Collaborated with the **project team** responsible for implementing VOYCE, a new language interpretation service for THP.
- Conducted a mock tracer and collaborated with the **SVP of Patient Care Services**, the **Senior Analyst in Quality Improvement**, and a **Practice Consultant** to prepare for accreditation (June 2023)
- Enhance the overall patient experience and drive positive change across THP.



Figure 2: Attending Meetings

Projects

- Conducted mock tracers on clinical surgery department staff
 - Assessing compliance with the **Required Organizational Practices (ROP)**
 - Wrote out a summarizing report of the results including department strengths, weaknesses and feedback for improvement



Figure 3: Completing Mock Tracer



- Created a Survey to measure staff satisfaction with the new virtual Language interpretation Service (VOYCE)

- Collected, Analyzed, summarized and presented the results to all **200 THP leaders**.

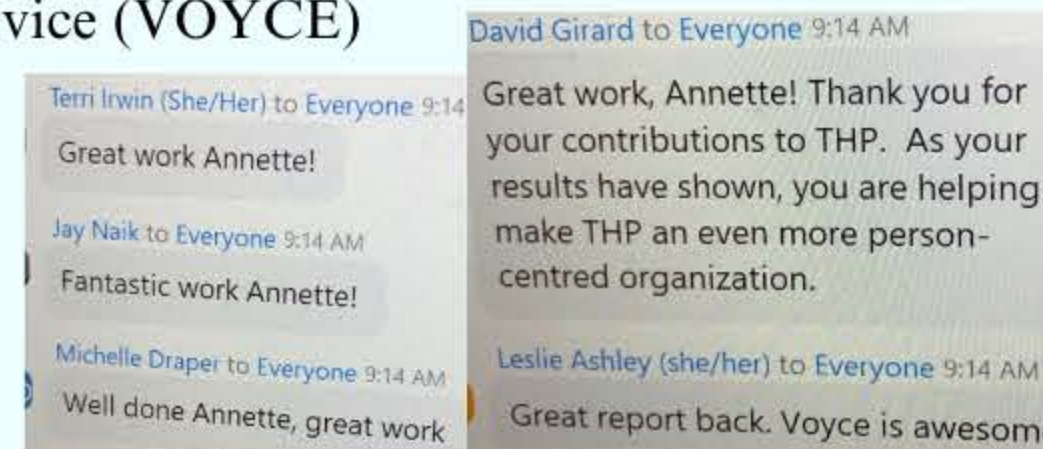


Figure 4: Zoom Presentation Comments

- Advanced THP's social media presence
 - Generated informational social media copy announcing the implementation of Voyce.
- Created a draft policy on Language interpretation Services for THP
 - Conducted environmental scans of other hospitals to gather insights into their language interpretation service policy.



Figure 5: Deploying Voyce iPads

Significance

- Ensuring staff competency and confidence in ROPS and priority processes to maintain THP's outstanding performance and prepare for accreditation.
- Assisting THP in identifying and addressing areas for improvement for new language interpretation service Voyce to enhance the overall patient experience.
- Helped raise awareness among the public audience, patients, and the community, about THP's commitment to providing equitable inclusive care.
- The policy fosters equity, establishes guidelines and procedures for providing language interpretation services, and improve patient quality of care.

Concluding Words

Personal Reflection

- Acquired technical proficiency in data analysis, research, and technical writing, thereby developing my expertise.
- Enriched my transferable skills in networking, leadership, and critical thinking.
- Enhanced my overall skillset to support future career success.

Advice for Future Students

- Be open to the opportunity!
- This is a chance for you to learn and develop your skills. Be receptive to feedback, take initiative, and step out of your comfort zone.



Figure 6: Me at the Main Entrance