



Comprehensive Research Experience for Medical Students
Summer Research Program 2019

Supervisor/Project Information Form

Due February 20 2019 by email to crems.programs@utoronto.ca

Supervisor Name: Dr. Nadiya Sunderji

Project Title: Implementing Mental Health Quality Standards Using Quality Improvement Science and Human Centered Design

Hospital/Research Institution: Li Ka Shing Knowledge Institute (St. Michael's Hospital) and Waypoint Research Institute

Email: sunderjin@smh.ca (and please cc nsunderji@waypointcentre.ca)

Field of Research (2 keywords): mental health; quality improvement

Department: n/a

School of Graduate Studies Appointment (IMS, LMP, IHPME etc)? No

Project Title: Implementing Mental Health Quality Standards Using Quality Improvement Science and Human Centered Design

Brief Project Description (< 300 words):

Background: Principles and methods from manufacturing, aviation, and other fields are increasingly applied to improve healthcare delivery, yet mental health lags other areas of medicine in uptake of quality improvement (QI) science and human centered design. In view of Health Quality Ontario's new mental healthcare quality standards, provincial psychiatric hospitals can play a leadership role in testing and disseminating strategies to implement these evidence-informed best practices.

Objective/Aims: To evaluate current practices at Waypoint Centre for Mental Health Care in relation to the quality standards and peer institution benchmarks (quantitative) and to explore improvement opportunities from the perspectives of healthcare providers, hospital leaders, patients and families (qualitative). The student's project can be flexible to focus on depression, schizophrenia, or dementia care according to their interests.

Methods:

1. Electronic health record searches and administrative database analysis (working with decision support specialists), supplemented by chart audits as needed
2. Qualitative interviews with diverse stakeholders to explore and understand quality 'problems' and context, and develop potential QI interventions
3. Ethnographic observation of care delivery in target settings (e.g. inpatient units and/or outpatient clinics)
4. Content and thematic analysis of qualitative data, triangulation with quantitative data
5. Synthesis and communication using QI tools such as Ishikawa (fishbone) diagrams, process maps

Significance:

This project promotes evidence-based mental health practice and creates new knowledge about mental health quality standard implementation in 'real world' settings ('practice-based evidence'). Our institutional and research partnerships provincially and nationally will support dissemination and knowledge translation opportunities.

Student Role:

The student will play a key role in: a) leading qualitative data collection and analysis including interviews and observation, b) visualizing and communicating the data using QI tools, c) presenting interim findings to hospital leaders, stakeholders and collaborators, d) contributing to study recommendations and manuscript co-authorship, and f) leading a peer-reviewed poster presentation.