



## Former SMH Admin Resident returns

**An interview with Neil Shah, MBA, CHE**

Neil Shah re-joined St. Michael's Hospital in April 2009 as the Project Manager for the Offices of the EVP/CMO and VP Education.

### ***Since completing an Administrative Residency with SMH in 2005, where have you worked?***

I was encouraged to seek opportunities to gain a broader perspective on healthcare, and so, my path led me to Alberta (just for a few months), the Ministry of Health, then the Toronto Central LHIN. I focused on developing system planning processes and communicating these messages to multiple stakeholders. From the LHIN, I am grateful to have fostered my view of health service delivery from financial and performance management lenses.



### ***Being new to the portfolio, what have you found interesting or surprising?***

I never realized the pivotal role students and educators play in the everyday operations of the hospital. In these first few months I have gained a new appreciation for the term academic hospital. I walked into this role in the midst of the Education portfolio moving from strategy to implementation. Having been involved in hospital forums where discussions focused on capital or financial planning, I was amazed to see so much energy generated from participants discussing Education programs and strategies at this summer's Education Summit.

### ***What is your overall mandate within the Education portfolio at SMH?***

I am thrilled to be involved with implementing the ideas developed through the hospital's Education Strategic Plan and Summit – knowing there is wide-spread support and a passion for their success. Overall, my role is to provide planning, organizing and resource management support – or to put it simply: I take ideas and lead them to reality. However, in true SMH spirit, I have no problem rolling up my sleeves and getting any needed work done. My recent projects include the development of SMH's new Student Centre and the operational planning for the Li Ka Shing Knowledge Institute. I'm witness to the buzz generated from learners and educators, and as this development materializes, I can only echo their excitement!

## Stimulating Stimulating!

By Roger Chow, Coordinator, Allan Waters' Family Patient Simulation Centre

The Simulation Centre has been full of activity this year with new users and new staff. The Centre welcomes new VP of education **Dr. Patricia Houston**, new Medical Director **Dr. Teodor Grantcharov** (General Surgery), Technician **Karthik Raj**, International Anaesthesia Fellow **Nicole Riem**, and our Coop student **Adam**. The Centre also welcomes our newest "patient" the Harvey simulator, thanks to our generous donor The Marsh and Doris Cooper Charitable Foundation and **Dr. Chi-Ming Chow**. Harvey is capable of producing over 30 cardiovascular conditions. Our students and staff will certainly enjoy learning with Harvey. Next to arrive will be an Endoscopic Simulator, thanks to **Alayne Metrick** and our SMH Foundation and **Dr. Samir Grover**. Stay posted.

### **And there's more (and more)...**

We've been experiencing an increase in users. Last year we had over **1500 visitors** and this year we're on track to exceed that. All this bodes well for the Centre next year as we move into the Li Ka Shing Knowledge Institute. We will be including a new Surgical Skills Lab and we look forward to expanding our services to everyone.

Many feel that one important benefit of simulations is the ability to allow teams to learn and practice together, advancing Interprofessional Education (IPE). Numerous visitors have embraced and incorporated team training. At the forefront are IPE frequent flyers including: the Code Blue Teams with **Dr. Natalie Wong** and **Karen Wannamaker**, the Nursery with **Dr. Doug Campbell** and **Catherine Bishop**, and Trauma Rounds with **Dr. Najma Ahmed** and **Kirsty Nixon**. We're excited about new IPE collaborations with teams from Emergency and Trauma with **Drs. Avery Nathens** and **Jen Riley**. Reaching out to the community and sharing expertise from St. Mikes, there's a collaboration involving Telemedicine's **Sandrine Camera** and Trauma Surgeon **Dr. Anand Pandya**. So far we've piloted a trauma tele-simulation this summer, and there are plans later this year to run a tele-simulation in Peterborough. While the simulated trauma is unfolding in Peterborough, a trauma leader will be watching and communicating their assistance locally from St. Mike's. The latest research project also happens to be an IPE event! Led by **Dr. Teodor Grantcharov (Surgery)**, **Sylvain Boet (Anaesthesia)** and **Judith Chadwick (Perioperative Services, Nursing)**, this project takes place in the "operating room" and will look at communication issues as well as other non-technical and technical skills.

We look forward to new exciting developments in 2010!



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## Residency Report 2009

By Glen Bandiera, Director of  
Postgraduate Medical Education

Every year, data is made available that allows comparison of the residency experiences across the University of Toronto Teaching Hospitals. To preserve resident anonymity, data is released a year after it is generated by the residents. Some summary statistics of interest for the 2007-8 year are as follows :

- 120,717 resident days (equals **330 residents every day** all year)
- Residents commitment to improving education is obvious: They completed **1266 rotation evaluation forms and 3166 teacher evaluation forms** at SMH for the year
- SMH offers residency experiences in **36 distinct rotations (specialties)**, more than any other teaching site in Toronto at
- **79% of SMH rotations scored at or above the city-wide mean** (Other hospitals average 63%)

## DID YOU KNOW?

The University of Toronto hosts residencies in all 74 specialties accredited by the Royal College of Physicians and Surgeons of Canada and the College of Family Physicians of Canada, the only University to do so!

## Electronic Order Entry A Beautiful Thing

**By Karen Orme, Gemini Communications Lead**

Computerized practitioner order entry (CPOE) along with an electronic medication administration record (eMAR) will soon augment everyday practice at St. Michael's Hospital. In fact, our hospital will be among the first in Canada to fully extend the patient safety benefits of electronic order entry by also introducing bar-coded medication administration (BCMA) and Soarian's medication administration check (MAK) systems.

"Patient safety is definitely the driver of CPOE-eMAR," says **Dr. Ryan Van Wert**, chief medical resident, a member of the Hospital's CPOE-eMAR advisory committee. "Having a system that captures and validates what's been ordered for a patient plus enables practitioners to effectively monitor treatment 24/7 gives a lot back in terms of patient care quality, safety and efficiencies."

Van Wert, who has hands-on experience with CPOE, notes that many residents

are familiar with electronic order entry from rotations at hospitals where a similar system exists. "Residents are a computer savvy group for the most part and will play a key support role in the frontline adoption of the system. The project has been very inclusive of resident feedback during its development and will continue its outreach to help finesse the system once it goes live," he says. The additional introduction of BCMA and activation of Soarian's MAK fits seamlessly with CPOE, equipping clinicians administering ordered medication at the bedside with hand-held devices to scan a patient's bar-coded armband, medication and their own ID badge to verify correct treatment and patient. The practice will help further eliminate gaps in information and minimize errors. CPOE, however, is where residents will truly see the benefit of electronic order entry.

**Lauren Lapointe-Shaw**, a first-year internal medicine resident at St. Michael's Hospital, is drawing from her past experiences with CPOE in helping support the project's education planning. "The system offers so many new efficiencies. You don't have to find a paper chart to write up a new order – the information and ordering ability is available from any hospital computer. Plus all the active orders on a patient are up-to-date and available for viewing through the eMAR." Additional benefits to the new system include alerts that flag potential allergies and adverse drug reactions to medications ordered, the creation of over 200 evidence-based order sets, and the ability to stop medications and tests no longer necessary.

"Naturally, any new system is frontloaded with learning and adoption time," notes Van Wert, "but the payback will be readily apparent in terms of patient safety and new system-wide efficiencies that eliminate the headaches and potential discrepancies of handwritten orders."

CPOE-eMAR at St. Michael's Hospital is slated to go live on the 6 Bond demonstration unit later this year with a unit-by-unit rollout beginning winter 2010. Education planning for residents is underway.

