

# Horizon Health Authority. Education Placement Portal



## Introduction

Dockyard Consulting's team has over a decade of experience crafting custom digital solutions that help small and medium-sized businesses grow and thrive. Working with our strategic partners, Contendo Digital Solutions, we have crafted amazingly powerful custom toolsets for some of Atlantic Canada's leading companies and organizations.

The ability to deliver these custom solutions comes from years of experience working collaboratively with clients to unearth hidden challenges, pain points and bottlenecks. We then use our years of process experience to craft solutions that address all of those issues and empower our clients to overcome a challenge and redefine the activity as an organizational strength.

## Horizon Health Authority. Education Placement Portal

Horizon Health Authority is one of two administrative bodies that oversee the management and operations of New Brunswick's Healthcare System. This scope of work includes everything from hospital operations to the procurement of medical supplies, and most importantly for this case study, human resources across the entire network.

The screenshot shows the user interface of the Education Placement Portal. At the top, there is a navigation bar with the Horizon logo on the left and the user's name 'Simonson, Jesse Super Admin' on the right. Below the navigation bar, the main content area starts with a greeting 'Hello Jesse!' and a welcome message. A yellow notification banner indicates that there are placement requests requiring approval. The dashboard is organized into several key metrics and sections:

- My Placement Requests:** 0 Requests assigned to me. Sub-statuses: (0) New | (0) Processing | (0) Scheduled | (0) Denied | (0) Cancelled | (0) Closed.
- Most Recent Request:** ID#49 (Approved). Details: Clinical Staff-Led | Respiratory Therapy - TEST Basic Schedule No IT | 3.
- Students Today:** 1 Tue, Aug 25th, 2020. Subtext: Students placed in Horizon facilities today.
- My Profile:** Review or update your contact information.
- Users Missing Person ID:** 5.
- Pending Immunization Verifications:** 6.
- Schedule Status Overview:**
  - 1 Schedule Complete (Schedule ready to submit for approval)
  - 6 Approved (Requests where all schedules are approved)
  - 1 Denied (Schedules that have denials and required attention)

With thousands of employees of varying levels of designation, legal requirements, vaccination requirements, security clearances, and so much more, Horizon's HR department continually found themselves in a losing battle, especially when it came to placing students for their practicums. With team members stretched from Miramichi to St Stephen, Horizon was having significant challenges effectively placing students and eliminating the duplication of efforts.

Inspired by the platform we had developed for Learnsphere, Horizon Health Authority's HR team approached us in 2019 to develop a completely custom system. The desire was to develop a system that could eliminate the bottlenecks and inefficiencies of placing the over 500 students per semester that required some sort of placement in a practicum or residency program. It was an ambitious project that saw us bring together members of the Horizon team from all over the province and uncover the process gaps and find a way to digitize the process to provide end-to-end efficiency.

“Our system significantly reduced the burden on the team and the students as they worked to secure their placements.”

The EPP or **Education Placement Portal** started with the unenviable task of discovering just how many levels of users the system would require. Horizon, to their credit, works in a very collaborative style, and hierarchy, although present, is not as rigid as what proper database structure requires. However, this ambiguity required us to work closely with the HR leadership and staff to define the roles and responsibilities of each user profile that would be part of the portal.

Agency	Facility	Department	Placement Type	Program	Placements
Fredericton - Dr. Everett Chalmers Regional Hospital	Fredericton - Dr. Everett Chalmers Regional Hospital	Nursing-3E General Medical (801.712101010)	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	1
University of New Brunswick - Fredericton Campus	University of New Brunswick - Fredericton Campus	Preceptorship/Work Practicum	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	6
University of Prince Edward Island	University of Prince Edward Island	Preceptorship/Work Practicum	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	1
University of New Brunswick - Fredericton Campus	University of New Brunswick - Fredericton Campus	Preceptorship/Work Practicum	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	1
University of New Brunswick - Fredericton Campus	University of New Brunswick - Fredericton Campus	Preceptorship/Work Practicum	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	10

Total Requests	Total Students	Preceptorship Offered	Approved	Declined	Pending Response
5	36	7	2	1	26

  

ID#	Agency	Placement Type	Program	Start	End	# Hours	Students Matched	Offer Status	Email Status	Last Sent
41	University of New Brunswick - Fredericton Campus	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	Nov 20th, 2020	Dec 7th, 2020	180	3 of 3	Approved	Approved	Aug 7th, 2020
42	University of New Brunswick - Fredericton Campus	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	Sep 14th, 2020	Nov 27th, 2020	100	1 of 1	Approved	Approved	Aug 19th, 2020
43	University of Prince Edward Island	Preceptorship/Work Practicum	Nursing - Bachelor of Nursing	Nov 9th, 2020	Dec 4th, 2020	150	0 of 2	Declined	Declined	Aug 7th, 2020

The portal would ultimately have several unique user categories, not including admin-level access. Multiple layers in these kinds of platforms present significant challenges to the database structure of the portal. However, we knew that it was essential to be able to operate with 100% confidence in the portal's ability to facilitate the activities that needed completion while at the same time protecting higher levels of security and confidentiality.

The end product was an end-to-end multi-user experience. Various levels existed with the Horizon HR department and several outside the department, including educational partners, students, IT support, and numerous others. The accurate and efficient placement of students is a cornerstone of Horizon's efforts to keep up with the ever-increasing demands for medical professionals to care for New Brunswick's population.

ID #	Agency #	Facility #	Department	Discipline/Program #	Group #	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun			
37	Cape Breton University	Base Site - Prince Health Centre	Health Centre - Base Site - Prince Health Centre (042-715101550)	Nursing/Bachelor of Nursing	42 - Group 2	-	-	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03	03
31	University of New Brunswick - Fredericton Campus	Central Municipality Health Centre (Dukestown)	Health Centre - Municipality Health Centre (091-715101500)	Nursing/Bachelor of Nursing	R2 - Nursing Unit	-	-	5	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
31	University of New Brunswick - Fredericton Campus	Central Municipality Health Centre (Dukestown)	Health Centre - Municipality Health Centre (091-715101500)	Nursing/Bachelor of Nursing		-	-	-	-	-	-	-	-	5	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

## Conclusion

The Education Placement Portal could not have completed this project in a vacuum and without the support and full participation of Horizon's HR leadership and their entire student placement team. Dockyard and Contendo are proud of the countless instances like this where we work together with our clients to build them the tools they actually need, not just the ones we are looking to sell them.