

Interim Report

June 2024

TRILLIUM HEALTH PARTNERS
iMentor Project

PREPARED FOR
REGISTERED NURSES' FOUNDATION OF ONTARIO

PREPARED BY
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iMentor Project Interim Report

1.0 Summary

1.1 Project Goals

iMentor is an application (app) that will be co-designed by point-of-care staff and the project team to help establish mentor-mentee relationships with an aim to improve nursing retention and foster professional development. The app will: enhance staff networking in the organization, provide education resource availability, provide in-the-moment support and/or access to expert clinicians after hours, facilitate wellness features, and support the learning and professional needs of all nurses, including equity-deserving groups.

1.2 Project Update

Project schedule remains on-track; no changes or issues identified at this stage.

- Appendix A: Example Status Report from May 2024.
- Appendix B: Budget allocation (May 31st, 2024) from RNFOO \$50,000 grant.
- Appendix C: Design and Implementation Working Group - Project Engagement.

1.3 Major Project Achievements

Project kick-off with project governance (April 2024), vendor for app development identified (May 2024), and co-design engagement through working groups (April 2024- Ongoing).

2.0 Progress Update

Key Deliverable	Date	Completed Tasks & Outcomes
<i>Design and Implementation</i>		
Complete reviews of existing leading practices.	March 2024	<p><i>Reviewed the literature on app development and existing apps to support clinical workforce.</i></p> <ul style="list-style-type: none"> ● Synthesized thematic review of current literature (grey and white), including expansion for equity-deserving populations. A presentation on the findings has been shared with the Project Steering and Working Groups to guide the development of project principles for decision-making and design.
Identification of use cases and opportunities/desirable features.	June 2024	<p><i>Co-designed relevant opportunities for the app through discussion of use cases with end-users.</i></p> <ul style="list-style-type: none"> ● Human centred design activities identified personas of end-users and a list of desired function/features. ● In Session #1, the Empathy Maps were created to identify how each role would be utilizing the iMentor app. ● Use cases were then created building upon the Empathy Maps to create examples of when the app would be used in alignment with role functions (i.e. novice vs. seasoned nurse). ● The Theory of Inventive Problem Solving (TRIZ) exercise was then used to identify fundamental problems that users might encounter that would lead to the unsuccessful implementation of the app. This

		<p>then led to the 'How Might We' exercise to guide discussion on how to overcome those challenges with proactive user-design considerations.</p> <ul style="list-style-type: none"> • In Session #2, Personas and Journey Mapping were developed to help integrate learnings from Session # 1 and identify greater detail associated with features and functions required along the course of a shift (pre, during, post-shift).
Identification of vendors for app software development through CAN Health Network: Call for Innovation.	June 2024	<i>Explored vendor options through app demonstrations.</i> <ul style="list-style-type: none"> • Decision-making re: vendor to support app design, development, and implementation. • Non-Disclosure Agreement completed by vendor and CAN Health Network
Evaluation		
Draft evaluation strategy for Project Steering endorsement and identify evaluation tools and questionnaires/interview guides.	June 2024	<i>Drafted evaluation strategy and reviewed research proposal requirements for Research Ethics Board (REB) submission.</i> <ul style="list-style-type: none"> • Leveraging the literature review as well as utilizing research frameworks such as Quintuple Aim (Institute for Healthcare Improvement, 2021) and logic model methodology, the development of an evaluation strategy and research protocol for the Trillium Health Partners REB is underway.

3.0 Next Steps for 2024 Year

Upcoming Key Deliverables	Upcoming Tasks	Timelines
Design and Implementation		
Determine vendor and contract requirements to support implementation.	Finalize business contracts with vendor and THP.	June 2024
Determine privacy, security, legal, and operational requirements.	Review and approve internal project requirements.	June 2024
Identify educational content/resources to be migrated into the app.	Document list of resources and approval.	August 2024
Complete user acceptance testing or validation of the innovation wireframe/prototype.	Feedback and Working Group sign off on wireframe/prototype.	August 2024
Develop educational resources or supports for implementation (i.e. communication plans, tipsheets, engagements with leaders/mentors).	ADKAR and communications plan development and implementation; creation of educational resources.	September 2024
Evaluation		
Approval of evaluation proposal.	Submission and approval of evaluation proposal to REB	September 2024
Identification and engagement of pilot areas and personas.	Conduct recruitment for pilot implementation.	December 2024

Appendix

1.1 Appendix A – Example of Status Report to Project Governance

iMentor App		Overall Status: In Progress		Report From: Kama Kalia & Marijana Loncar		To: Project Sponsors/Project Steering	
Project Coordinator: Marijana Loncar			Key Contacts: Kama Kalia, Charissa Cordon, & Farah Khan			Update: May 2024	
Start Date: January 2024			Est. Completion Date: November 2025				
Project Description: This project aims to build upon existing mentorship/preceptorship strengths in the organization. This innovation is to design a digital health solution, specifically a webbased app, to establish and foster the development of mentorship relationships as well as provide resources to strengthen recruitment and retention.							
Scope Statement: <ul style="list-style-type: none"> The App prototype aims to offer connection to an experienced and diverse mentorship community, educational resources, and web features. To be piloted in a sample of clinical units. 							
Out of Scope: Professional staff; External partnerships beyond app development vendors. (CANHealth)							
Key Work Status							
Item	Working Group	Lead	Status	Completed	Upcoming	Deadline	
1. App Vendor Identification	N/A	Project Leads	●	• Vendor Decision	• Complete vendor/THP contracts • Complete CAN Health project charter and budget	May 2024	
2. Engagements	N/A	Project Leads	●	• RNFOO Awards Gala Presentation (May 1)	• N/A	N/A	
2. Define	Design and Implementation	Project Leads	●	• Second Working Group Meeting (May 10, 2024)	• Utilize use cases to define personas and journey maps • Identify design requirements and decisions	June 2024	
3. Define	Evaluation	Wendy Campbell & Dr. Terence Tang	●	• Second Working Group Meeting (May 9, 2024)	• Define evaluation metrics • Draft REB submission	June 2024	
Project Risks							
#.	Identified Risk	Level of Risk	Migration				
1.	Project Scope	Low	• Project Steering to monitor budget, scope and resourcing				
2.	Staff availability/participation	Low	• Engagement of the Equity Team and the Circle; EOI for staff participation.				

1.2 Appendix B – NIA Budget Allocation as of May 31st, 2024

Allocation	Budget	YTD Actual	Comments
Project Coordinator	\$25,025.00	\$9,800	
Vendor	\$20,475.00		Contract to be finalized in June
Staff Incentive	\$500.00		Work not yet started
Conference Fee	\$1,500.00		KT Activities not yet started
Open Publication	\$2,500.00		KT Activities not yet started

1.3 Appendix C – Design and Implementation Working Group Sessions - Project Engagement

Here are some images with our design and implementation working group members. The team consists of nurses and health professions staff with varying years of experience with representation from different programs, educators, and members from our learning and organizational development department.

