Plan and implement long-term and short-term strategic directions
Ultimate goals include improving patient care, employee satisfaction,
Completing qualitative and quantitative analysis of raw data
Conducting environmental scans

Strategy and Planning
Health Equity, Patient and Community Engagement
Project Management and Improvement

As a practicum student, my responsibilities included:
- Oncology services
- Rehabilitation
- Specialty paediatrics
- Diagnostic
- Mental health services
- Specialty paediatrics

Vision: Provide the very best care

Mission: To improve lives through exceptional care.

The team works together to...
- Plan and implement long-term and short-term strategic directions
- Ultimate goals include improving patient care, employee satisfaction, and overall flow of the organization

As a practicum student, my responsibilities included:
- Conducting environmental scans
- Completing qualitative and quantitative analysis of raw data

Working at SHN was a very valuable experience that...

(1) Exposed me to the real-world of healthcare
(2) Gave me opportunities to...
- Attend team meetings and large organizational events
- Communicate and collaborate with team members
- Take initiative when I wanted to voice my opinion
- Become confident, efficient, and manage stressful deadlines
- Take responsibility, be open-minded, and be an active learner as I take the next step into my career

Advice to Future Students
- Don’t be nervous; everyone is there to help you
- Take initiative; be willing to take on tasks
- Manage your time; make a plan to meet multiple deadlines
- Build connections; gain insightful advice from the team

Reflection
- Work on numerous projects
- Manage time
- Be open-minded
- Take initiative
- Be a valuable team member
- Manage stressful deadlines

SHN’s Strategic Plan (2018-2023)
- Focused on research and training to...
  - Provide the very best care
  - Train the future generation of health care professionals
  - Encourage a culture that honours ideas and creativity
- Vision: Become Canada’s leading community teaching health network by transforming the health experience of patients
- Mission: To improve lives through exceptional care.

Environmental scanning and qualitative analysis helps the department determine future planning and directions for the hospital
- Environmental scans were referenced by the team to plan work and understand key priorities of other organizations
- Qualitative analysis organized raw data into charts and spreadsheets which helped the team identify key themes and aspects
- This helped the team make valid and informed comparisons of shortcomings from past implementations

Projects and Initiatives

<table>
<thead>
<tr>
<th>Project</th>
<th>Deliverable</th>
<th>Key Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Planning</td>
<td>Environmental Scan</td>
<td>Collected and analyzed Strategic Plans of Ontario hospitals and International hospitals</td>
</tr>
<tr>
<td>Accessibility Planning</td>
<td>Environmental Scan</td>
<td>Collected and analyzed Accessibility Plans of Ontario hospitals and International hospitals</td>
</tr>
<tr>
<td>Accessibility Planning</td>
<td>Terms of Reference</td>
<td>Created a Terms of Reference regarding the formation of an Accessibility Committee and how to comply with the AODA legislation</td>
</tr>
<tr>
<td>Diversity and Inclusion Planning</td>
<td>Environmental Scan</td>
<td>Collected and analyzed Diversity and Inclusion Plans of Ontario hospitals and International hospitals</td>
</tr>
<tr>
<td>Morgue Process</td>
<td>Microsoft Excel Spreadsheet</td>
<td>Retrieved and organized fax numbers of funeral homes into a spreadsheet</td>
</tr>
<tr>
<td>Lean Basics eLearning</td>
<td>Bookmark</td>
<td>Designed and printed bookmarks to distribute and promote the eLearning modules to employees</td>
</tr>
<tr>
<td>Work Picture</td>
<td>Microsoft Excel Spreadsheet</td>
<td>Analyzed and organized all of the current projects of the department into one single spreadsheet</td>
</tr>
<tr>
<td>Employee Engagement Survey</td>
<td>Microsoft Excel Spreadsheet and PPT</td>
<td>Analyzed the survey results to organize the data into graphs and charts</td>
</tr>
<tr>
<td>Stroke Center of Excellence</td>
<td>Storyboard</td>
<td>Analyzed survey results of stroke patients that stated their patient experience</td>
</tr>
<tr>
<td>Enterprise Analytics</td>
<td>Shadowing</td>
<td>Shadowed analysts using decision support systems, business intelligence tools, and EHRs</td>
</tr>
<tr>
<td>COVID-19 Planning</td>
<td>Word Document</td>
<td>Searched information about how hospitals are implementing virtual/telehealth appointments</td>
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