

Interim Report

January 2025

TRILLIUM HEALTH PARTNERS | Nursing Innovator Award Project Updates

PREPARED FOR

REGISTERED NURSES' FOUNDATION OF ONTARIO

PREPARED BY

KAMINI KALIA, FARAH KHAN and DOMINO PUSON



NURSING INNOVATOR AWARD Project Interim Report

1.0 Summary

1.1 Project Goals NURSING INNOVATOR AWARD Project (formerly known as iMentor) is an application (app) that is being co-designed by Trillium Health Partners (THP) 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 aim of the app is to: 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. Due to copyright issues identified during a privacy assessment, the project is undergoing a name selection activity with app users and project membership, including members of the hospital's leadership, to identify a new name for the app.

1.2 Project Update

Project schedule remains on-track; no changes or issues identified at this stage. Charissa Cordon left Trillium Health Partners as she pursued other opportunities in a neighboring hospital and is no longer a member of the project leadership team,

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

1.3 Major Project Achievements

The Project team has recently partnered with the CAN Health Network, a national partnership comprised of leading Canadian health organizations and an intuitive Canadian cloud-based mentoring software vendor, MentorCity, to establish the aims of the app. A contract has been established with CAN Health Network and MentorCity with additional funds (\$190K) to support project deliverables inclusive of scale of the app within THP. The app achieved a major milestone with the completion of its design and build, followed by the start of Phase 1 pilot implementation in selected areas in November 2024. In January 2025, the project advanced to Phase 2, marking a broader implementation of the app, which is now fully operational and supports a growing population of mentors and mentees dedicated to mentorship and professional development for nurses and allied health. The THP Research Ethics Board has provided approval to proceed with the research and evaluation associated with this implementation. An abstract on the app development and implementation was submitted and accepted for poster presentation by the International Congress of Nurses (ICN) Conference in Finland in this summer of 2025.

2.0 Progress Update

Key Deliverable	Date	Completed Tasks & Outcomes
<i>Design and Implementation</i>		
Determine vendor and contract requirements to support implementation.	June 2024	Business contracts with vendor and THP finalized, ensuring compliance and readiness for deployment.
Establish privacy, security, legal, and operational requirements.	June 2024	Internal project requirements reviewed and approved, ensuring adherence to regulatory and operational standards. - Project presented and approved by the hospital's Digital Health Committee - Project was given "low risk" by THP Security team
Identify and migrate educational content/resources into the app.	August 2024	Resource list documented and approved. THP approved resources placed in the app resulting in a comprehensive and user-friendly content library.
Complete user acceptance testing and validate the innovation wireframe/prototype.	August 2024	Wireframe/prototype validated with positive feedback, confirming alignment with user needs and expectations. Refinement and retuning in collaboration with MentorCity and the working group for design and implementation.
Develop educational resources and supports for implementation, including communication plans, tip sheets, and engagement strategies for leaders and mentors.	November 2024	Educational resources, including communication plans and tipsheets, developed. Engagements with leaders and mentors successfully initiated. ADKAR model and communications plan successfully implemented, fostering effective onboarding. The following were created and disseminated. - AKDAR - Champion and Superuser Tip sheet - Step-by-step guide - Communication Cascade - Planned engagement with Professional Practice, Nursing Advisory Council and Neuro-MSK Leadership.
Pilot Implementation of Phase 1 and Phase 2	November 28, 2024, and January 2025	The Phase 1 of implementation was successfully implemented in pilot areas and the implementation focuses on registration of users and installation of the NIA Project App on local devices. Additional installations of the

		app on Rover devices will be achieved in January 2025 after further security considerations.
Evaluation		
Approval of evaluation proposal	September 2024	Submission and conditional approval of evaluation proposal received from REB, enabling structured project assessment.
Identification and engagement of pilot areas and personas.	November - December 2024	Recruitment for pilot implementation conducted successfully, ensuring targeted and effective rollout. Champions and superusers have been identified to help support implementation, act as points of contact for their teams, provide feedback, and promote the platform's adoption and effective use.

3.0 Next Steps for the year 2025

Upcoming Key Deliverables	Upcoming Tasks	Timelines
Design and Implementation		
Final name selection of the NIA Project	Finalize and approve a new name for the NIA Project through collaborative input from stakeholders and team members.	January – March 1, 2025
Plan for a broader implementation	Develop a strategic roadmap for a broader implementation across additional THP sites, including timelines, resources, and stakeholder engagement strategies.	March – November 2025
Create and disseminate a video of the innovation to share on different platforms (e.g. social media; website).	Develop a professional video highlighting the app's features, user stories, and benefits for distribution on social media and other platforms.	July – October, 2025
Public presentation within THP and externally at a healthcare/informatics conference.	Design and deliver engaging presentations showcasing the app's impact and future potential to internal and external audiences.	October 2025

Plan and design for project closure and operational transition.	Establish a comprehensive plan to transition the project to operational teams, ensuring sustainability and long-term support.	September – November, 2025
Evaluation		
Initiate evaluation of pilot areas	Develop and deploy evaluation tools to assess the performance and impact of the App in pilot areas.	March 31, 2025
Evaluate data analysis and summation	Analyze collected data to identify trends, insights, and areas for improvement, summarizing findings for stakeholder review.	May – June, 2025
Apply evaluation findings to make refinements to the innovation (i.e. App functionality or integration into clinical practice)	Implement data-driven updates to the App to enhance functionality and ensure seamless integration into clinical workflows.	May – July 2025
Write report to summarize the results of the innovation and recommendations for spread and scale to across THP.	Draft a comprehensive report detailing pilot outcomes, lessons learned, and strategic recommendations for a wider implementation.	September 2025
Draft and submit a publication to an academic journal with a high impact factor.	Prepare a manuscript showcasing the App's development, implementation, and evaluation, and submit it to a leading academic journal.	August – November, 2025

Appendix

1.1 Appendix A – Example of Status Report to Project Governance

B.E.A.C.O.N. App		Overall Status: In Progress		Report From: Kama Kalia		To: Project Sponsors/Project Steering	
Project Coordinator: Domino Puson			Key Contacts: Kama Kalia & Farah Khan			Update: December 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 co-design a digital health solution, specifically a web-based app, to establish and foster the development of mentorship relationships as well as provide resources to strengthen recruitment and retention.							
Scope Statement: - The App prototype aims to offer connection to an experienced and diverse mentorship community, educational resources, and wellness features. - To be piloted in a sample of clinical units. Out of Scope: Professional staff; External partnerships beyond app development vendors (i.e. CANHealth)							
Key Work Status							
Item	Working Group	Lead	Status	Completed		Upcoming	Timeline for Completion
1. Engagements	N/A	Project Leads		- Meeting with PPCE leadership - Collaboration with NAC to present B.E.A.C.O.N. App		- Professional Practice Meeting January 9, 2025 - NAC Presentation January 14, 2025	January 2025
2. Security	N/A	Project Leads / Director		Security recommendations fulfilled by vendor.		Security submits recommendation to Shalu for approval of B.E.A.C.O.N. App installation to Rovers.	January 2025
3. User registration	N/A	Project Coordinator		Monitored user registration and help in facilitating recruitment of app users in the pilot areas.		- Engagement with professional Practice to boost registration - Discussion with steering committee to scale the app to other unit.	Ongoing
4. Data Monitoring	Evaluation	Terence tang and Wendy Campbell		Ongoing monitoring of user registration data		Will extract data from the app for evaluation	Ongoing
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 – Design and Implementation Working Group Sessions - Project Engagement

Photos show the working group committee actively designing the ADKAR model, creating NIA App teaser videos, and defining the roles and responsibilities of Superusers and Champions to support the implementation strategy. They also planned the app's final name selection and developed the mentor guide to ensure a structured and effective mentorship process. Also, below is a link to the videos created by the committee and the graphic interface of the NIA Project App.

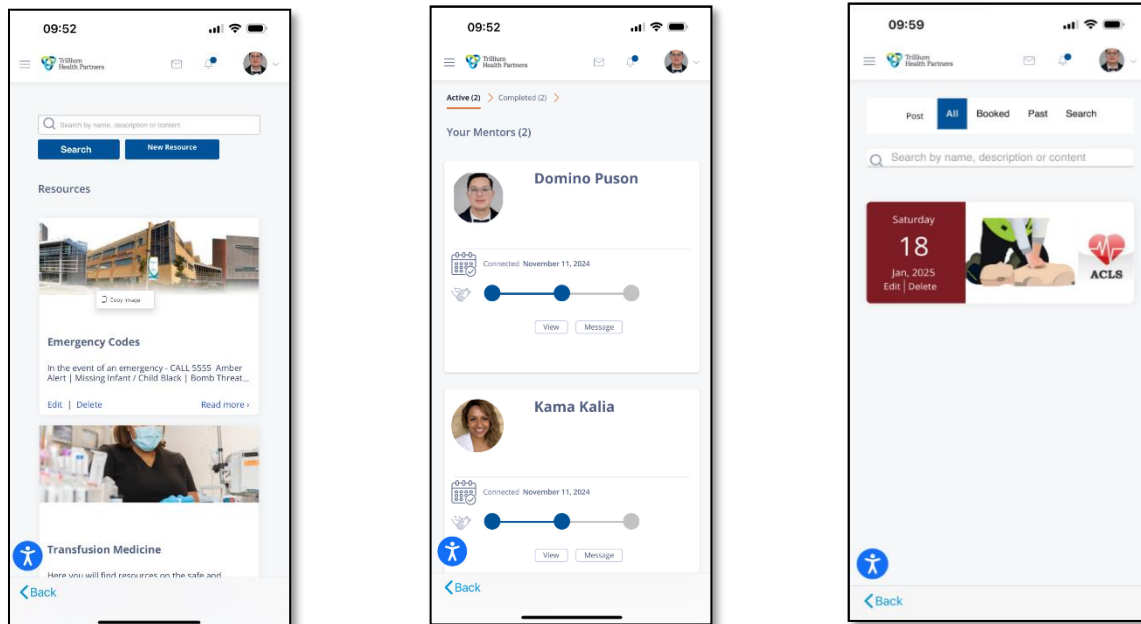


Videos

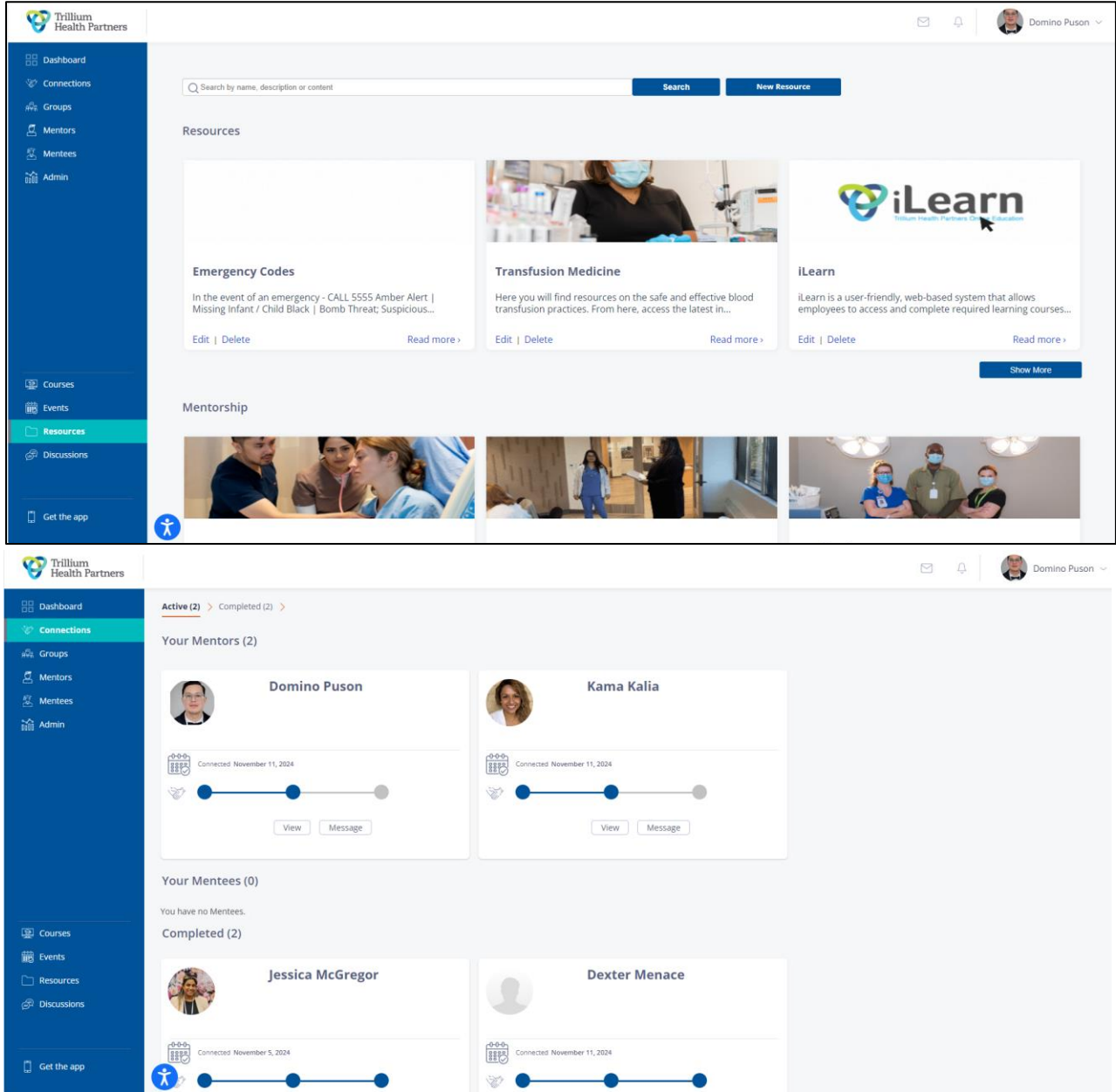
- NIA Project teaser: <https://youtu.be/aaQbmr7FiG8>
- NIA Project Elevator Speech: <https://youtu.be/ZbVpHxJVr04>
- App Features: <https://youtu.be/UPQkO58ScdI>

Graphic User Interface of the App

A. Mobile Devices



B. Desktop



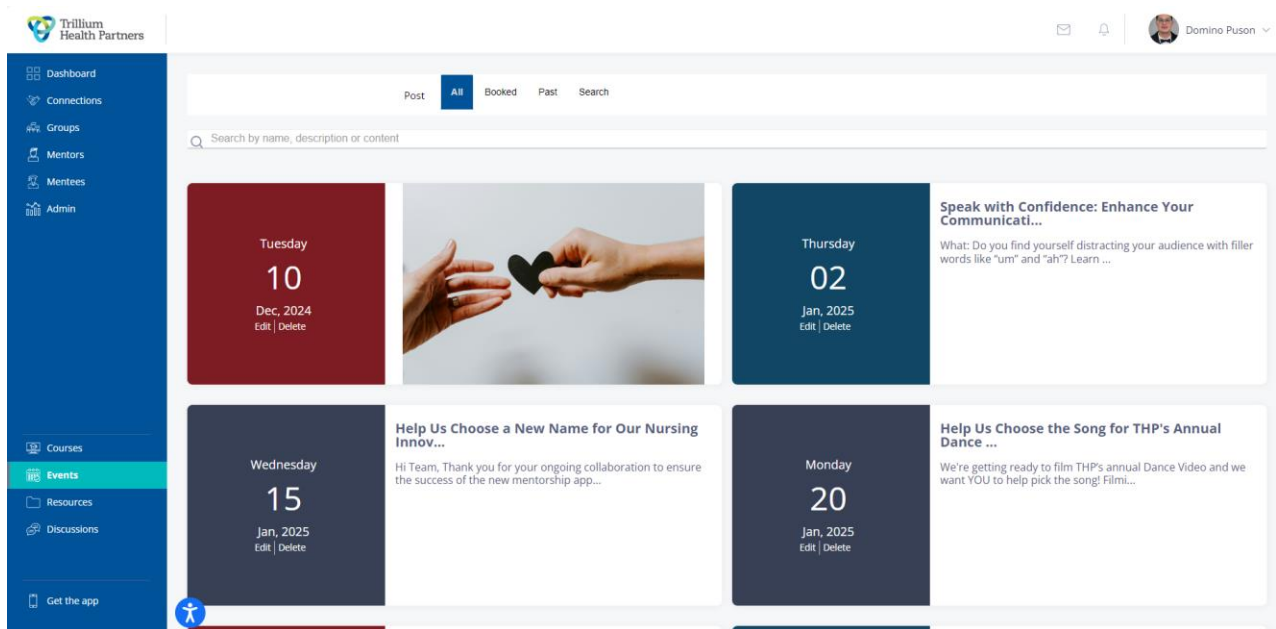
The screenshot displays the Trillium Health Partners desktop application interface. The top navigation bar includes the Trillium Health Partners logo, a search bar, and a user profile for Domino Puson. The left sidebar contains a menu with options: Dashboard, Connections, Groups, Mentors, Mentees, Admin, Courses, Events, Resources (highlighted), Discussions, and Get the app.

The main content area is divided into two sections:

- Resources:** This section features a search bar and a "New Resource" button. It displays three resource cards:
 - Emergency Codes:** "In the event of an emergency - CALL 5555 Amber Alert | Missing Infant / Child Black | Bomb Threat; Suspicious..."
 - Transfusion Medicine:** "Here you will find resources on the safe and effective blood transfusion practices. From here, access the latest in..."
 - iLearn:** "iLearn is a user-friendly, web-based system that allows employees to access and complete required learning courses..."
- Mentorship:** This section shows a "Your Mentors (2)" list with two entries:
 - Domino Puson:** Connected November 11, 2024. Includes a progress bar and "View" and "Message" buttons.
 - Kama Kalia:** Connected November 11, 2024. Includes a progress bar and "View" and "Message" buttons.

Below the mentors section, it shows "Your Mentees (0)" with the message "You have no Mentees." and "Completed (2)" with two entries:

- Jessica McGregor:** Connected November 5, 2024. Includes a progress bar.
- Dexter Menace:** Connected November 11, 2024. Includes a progress bar.



The screenshot displays the Trillium Health Partners Events calendar. On the left is a blue sidebar with navigation links: Dashboard, Connections, Groups, Mentors, Mentees, Admin, Courses, **Events** (highlighted), Resources, Discussions, and Get the app. The main content area features a calendar grid with four event cards:

- Tuesday 10 Dec, 2024**: Edit | Delete. The card has a red background and a photo of two hands holding a small black heart.
- Thursday 02 Jan, 2025**: Edit | Delete. The card has a dark blue background and the title "Speak with Confidence: Enhance Your Communicati...". The description reads: "What: Do you find yourself distracting your audience with filler words like 'um' and 'ah'? Learn ...".
- Wednesday 15 Jan, 2025**: Edit | Delete. The card has a dark grey background and the title "Help Us Choose a New Name for Our Nursing Innov...". The description reads: "Hi Team, Thank you for your ongoing collaboration to ensure the success of the new mentorship app...".
- Monday 20 Jan, 2025**: Edit | Delete. The card has a dark blue background and the title "Help Us Choose the Song for THP's Annual Dance ...". The description reads: "We're getting ready to film THP's annual Dance Video and we want YOU to help pick the song! Filmi...".

At the top of the main area, there is a search bar labeled "Search by name, description or content" and a filter bar with tabs: Post, **All**, Booked, Past, and Search. The user's profile "Domino Puson" is visible in the top right corner.