Placement at Strategy and Transformation

Shaping The Future of Care

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Host Organization

- Scarborough Health Network is composed of a network of three hospitals and eight satellite sites
- SHN is home to North America's largest Nephrology program and the designated cardiac care and spine centre for Scarborough and neighbouring communities.
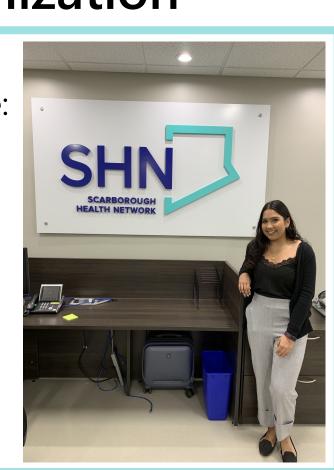
My Role in the Organization

My role as a practicum student was to support different people in the department such as the:
- Director;
- Vice President;
- Managers;
- Improvement Facilitators; and
- Workplace Diversity and Inclusion

Concepts used in Strategy and Transformation and Academic Courses
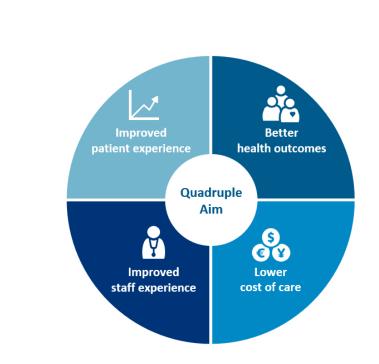
Lean Principles

LEADS Framework

3 Pillars of a Project

Quadruple Aim of Healthcare

Summary of My Projects

Project	Description and Relation to Academic Coursework
Environmental scan of Strategic Plans, Accessibility Plans, and Diversity and Inclusion Plans	- This project consisted of researching websites and summarizing the content into themes and presenting the important findings - Despite doing many presentations in my previous courses, I still improved my presentation skills by receiving constructive feedback - The development of the plans are built on the foundation of the **quadruple aim of healthcare** which I learned in my Healthcare Management (HLST 2030) course
Liaison to Funeral Homes about changes to the morgue process	- It was important to notify Funeral Homes of this standardization - Faxing is an outdated methods which slows down productivity so I suggested email as a more efficient and paperless option - Emailing promotes a **Lean** way of thinking through waste reduction - This is known as Business Process Improvement (**BPI**) and Business Process Reengineering (**BPR**) which refers to changing processes to improve workflow by utilizing technology which I learned from my Analysis and Design (HLST 4310) course
Updated and created a Working Wall Picture and Dashboard for IFs	- Excel allowed me to use the **CRUD** (create, read, update, delete) matrix which I learned in my (HLST 4310) course to allow the Manager to oversee the status of projects using the **three pillars** - Used tools and knowledge from previous courses to create a Graphical User Interface (**GUI**) for the Dashboard
Created a Storyboard for the Stroke Centre of Excellence	- Used the **Kanban Framework** learned from (HLST 4310) course to visually display the user story - Design team took a **LEADS** perspective by **engaging** patients and end-users during the design process - **LEADS** is a concept I learned in Healthcare Leadership (HLST 4210)
Created a Bookmark to promote Lean Principle modules for new staff	- Completed quizzes at the end of the Lean Six Sigma e-Modules and promoted the **Lean Principles** with a bookmark - Aligns with e-Modules I completed in my Healthcare Management and Improvement (HLST 3400) course for innovative collaboration methods

My Impact to The Organization

- Accelerated the movement of projects by supporting Strategy and Transformation on unfinished work that was being put off due to restructuring changes
- The projects/initiatives I completed will impact the community they serve by using technology, encouraging a Lean way of thinking for new staff, and integrating business processing strategies to increase optimum workflow and productivity

Working the registration desk at The Mental Health and Addictions Forum

My Reflection

- The Strategy and Transformation department made me appreciate the behind the scenes work that is used to support other clinical and non-clinical departments within the hospital
- Gained networking opportunities through communication with other departments, team huddles, and 1:1 meetings
- I was fortunate enough to gain exposure to all three streams of Health Studies through my projects/initiatives so it helped me realize I am passionate about using technology to improve patient and community engagement

Advice to Future Students

- It is best to show what you can do rather than what you say you can do
- It is important to find balance amongst your priorities by managing your time
- Always ask for advice from experienced people in the field