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Executive Summary

This database, developed within the framework of a teaching and research hospital network, will be used to keep track of the health records of patients and the personal information of volunteers, research trainees, and staff. The database provides context to the entities, relationships, and attributes involved in an intricate, yet sophisticated system of organizational processes that pertain to the fields of health, research, and education across a plethora of domains. Moreover, this system of data requirements captures the complexities of the structural integrity of the organization as a whole, a high-level overview of the institutions, people, and systems that comprise these organizational processes, and a bottom-up approach to understanding the ways in which the scaffolds of this hospital network are constructed.

Context of the Study

Comprising several teaching hospitals, including Toronto General Hospital, Toronto Western Hospital, the Toronto Rehabilitation Institute, and the Princess Margaret Cancer Centre, the University Health Network (UHN, n.d.-o) emphasizes excellence in conducting cutting-edge research that extends the boundaries of knowledge across a plethora of medical specialties and in providing patient care with best practices in mind (UHN, n.d.-c).

The objectives of the network are framed in terms of the following values – "the needs of patients" (UHN, n.d.-q, "Our Primary Value and above all else" section) as its first priority, as well as "safety, compassion, teamwork, integrity, [and] stewardship" (UHN, n.d.-q, "Values" section); each of these values are undergirded by a multitude of ethical principles (UHN, n.d-q.). In relation to patient care, five core values are highlighted in terms of cultivating optimal patient-provider relations: "respect and dignity; empathy and compassion [,] accountability [,] transparency [, and] equity and partnership" (UHN, n.d.-e, "A Compass for Our Care: UHN Patient Declaration of Values" section).

UHN's core business processes include human resources (UHN, n.d.-v), occupational safety training (UHN, n.d.-v, 2021), information systems management (UHN, n.d.-g, n.d.-t), provision of healthcare or patient support (UHN, n.d.-p), research processes (UHN, n.d.-r), and funding initiatives (UHN, n.d.-x).

With respect to how human resources addresses allegations of workplace harassment or human rights violations, a dispute may be handled by a third-party mediator and if further escalated following a failure to resolve that dispute, an investigation may be launched (UHN, 2023; see flow chart for details).

Occupational safety and health training and development programs entail record-keeping of the vaccination history of research trainees (UHN, n.d.-s, "Getting Started" tab, "Health Services [Occupational Health and Safety]" section, "Immunization Requirements:" subsection), volunteers (UHN, n.d-w), observers (UHN, n.d-m), employees (UHN, n.d.-l), of the submission of forms relating to the onboarding of new employees (UHN, n.d.-l) and volunteers (UHN, n.d.-w), and of the completion of training modules required of all employees (UHN, n.d.-i), volunteers (UHN, n.d-w), observers (UHN, n.d-m), research staff (UHN, n.d.-b), and medical and physician assistant students (UHN, n.d.-n).

Information systems entail database management processes required to maintain the confidentiality of patient information (UHN, n.d.-g, n.d.-y), as well as cybersecurity measures to ensure the privacy of personal information (UHN, n.d.-k). The personal information of patients is inputted by administrative assistants into the healthcare database (UHN, n.d.-d) to streamline informed

decision-making processes related to a patient's health. Records of patient-provider interactions are recorded in the myUHN healthcare database (UHN, n.d.-a).

UHN's treatment of patients is based on an integrative and holistic approach to health and may include the services of a wide range of healthcare or supportive care professionals, including physicians, nurses, physiotherapists, and social workers (UHN, n.d.-j).

In terms of research processes, research personnel secure grants to fund projects specific to their field of expertise (UHN, n.d.-h). Research protocol involving participants must conform to the ethical requirements laid out by the Research Ethics Board (UHN, n.d.-f). Graduate students and post-doctoral fellows affiliated with universities, as well as research staff (e.g., principal investigators) carry out research within the premises of wet or dry laboratories (UHN, n.d.-u), and papers are published to disseminate their findings (UHN, 2020).

UHN spearheads three funding foundations, each of which organizes fundraising initiatives, such as marathons or community-based projects (UHN, n.d.-x).

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