My Practicum At Women’s College Hospital: Advancing Health Care Through Informatics

Sahithya Uruthirakumaran • BHS Honours Health Informatics • School of Health Policy and Management

Host Organization

- Women’s College Hospital’s (WCH) mission is to revolutionize health care by aiming to transform health care through: innovative care, research, education and systems solutions.
- WCH is Ontario’s first ambulatory care center. Ambulatory outpatient care refers to surgeries and diagnostic procedures that do not require overnight hospitalization.

My Role in the Organization

- Collaborated and interacted with interdisciplinary teams to improve WCH workflow on EPIC EMR. EPIC is a leading vendor in electronic medical record software development.
- Shadowed IM team members and attended Change Advisory Board meetings that addressed the implementation and quality improvement of EPIC modules. Modules are workflows designed by EPIC analysts; it enables health care professionals to document data.
- Engaged in online EPIC EMR training modules in order to understand and transfer knowledge when executing projects/initiatives.

Overview of My Projects & Initiatives

<table>
<thead>
<tr>
<th>Major Projects</th>
<th>Academic Resources Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPIC Phase II</td>
<td>• Project emphasized the importance of health care management when implementing large scale change.</td>
</tr>
<tr>
<td></td>
<td>• Used concepts from Health Care Leadership (HLST 4210) like systems transformations from the LEADS framework and Agile decision making in order to understand why physician training and workstation testing were necessary to implement change.</td>
</tr>
<tr>
<td>MyHealthRecord:</td>
<td>• I used concepts I learnt in Health Care Law (HLST 4000) like PHIPA in order to protect patient privacy while accessing their medical records.</td>
</tr>
<tr>
<td></td>
<td>• Gained a better understanding of informatics by learning how informaticians are important actors in the hospital workflow.</td>
</tr>
<tr>
<td></td>
<td>• Reinforced what I learned in Analysis and Design of Health Information (HLST 4310) by shadowing informaticians as they modified MyHealthRecord modules to improve graphical user interface using design principals like colour and menu options.</td>
</tr>
</tbody>
</table>

My Projects

- MyHealthRecord Trouble Shooting
- Quality Assurance
- EPIC Phase II
- Quality Improvement Initiative
- WCH Newsletter
- WCH Student Handbook

My Impact to the Organization

- Supported WCH mission by improving productivity and provider workflow, through successfully completing projects/initiatives that were pending due to other priorities in the office.
- Provided a new perspective on projects like the WCH Newsletter by giving my creative and insightful input.

My Personal Reflection

- Developed skills to confidently deliver presentations to an online audience using platforms like Microsoft Teams. This experience is valuable in my future career, because I learnt how to communicate with colleagues online.
- Prepared for my next steps after graduating from York by building a professional repertoire and networking with IM/IT team members on LinkedIn.
- Learnt technical skills in EPIC by actively pursuing training to navigate modules. EPIC is a popular software used by North American hospitals, thus as an aspiring informatician it is an asset to have hands-on experience using the software.

My Message to Future Students

- Remember, you know more than you think, so don’t doubt how valuable you are at your placement. Good luck!