

Summer Student Internship Program

2022 Annual Report



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

Table of Contents

Introduction.....	3
Evaluation Data	4
Overall Feedback	4
Confidence with Key Concepts	5
Recommendations.....	6
Conclusion	6
Appendices	7
1. Student Internship Project Details	7
2. Student Internship Education Series Details	8

Introduction

The BC Patient Safety & Quality Council (the Council)'s Summer Student Internship Program has been providing post-secondary students interested in quality improvement with valuable opportunities to learn, gain practical experience, and contribute to improvement across the health care system since 2011.

Annually, the Council opens a call for proposals for quality improvement projects across the province that would benefit from a student intern. Project proposals are reviewed and shortlisted to ensure they have a clear role for the student intern, will provide a meaningful learning experience, are rooted in quality improvement principles, and aim to improve one or more dimension of quality in the [BC Health Quality Matrix](#).

In 2022, thirty-nine project proposals were submitted for consideration and ten projects were selected to be supported with a student intern. These projects were from regional health authorities and provincial health organizations; see [Appendix 1](#) for a list of the projects supported in 2022. The Government of Yukon also funded one internship supporting a Yukon-based project, bringing the total to 11 student interns.

The Council collaborated with the project leads to prepare job descriptions, screen candidates, conduct interviews, and make hiring decisions. One-hundred and twenty-eight students submitted 327 applications; students were eligible to apply to as many of the projects as they chose. Eleven post-secondary students were offered positions and the internships took place from June 1 to August 31, 2022.

This year we supported all 11 student interns to attend Quality Forum in Vancouver on June 1 and 2; project work began the following week. Four student interns from 2021 also attended Quality Forum to share work they completed during their internship the previous summer. An education series was delivered remotely to provide the student interns with the knowledge and tools to work on quality improvement projects both during the internship and in future roles; see [Appendix 2](#) for more details on the education series.

The council supported the student interns and project leads throughout the summer including group mentoring calls and periodic check-ins. Student interns had the opportunity to give a final presentation to share the work they completed throughout the internship with Council staff and the project teams.



Evaluation Data

At the conclusion of the internship program, student interns and project leads provided feedback about their overall experience in the program. We also collected feedback on each unit in the education series.

Overall Feedback

Overall, student interns agreed or strongly agreed that the internship was a valuable learning experience, they developed knowledge about the process of improving health care quality, and that they are interested in pursuing more quality improvement opportunities in the future. The project leads indicated that the student interns helped advance their projects, were an asset to the teams, and that they would recommend the program to others.

"We've been so grateful to have the student on our team. They are a fast learner and keen to try new things. They have really helped us move our ideas forward."

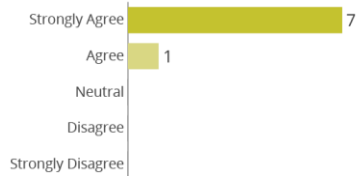
- Project Lead

"I felt like I made a lasting positive impact in the healthcare system this summer and I think that is so valuable."

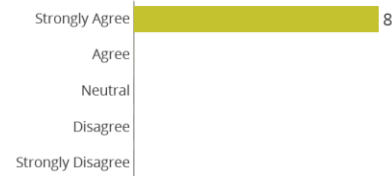
- Student Intern

Project Leads

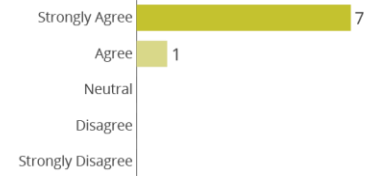
Having a student intern helped to advance our quality improvement project



The student's work was an asset to the project team



I would recommend this internship program to other project teams

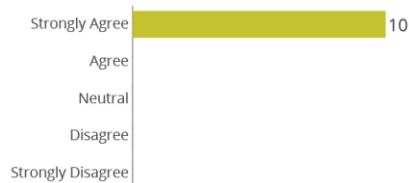


The project leads identified many valuable contributions from the student interns, including:

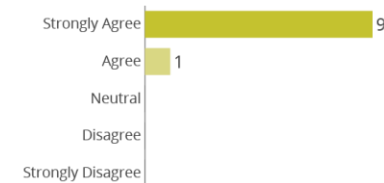
- New perspectives & fresh eyes
- A willingness to learn and grow
- Leadership
- Identifying areas for improvement
- Bringing people together
- Incorporating feedback from across the organization
- Creativity

Student Interns

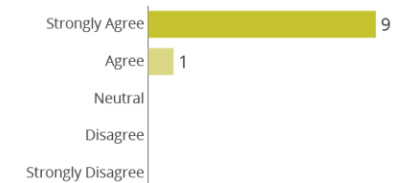
I developed knowledge and skills about the process of improving health care quality



The internship was a valuable learning experience



I am interested in pursuing more quality improvement opportunities in the future



Confidence with Key Concepts

Student interns identified that successes with the education series including its interactivity, the alignment of delivery with their project timelines, and the learning portal's ease of access.

The student interns were asked to evaluate their confidence from 1 (not confident at all) to 5 (completely confident) with key concepts relating to quality and safety before and after the Summer Student Internship Program.

Average **pre-program** and **post-program** confidence scores show an increase in all 14 key concepts. The largest increases were in the areas relating to project charters, Plan-Do-Study-Act (PDSA) cycles, and the Model for Improvement.

"I found the content of the education series to be very useful for my internship, but I also recognized the many areas that I will be able to use the information in my work in the future. This learning opportunity was such a great experience."

- Student Intern



Recommendations

The post-program survey asked student interns to reflect on multiple aspects of their experience.

The student interns found Quality Forum an opportunity to learn about the scope of quality improvement work across the province, build connections with peers, and inspired them to explore improvement work. The student interns described the group mentoring as an opportunity to celebrate successes, learn from fellow interns, and discuss challenges they were facing with their projects.

All student interns strongly agreed that they would recommend the Summer Student Internship program to other students.

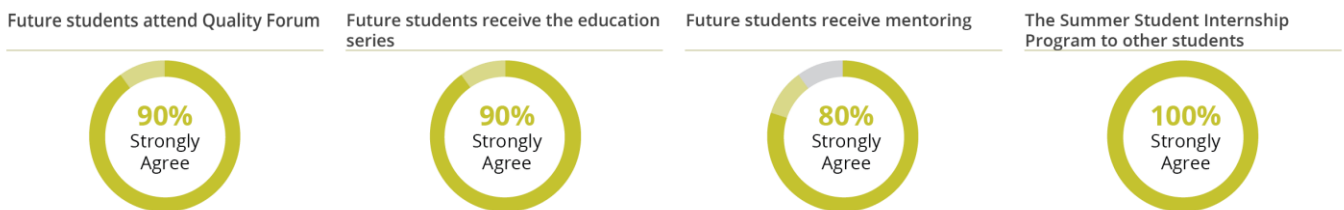
“The mentoring calls were a great opportunity for me to learn from my peers and connect and realize that my project wasn’t the only one experiencing challenges and that those are totally normal.”

- Student Intern

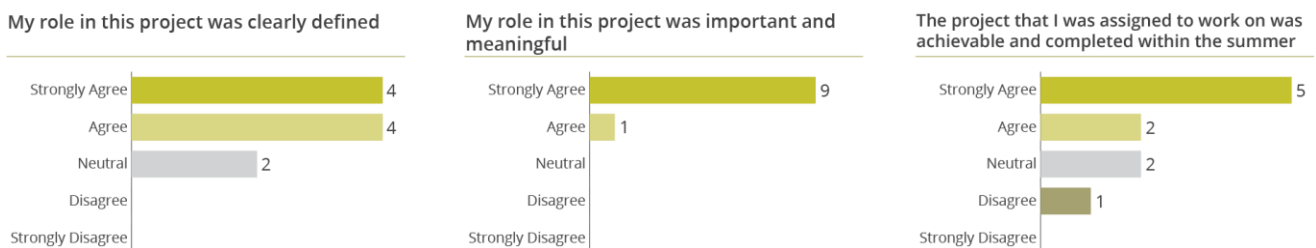
“I thoroughly enjoyed working with my team, they really made me feel like I was part of them and that my contributions and opinions matter.”

- Student Intern

I would recommend...



Multiple student interns described their project leads as supportive both in terms of project work and providing opportunities to grow. One area for improvement identified is ensuring that the student intern’s role on the project is clearly defined and that the work assigned is manageable. One student intern suggested that project leads be provided with a checklist to assist with onboarding to help facilitate this and for there to be additional check-ins with the Council throughout the internship. Multiple project leads suggested that the project would benefit from being longer and 90% of the student interns would have been interested in a 4-month internship from May to August.



Conclusion

The 2022 Summer Student Internship Program was a success, it provided an engaging and meaningful learning opportunity for student interns while helping to advance health care quality improvement projects across the province. Moving forward we will continue to build on the success of this program and look for opportunities to enhance the experience for both the student interns we hire and the project leads we partner with. We are thrilled to be able to engage students at the beginning of their careers to build their capability, interest, and passion for health care quality.

Appendices

1. Student Internship Project Details

Project Title	Organization	Location
Establishing a Quality Appeals Committee	First Nations Health Authority	Remote
Improving Health Care Provider Access to Infection Control Quality Measures	Fraser Health	Surrey
Leading Engagement towards a Restorative Approach to Health Harm in Health Care	Interior Health	Remote within Interior Health
Choosing Wisely at Island Health: Patient-Centred Public Awareness Campaign	Island Health	Remote within Island Health
Improving Interdisciplinary Advance Care Planning	Island Health	Nanaimo
Pap Tests: Addressing the Screening Waitlist	Northern Health	Fort St. John
Improving Interdisciplinary Collaboration for Patients Admitted with Mental Health Diagnoses to an Acute Pediatric Medical Unit	Provincial Health Services Authority	Vancouver
Provincial Perinatal Surveillance Improvement Project	Provincial Health Services Authority	Provincial
Identification and Minimization of Preventable Disruptions to Providers in the Operating Room	Providence Health Care	Vancouver
Using the Relational Tool of Patient Stories to Strengthen the Patient and Provider Experience and Enrich Health Care Culture	Vancouver Coastal Health	Vancouver
Evaluation of Psychological Health and Safety Initiatives	Government of Yukon	Whitehorse

2. Student Internship Education Series Details

Date	Unit Title	Learning Objectives
June 9, 2022	Fundamentals for Change	<ul style="list-style-type: none"> • Define quality and quality improvement in health care • Appreciate the importance of addressing complexity and culture in improvement initiatives • Engage stakeholders and work as a team to achieve improvement
June 16, 2022	The Process for Improvement	<ul style="list-style-type: none"> • Explain the Model for Improvement and apply it to an improvement charter • Initiate an improvement project and use a project charter
June 23, 2022	Measuring & Using Data for Improvement	<ul style="list-style-type: none"> • Explain the importance of collecting data over time • Define key measures • Describe strategies to collect and display data
June 29, 2022	From Ideas to Implementation	<ul style="list-style-type: none"> • Recognize opportunities for improvement and generate creative ideas for change • Develop and test an idea for change using PDSA cycles • Consider ways to sustain and spread successful changes