



CityLAB Project Agreement 2020-2021

The role of the project agreement is to document the expectations for the project, define objectives, clarify constraints or limitations, and outline responsibilities to ensure clarity for the project. CityLAB can help you and your partner complete this document, feel free to reach out for help! Email us at Patrick.Byrne@hamilton.ca

Project Title:

Is this project continuing from a previous CityLAB project?

- Yes
 No

If yes, what was the project title:

City staff details

City staff name: Jenn Hohol
 City staff email:
 City staff phone number:

Instructor and student details

Instructor name: Cynthia Lokker
 Instructor email:
 Instructor phone number:
 Course name: eHealth/HRM 724: Fundamentals of eHealth and the Canadian Health Care System
 Number of students: 53 total (± 10 on this project)
 Student names (if known):

Project Description (what is the problem you are trying to solve and what is the context?)

If applicable, use the original challenge description found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.

The City of Hamilton operates two long-term care homes – Macassa and Wentworth Lodge. Staff at the Lodges have identified that there is a need to improve the way in which information is communicated to families about residents in long-term care. With the presence of COVID-19, it is more important than ever that long-term care homes are keeping open communication with families on the status of the homes. It is also important to look for new and creative ways to connect families with their loved ones while still maintaining the safety of all residents, staff, and family members. The Lodges are interested in exploring opportunities to communicate with families in real time – for example through activity calendars where family members can see the activities their loved ones are engaged in daily.

<p>Challenge summary (summarize the challenge in plain language)</p> <p>If applicable, use the original challenge summary found on www.citylabhamilton.com/challenges. Please make any changes as needed or simply leave as is.</p>	<p>How can we create an electronic platform for families to better engage in the lives of their loved ones in long-term care facilities at the City?</p>
<p>In Scope (from original project description)</p> <p>Clarify the particular elements that you will be taking on in this project. The more particular the better!</p>	<p>In scope elements include</p> <ul style="list-style-type: none"> ● Development of research questions ● Secondary research on: <ul style="list-style-type: none"> ○ Review of existing technologies used in long-term care settings to support communication between families and a summary of their features; ○ Best practices for implementation and adoption of communication tools for LTC and families; ○ Review of communication needs for LTC homes, residents and their loved ones ● Recommendation reports from students to City of Hamilton summarizing findings from secondary research
<p>Out of Scope (from original project description)</p> <p>Clarify the particular elements that this project won't take on. Be explicit, even if it might seem obvious!</p>	<p>Out of scope elements include:</p> <ul style="list-style-type: none"> ● Primary research into communication needs and desires of families and residents ● Engagement with long-term care residents, families and Family Council ● Gathering of technical requirements for technology solutions ● Development of technology solutions ● Implementation of technology solutions
<p>Background Research (what research will be required to pursue the challenge?)</p>	<p>3 Literature reviews will be required to achieve the outcomes defined in the scope of this project. The questions to be answered by the literature reviews will be:</p> <ol style="list-style-type: none"> 1. In long-term care settings, what technologies have been used for communication with

	<p>families? What features are important elements of the technologies?</p> <ol style="list-style-type: none"> 2. What are the facilitators and barriers encountered when implementing and adopting communication tools for LTC homes, staff, residents, and families? 3. What are the communication needs identified in the literature for communication between LTC homes and residents' loved ones?
<p>Goals (what are the objectives you aim to achieve within the timeframe?)</p>	<p>Project objectives include:</p> <ul style="list-style-type: none"> ● Secondary research on best practices and existing technology used in long-term care settings to support communication between families ● Written executive summary and video presentation summarizing findings of secondary research
<p>Timelines (Planning, Implementation, Installation, Report, Presentation, Reflection)</p>	<p>Planning – by Aug 14, 2020</p> <ul style="list-style-type: none"> ● Finalize research questions ● Research plan and timelines <p>Implementation Oct 13-Dec 1</p> <ul style="list-style-type: none"> ● Literature review and analysis <p>Recommendations Dec 14</p> <ul style="list-style-type: none"> ● Executive summary of findings ● Video presentation ● Feedback
<p>Learning Objectives</p>	<ul style="list-style-type: none"> ● Identify the main applications of eHealth in health care, understand their role and potential impact; ● Identify challenges in the field, and critically appraise strengths and limitations of eHealth solutions; ● Recognize the effect of the culture of health care on planning,

	<p>implementation, and use of information technologies;</p> <ul style="list-style-type: none"> ● Identify areas in healthcare that could benefit from eHealth-supported solutions; ● Consider privacy, security, and confidentiality issues from the health care provider and patient perspective in relation to eHealth applications and research, and be aware of the role of policy and legislation in this area;
<p>How we will work together</p>	<p>Meeting Frequency: Initial, midway, and near-completion meetings between City staff lead and students. Additional check-ins scheduled as necessary.</p>
	<p>Communication: Virtual meetings will be held between City of Hamilton staff, students and Faculty advisors. Regular communication between students, staff and faculty in between meetings are welcomed by phone or email as needed. Additional meetings can be scheduled as required.</p>
	<p>Conflict Resolution: Conflicts will be addressed during scheduled meetings.</p>
<p>Roles</p>	<p>Students: Complete work as per defined in project scope. Flag any challenges to achieving project outcomes to both Faculty and staff and participate in troubleshooting any challenges that may arise.</p>
	<p>City Staff: Work with Faculty to support students in successfully achieving outcomes in scope of project and troubleshooting any challenges that may arise.</p>
	<p>Instructors: Work with City of Hamilton staff to support students in successfully achieving</p>

	<p>outcomes in scope of project and troubleshooting any challenges that may arise.</p>
	<p>Stakeholders: N/A</p>
<p>Project Deliverable for the City of Hamilton</p>	<p>Alignment with City of Hamilton Strategic Priorities:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Community Engagement and Participation <input type="checkbox"/> Economic Prosperity and Growth <input checked="" type="checkbox"/> Healthy and Safe Communities <input type="checkbox"/> Clean and Green <input type="checkbox"/> Built Environment and Infrastructure <input checked="" type="checkbox"/> Culture and Diversity <input type="checkbox"/> Our People and Performance <p>Deliverable(s) (e.g. size and type):</p> <ul style="list-style-type: none"> ● Literature review on best practices and existing technology used in long-term care settings to support communication between families ● Written executive summary and video presentation summarizing findings of secondary research <p>Where will the work go and what will it be used for: The recommendation summary and video will be reviewed by the leadership team at the City’s long-term care facilities and will be used to inform decisions on the best technology solutions to implement to support the communication needs of long-term care residents and families.</p>

Please submit your project agreement to CityLAB by emailing to Patrick.Byrne@hamilton.ca before September 1, 2020 for Fall semester projects.