



**BC PATIENT SAFETY
& QUALITY COUNCIL**
Working Together. Accelerating Improvement.

Summer Student Internship Program 2020 Evaluation Report

Overview

Over the last nine years, the BC Patient Safety & Quality Council's Summer Student Internship Program has supported 87 students to join multidisciplinary improvement teams within the provincial health care system and, more recently, the Yukon. The goals of the program are to expand the students' knowledge of quality, provide valuable work experience and support the improvement of health care.

In 2020, 49 projects were submitted to the Council for consideration. Ten projects were chosen, representing all regional health authorities, provincial health organizations, and Yukon Health & Social Services, (see Table 1 for a list of projects). Projects covered several dimensions of quality and areas of care as defined by the [BC Health Quality Matrix](#), and included diverse patient populations, including pediatric oncology, mental health and substance use, seniors and end of life.

Post-secondary students were invited to apply to one or more of the internship opportunities, and a total of 999 student applications were received for the 10 projects. Each organization assigned a project lead who partnered with the Council to short list and interview candidates to determine which interns would be hired. The interns also received a mentor from the Council who provided guidance and support, specifically around health care quality.

To kick off the internships, the 10 student interns were invited to attend a four-part virtual education series focused on the fundamentals for improving care. Students who were interviewed but not selected as interns were also given the opportunity to attend. In June, the interns began their work with their project teams and met bi-weekly in small groups with their mentors. In addition, students presented to each other and their mentors at the end of the program on their projects and lessons learned throughout their internships.

We were fortunate to be able to move forward with the program amidst the COVID-19 pandemic due to the flexibility and commitment from the organizations we partnered with and the fact that students were able to work and connect remotely. Overall, the 2020 Summer Student Internship Program successfully met our program goals. Students with an interest in quality were provided with valuable opportunities to learn, gain practical work experience, and contribute to efforts to improve the quality of care in BC.

Table 1: BCPSQC 2020 Summer Student Internship Program Projects

Project Title	Organization	Location
Examining the Impact of the BC ECHO on Substance Use on Primary Care Providers' Capacity to Treat Patients with Substance Use Disorders	BC Centre on Substance Use	Vancouver
Empowering Families in Oncology: An Evidence-Based Education Pathway for Newly Diagnosed Pediatric Oncology Patients and their Families	Provincial Health Services Authority – BC Children's Hospital	Vancouver
Increasing the Efficiency of the Intake Process for a Telehealth Delivered Positive Parent Training Program	Canadian Mental Health Association – BC Division	Vancouver
The Cognitive Barrier in Hand Hygiene – Why Don't We Clean Our Hands When We Know We Should? Does Gamification Motivate and Engage Staff to Overcome These Barriers?	Fraser Health – Surrey Memorial Hospital	Surrey

Improving Patient Access to Endovascular Thrombectomy in the Interior of British Columbia	Interior Health – Regional	Vernon
Assessing Early Identification in Long-Term Care: A Key Aspect of Palliative Approach	Island Health – Regional	Port Alberni
Optimization of UHNBC Outpatient Rehabilitation Services Program Delivery	Northern Health – University Hospital of Northern BC	Prince George
Improving Access to Care: Virtual Visits for Adult Outpatient Psychiatry	Providence Health Care – Regional	Vancouver
Respecting Patients’ Goals of Care by Sharing Documented Conversations Across the Continuum of Care	Vancouver Coastal Health – Regional	Vancouver
Using a Least-Restraint Framework in Long-Term Care: A Quality Assurance Project	Government of Yukon - Yukon Health & Social Services	Whitehorse

Evaluation Results

Post Internship Feedback – Students

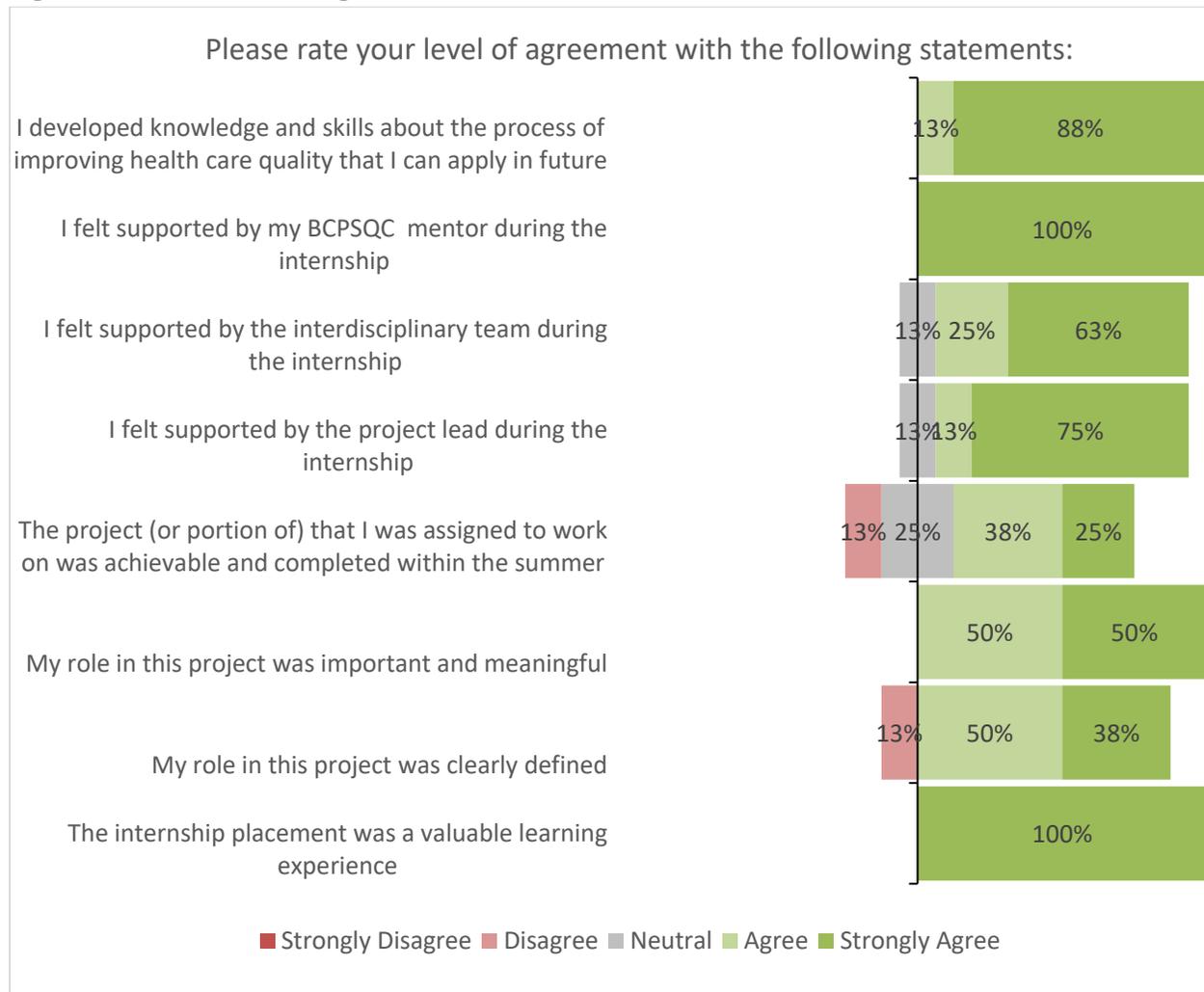
At the conclusion of the program, students were asked to complete a follow-up survey to evaluate their experiences in the program, determine what could be made better in the future, and understand what progress was made on the internship project (see Figure 1).

Students reported an increase in knowledge and skills related to health care quality and felt well-supported by mentors, Council staff and project leads. All students who responded indicated they would be interested in working for the organization leading their project, and that they would recommend the internship program to other students if asked. Areas for improvement included more clearly defined roles and scopes for students within the timeframe of the projects, and more time to connect with each other and their mentors.

“I had an incredibly rewarding summer working on this project. Moving forward as a health care professional, this internship has provided me with invaluable skills to not only critically analyze current processes, but a toolbox for engaging with others to create meaningful change.”

~ Student Intern

Figure 1: Student Post-Program Evaluation



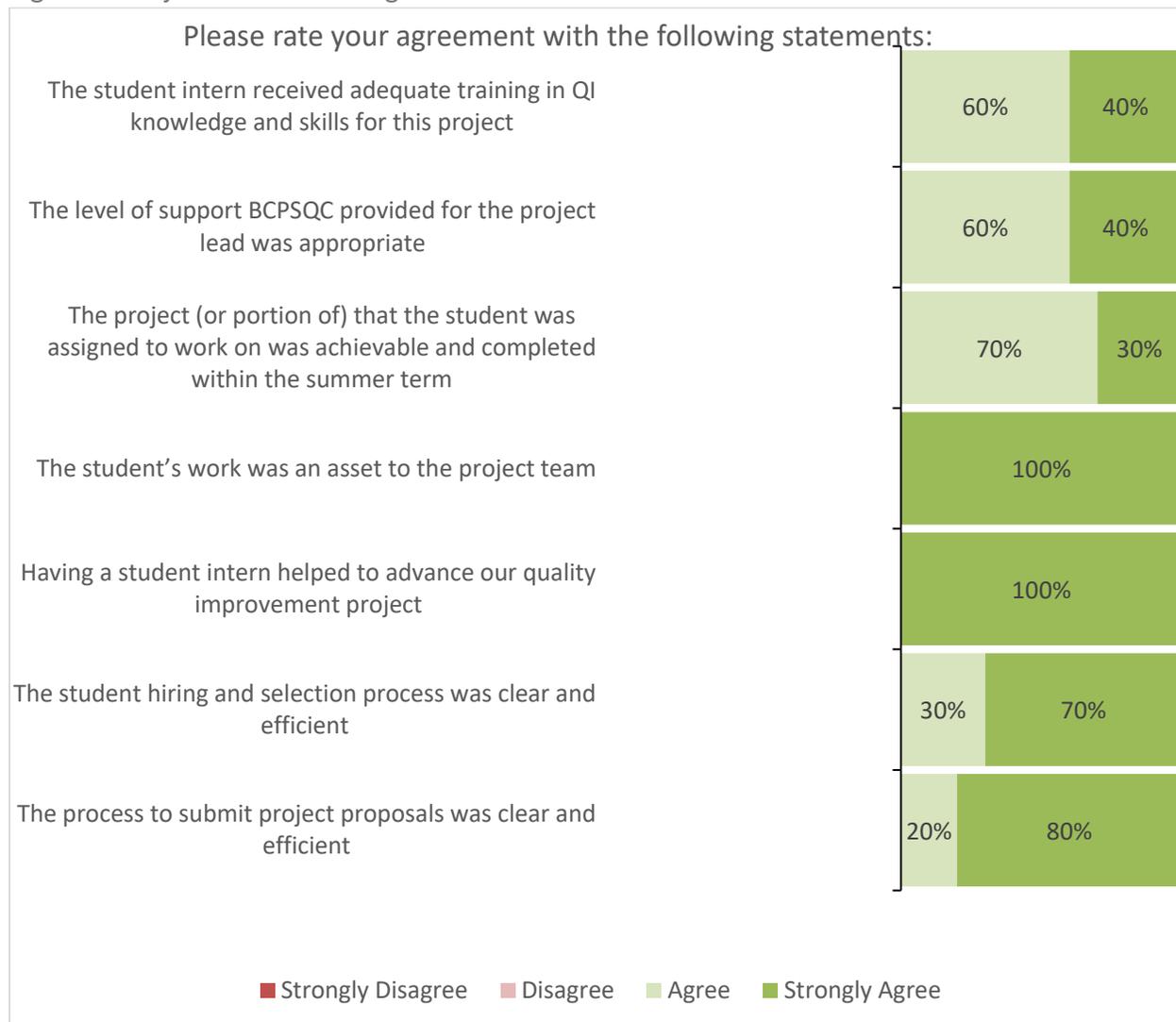
Post Internship evaluation – Project Leads

Project leads were asked to complete a post-program survey to evaluate their experience with the program (see Figure 2). Project leads felt the program was a success, with 100% reporting that the student working on their team was an asset and helped to advance their project. Some did note that more clearly outlining the student’s role and workplan would help the project team and contribute to a more fulsome experience for interns in the future.

“We had a positive and valuable experience working with BCPSQC. We appreciated the clear instructions and collaboration BCPSQC provided during the selection/hiring process and found all candidates to be very qualified. Our intern was lovely to work with as they were personable, knowledgeable, resourceful, and innovative.”

~ Project Lead

Figure 2: Project Lead Post-Program Evaluation



Evaluation - Learning Series

The BC Patient Safety & Quality Council’s Summer Student Internship Program included a series of education sessions to help students develop key capabilities related to participating in quality and safety initiatives. Students were asked to complete pre- and post-series evaluations regarding learning outcomes, and feedback on their experiences in each session (see Figures 3 and 4).

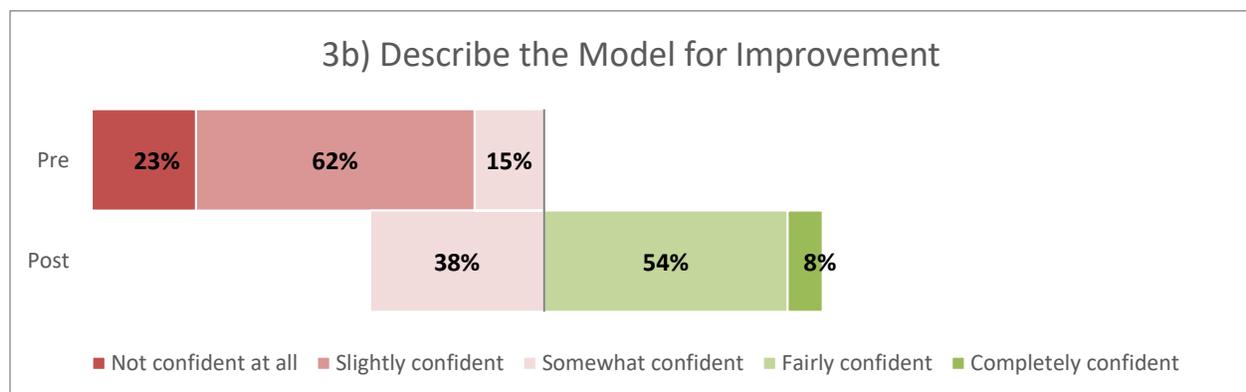
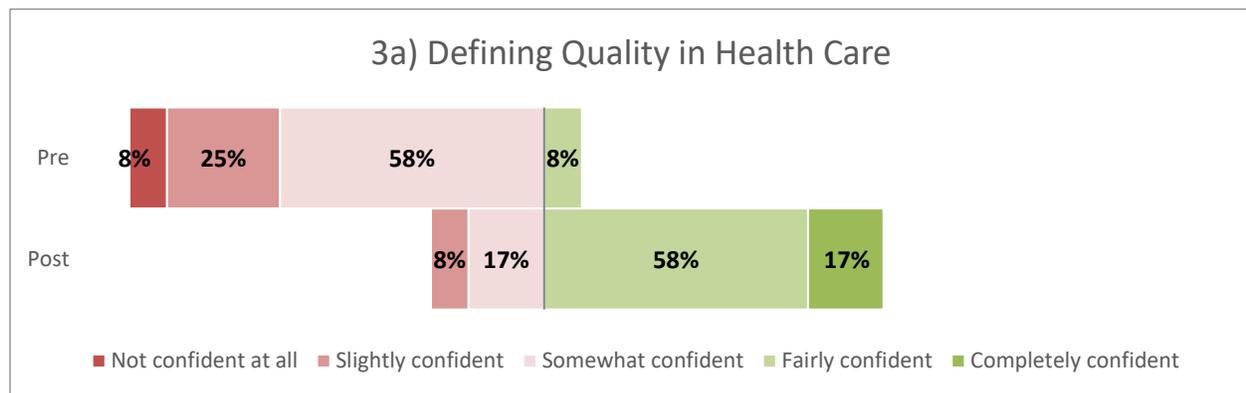
With regards to the learning objectives set out in the education series, interns indicated that their confidence increased between the pre- and post-session evaluations.

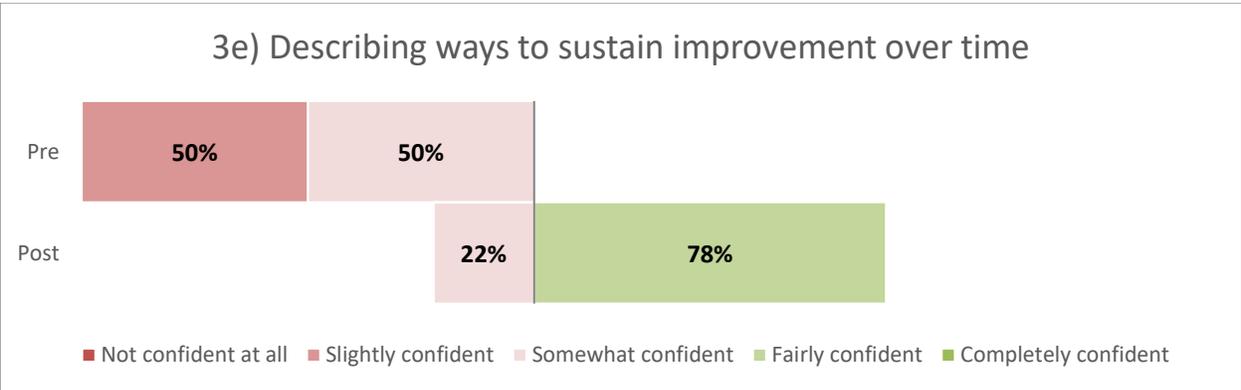
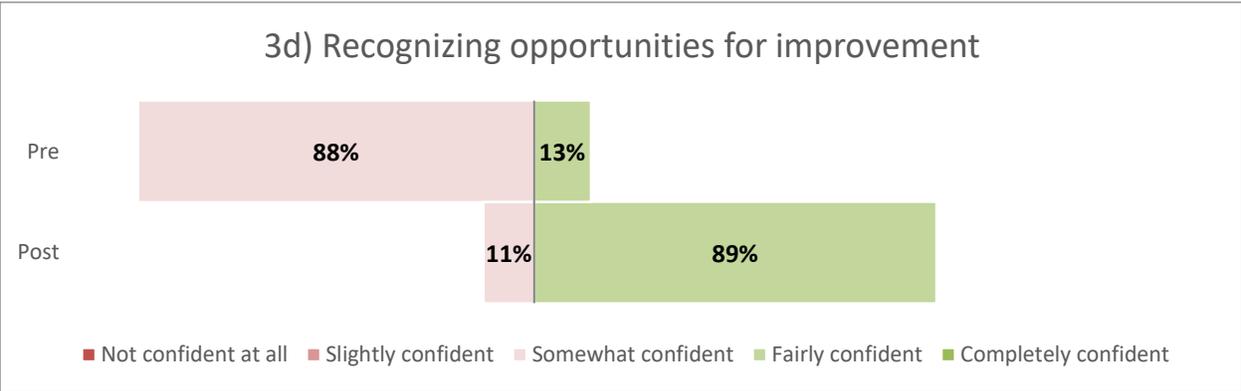
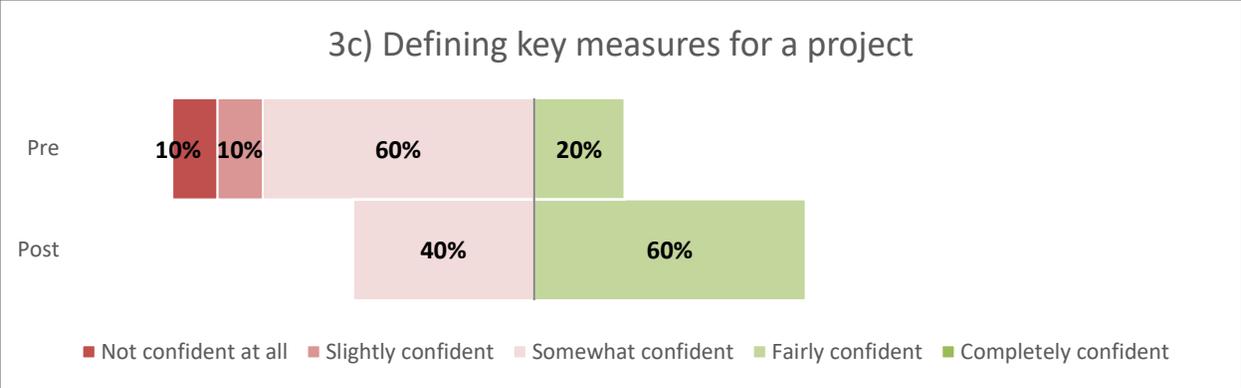
Overall, the learning series was effective at meeting the stated objectives and helped prepare participants to work on improvement projects over the course of the internship program. Suggestions were made by students to incorporate more networking opportunities between students early in the program, and to include additional case studies to highlight key concepts.

“I really enjoyed this whole series! Not only did these sessions help me learn more about some of the theoretical fundamentals pertaining to quality improvement, but it also motivated me to apply what I have learned to my future career.”

~ Student Intern

Figure 3: Pre/post-Learning Series Evaluation – Selected Student Responses





Conclusion

The 2020 Summer Student Internship Program was a success, meeting program goals and creating an engaging and meaningful learning opportunity for students while at the same time helping to advance health care quality in the province. Moving forward we will continue to build on the success of this program and look for opportunities to enhance the experiences for both the students we hire and the organizations we partner with. We are thrilled to be able to engage students at the beginning of their careers in order to build their capability, interest and passion for health care quality.