Interim Report

June 2024

iMentor Project

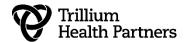
PREPARED FOR

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.

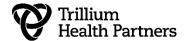
- o Appendix A: Example Status Report from May 2024.
- o Appendix B: Budget allocation (May 31st, 2024) from RNFOO \$50,000 grant.
- o Appendix C: Design and Implementation Working Group Project Engagement.

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

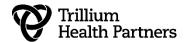
Key Deliverable	Date	Completed Tasks & Outcomes			
Design and Implementation					
Complete reviews of existing leading practices.	March 2024	Reviewed the literature on app development and existing apps to support clinical workforce. • Synthesized thematic review of current literature (grey and white), 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	 Co-designed relevant opportunities for the app through discussion of use cases with end-users. 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 			



		then led to the 'How Might We' exercise to guide discussion on how
		to overcome those challenges with proactive user-design
		considerations.
		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	June	Explored vendor options through app demonstrations.
for app software	2024	Decision-making re: vendor to support app design, development,
development through		and implementation.
CAN Health Network:		Non-Disclosure Agreement completed by vendor and CAN Health
Call for Innovation.		Network
Evaluation		
Draft evaluation strategy	June	Drafted evaluation strategy and reviewed research proposal
for Project Steering	2024	requirements for Research Ethics Board (REB) submission.
endorsement and		Leveraging the literature review as well as utilizing research
identify evaluation tools		
and		· ' '
questionnaires/interview		, , , , , , , , , , , , , , , , , , , ,
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endorsement and identify evaluation tools	2024	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	Finalize business contracts with	June 2024
to support implementation.	vendor and THP.	
Determine privacy, security, legal, and	Review and approve internal	June 2024
operational requirements.	project requirements.	
Identify educational content/resources to be	Document list of resources and	August 2024
migrated into the app.	approval.	
Complete user acceptance testing or	Feedback and Working Group sign	August 2024
validation of the innovation	off on wireframe/prototype.	
wireframe/prototype.		
Develop educational resources or supports	ADKAR and communications plan	September 2024
for implementation (i.e. communication	development and implementation;	
plans, tipsheets, engagements with	creation of educational resources.	
leaders/mentors).		
Evaluation		
Approval of evaluation proposal.	Submission and approval of	September 2024
	evaluation proposal to REB	
Identification and engagement of pilot areas	Conduct recruitment for pilot	December 2024
and personas.	implementation.	



Appendix

1.1 Appendix A – Example of Status Report to Project Governance

iMentor App Overall Status: In Progr			ress	Report From: Kama Kalia & Marijana Lo	To: Project Sponsors/Project S	teering			
Project Coordinator: Marijana Loncar				Key Contacts: Kama Kalia, Charissa Cordon, & Farah Khan			Update: May 20	24	
Start Da	ate: January 2024			Est. Completion Date: November 2025					
	escription:This project aims to ent of mentorship relationshi				s in the organization. This innovation is to design and retention.	digital health soluti	on, specifically a webbased app, to est	ablish and foster t	
 To be p 		ınits.		·	nunity, educational resources, and wree ss features. Health)				
Key Work	Status								
Iter	m Working Group	Lead	Status		Completed	Upcoming		Deadline	
1. App Ver		Project Leads	•	Vendor Decision		Complete vendor-THP contracts Complete CAN Health project charter and budget May 2		May 2024	
2. Engage	ments 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 Ris	sks								
#. 10	dentified Risk	Level of Risk	Migration						
1. P	Project Scope	Low	Project Steering to monitor budget, scope and resourcing						
	taff anallability / aastisiaatiaa	f 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.

