

Collaborative Academic Practice

Innovation Fellowship Program

For Point-of-Care Health Professionals

CAP Fellowship in Patient Experience

Are you a point-of-care health professional practicing at UHN? Do you have an idea for improving care and service for patients and families at UHN? If so, you should consider applying for the 2017 CAP Fellowship in Patient Experience.

What is the CAP Fellowship Program?

- The CAP Fellowship Program is a unique opportunity for health professionals at UHN to lead a practice-based quality improvement project while learning about leading change in a complex academic health organization. Successful applicants will receive **two eight hour paid protected days per week** between September 2017 and March 2018 to complete their project activities.

Who is eligible to apply for the CAP Fellowship in Patient Experience?

- Full-time or part-time point-of-care health professionals who do not already have professional development or research time built into their roles and who are not in formal leadership positions.
- Eligible applicants must practice in an area where they work with both patients and families and have an idea for improving the patient experience.

What is the CAP Fellowship in Patient Experience?

- The CAP Fellowship in Patient Experience supports projects aimed at enhancing care and service to provide optimal care through increased patient safety, quality, respect and compassion
- Patient Experience as described by patients is how they feel during their entire journey with the organization. These include their feelings and perceptions related to:
 - The care they receive by all staff during their stay/appointment (respect, professionalism, empathy, compassion)
 - Sense of safety and confidence in health care practitioners
 - Wait times
 - Accessibility of information and instructions
 - Continuity and consistency of care across professions
 - Education and support for self-management

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Fellowship in Patient Experience

- The CAP Fellowship in Patient Experience projects are to be tied to one of the objectives of the UHN Patient Experience Roadmap including enhancing care and service through either:
 - engagement in care by building capacity among healthcare professionals and trainees to partner with patients and families to support best practices including health literacy, adult learning and self-management support
 - patient experience measurement by collecting and utilizing patient experience intelligence data in the in-patient, out-patient and other service settings

Prior to the CAP fellowship program start, successful fellows must:

- meet with the Patient Engagement Team/Patient Experience Committee to describe their project objectives (please email Kerry-ann.smith@uhn.ca to coordinate)
- receive education on creating successful partnerships with patients and family caregivers at the organizational level

Project Requirements:

Eligible projects will:

- demonstrate the potential for significant and positive impact on patient/family experience at UHN
- Enhance patient engagement and participation in personal care & health decisions
- Include a plan for patient engagement at the organizational level using Health Quality Ontario's framework for patient engagement



Deadline to apply is **May 25th, 2017 at 1200h (noon)**

For more information and to apply visit: www.capfellowship.com

Questions? Contact us: Kerry-Ann Smith at Kerry-ann.smith@uhn.ca or 14-4394