

SHAYLA DEVONISH

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EDUCATION

2014 - 2015

Master of Health Informatics, University of Toronto

Information Systems, Services & Design, Analyzing Information Systems, Human Factors and Change Management, Complexity of Clinical Care, Evaluation Methods for Health Informatics, Project Management

- Developed and delivered a list of functional requirements, based on market best practices, for an information system that will effectively measure and report on the Toronto Central Community Care Access Centre client experience in real-time
- Delivered multiple presentations to professionals in the Health Informatics industry to communicate new ideas for health system improvement, including the Director of Strategy at the Toronto Central Community Care Access Centre and Director of the Centre for Global Health Innovation
- Created recommendations for work process improvements in the University Health Network Transplant Clinic based on direct observations of, and discussions with, transplant nurses on the ward

2008 - 2012

Honours Bachelor of Commerce – Specialization in Accounting, University of Ottawa

Business Decision Models, Information Systems Tools for Business, Financial Accounting, Managerial Accounting, Cost Accounting, Reasoning and Critical Thinking, Auditing Theory, Business Law, Management Control Systems

EXPERIENCE

Oct 2016–
Present

Business Systems Analyst, Information Systems, The Children's Hospital of Eastern Ontario (CHEO)

- Planning and executing system build, setup and maintenance of the new CHEO patient armbands for barcoded medication administration
- Configuring and maintaining CHEO's automated calling and confirming system
- Providing Electronic Health Record system support to Grand Central (admitting) and Cadence (scheduling) application users
- Using business process mapping (using BPMN) and requirements gathering to improve admission, transfer and discharge activity throughout the hospital

March 2016–
Present

Director of Operations and Product Designer, TakeMeHome

- Conducting interviews with target users to discover user needs
- Translating research findings in the area of wayfinding and wayfinding deficits into business objectives, and those business objectives into product requirements
- Creating functional and non-functional requirements for a mobile application that will meet the needs of the target user, and making continuous adjustments as the needs of the user change
- Designing low and high fidelity prototypes with a high level of usability and in accordance with well-established heuristic principles
- Responsible for planning and defining business objectives and managing the completion of the corresponding action items by the rest of the team

May –
Oct 2016

Program Evaluator, Regional Centre for the Treatment of Eating Disorders, The Ottawa Hospital

- Coordinating the administration of psychological testing to patients at each stage of their treatment
- Scoring and assisting in the interpretation of psychological testing instruments to determine illness progression
- Preparing submissions to the Ministry of Health and Long Term Care (MOHLTC) Common Dataset
- Creating and maintaining several databases containing patient data regarding program activity, including patient admissions and discharges to different streams of the program

June –
Dec 2015

Business Analyst, Shared Information Management Services, University Health Network

- Conducted current state process mapping and analysis using the Business Process Model and Notation (BPMN) for (1) the Internal asset management LEAN project and (2) the Toronto Central Community Care Access Centre (TCCCAC) Call Centre process, and using those process maps to identify areas of improvement
- Participated in collaborative meetings amongst project stakeholders to brainstorm ways to improve the areas of concern and to determine the feasibility of those methods

- Engaged with members of the internal systems engineering team and TCCCAC management to identify stakeholder needs and priorities and facilitate communications between both parties
- Develop project documentation and updated the project plan to communicate and keep record of project progress
- Delivered presentations with the team on health informatics-related topics in order to support and grow a knowledge-sharing culture
- Conceptualized, created and edited a video tutorial posted on the department-wide SharePoint site to teach SIMS staff how to use Yammer, an enterprise social network used by UHN staff to organize meetings and share information

2009 - 2014

Clerk, Outpatient Psychiatry Department, *The Ottawa Hospital*

- Guided patients safely and effectively through the appointment process, from registration to follow-up
- Addressed the needs of representatives from a myriad of external organizations concerning the patients of the program
- Restructured and implemented procedures to improve the data collection process
- Designed and created an information system to aggregate and manage program data at no additional cost
- Took all necessary precautions to keep patient health information private and secure

2011

(4 mo. coop)

Accounting Operations and Banking Services Representative, *MD Physician Services Inc.*

- Used various queried reports to identify issues for requested Electronic Funds Transfers
- Performed Accounts Payable, Advisory Fee and Loan account analysis

VOLUNTEERING

2015

DementiaHack 2015, winner and co-creator of *TakeMeHome*

- Co-created an information technology to help people with Dementia better navigate their communities
- Co-facilitated several meetings with individuals with dementia, caregivers and other stakeholders, to gather information about their day-to-day lives and identify areas where software applications could create improvements
- Analyzed the information gathered in stakeholder meetings to set the scope and goals of the application, as well as to determine its functional and non-functional requirements
- Applied human factors design methodologies to create wireframes of an application which met the requirements and would achieve the overall goal
- Was chosen as winning application of the 'Diagnosed Individuals' category and the Facebook prize

2015

Canada2020 Health Conference Presenter, *on behalf of Facebook Canada*

- Presented on how policy makers and tech developers can work together to support the implementation of health policy

2011

TD Financial Case Competition Coordinator, Finance Society Executive, *Telfer School of Management*

- Created project plan within time and budget constraints, using work breakdown structures and project schedules and led the project through the entire project life cycle
- Assigned activities to members of the executive team and tracked completion
- Led status meetings and meetings to train volunteers for the day of the event

SKILLS

Process Modelling

- Experienced applying process modelling techniques (BPMN, UML) and data modelling techniques (DFD, ERD) to business process and systems analysis in the healthcare setting

User Research

- Planning and facilitating user interviews to determine system and interface requirements

User Experience

- Translating user requirements into low and high fidelity prototypes for usability testing

Productivity & Teamwork

- Ability to effectively manage time and thrive in a self-directed working environment as well as one focused on team effort
- Excellent interpersonal skills and ability to get along well with others

Certifications

- Epic Grand Central Administrator Certificate
- Epic Prelude Administrator Certificate
- French Immersion Certificate