

# MY PRACTICUM AT WOMEN'S COLLEGE HOSPITAL

## The Role of Informatics in Improving Healthcare Outcomes

Lecia Thomas, B.H.S., Spec. Honours. Health Informatics



### HOST ORGANIZATION



Figure 1: Women College Hospital

#### Women's College Hospital is:

- An academic and ambulatory care hospital
- A global leader in women's health, health equity, and health system solutions; advocates for health equity;
- Women College Hospital's mission is to "transform healthcare and co-create the best health possible through innovative care, research, policy, education and system solutions."

### ROLE

- I was an IM/IT practicum student working with the clinical application team.
- Collaborated with and supported the clinical application team through timely projects to foster the delivery of exceptional care.
- Demonstrated strong knowledge of various workflows in EPIC.
- Supported system testing.



Figure 2: Lecia in front of the WCH Floor Museum

### PROJECTS/ OVERVIEW

#### SUPERUSER USABILITY TESTING

- Scheduled testing sessions with superusers to provide information on EPIC's new features.
- Conducted test script and ensured each task ran successfully in the test environment before going live.
- Documented test script processes and results performed with the user and provided a summarized report to the clinical apps supervisor.

#### DOWNTIME PREPAREDNESS PROJECT

- Downtime is a disruptive process and impacts patient care.
- We are engaged in weekly meetings to strategically plan and provide updates.
- Reviewed downtime procedures and identified gaps in the downtime process.
- I shadowed the team during rounds as they performed testing on downtime computers and delivered downtime kits.
- I assisted with updating the intranet.
- I created a tip sheet to educate staff on downtime procedures for the AACU/ SAC.

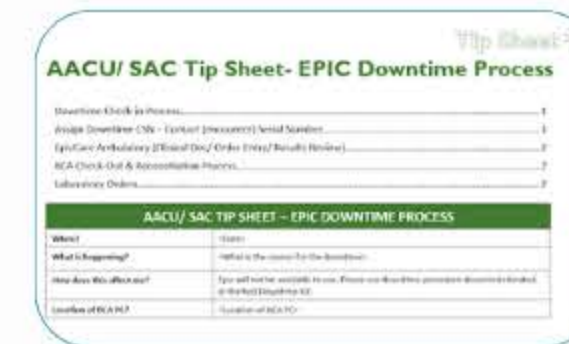


Figure 3: AAC/SAC Tip Sheet

#### EPIC TRAINING

- Learn the use of EPIC (EMR) through e-modules and classroom training.
- Shadowed and assisted train team with getting residents up to speed on how to run EPIC efficiently and effectively.
- Created EPIC Tips Sheet with a step-by-step scenario on how to add OHIP coverage in the workflow.
- I taught two classes: one under the supervision of the training team supervisor and one independently.
- I completed with WCH Credentialed Trainer title for Registration and Scheduling of EPIC workflow.



Figure 4: Tip sheet for terminating/adding OHIP coverage

### MY IMPACT ON THE ORGANIZATION

- Supporting super user testing helped IM/IT resolve issues that could disrupt the workflow, allowing end-users/clinicians to prioritize care.
- Developing tipsheets for clinicians' workflow and downtime procedures will allow end users to access information quickly to reference when information has been forgotten.
- Supporting the downtime procedure project and identifying gaps will help facilitate WCH's preparedness if downtime occurs.



Figure 5: Lecia working in the training room

### MY PERSONAL REFLECTION

#### The placement at WCH allowed me to:

- See some behind-the-scenes work needed to improve the quality of care, patient outcomes, and patient safety.
- My placement solidified my interest in health informatics.
- It also allowed me to conduct informational interviews with others within the organization and build meaningful connections.
- Develop my specialized skills and enhance my soft skills, preparing me for the next step of my professional journey.
- Overall I had an EPIC experience!

### MESSAGE TO FUTURE STUDENTS

- Do not be afraid to ask questions- that's how you will learn
- You will make mistakes- reflect and learn from them
- Get involved- look at the events taking place within the organization and seek opportunities to volunteer
- Be flexible, and remember to have fun!