Institute of Health Policy, Management & Evaluation
UNIVERSITY OF TORONTO

STUDENT HANDBOOK

Master of Quality Improvement and Patient Safety

2021-22

Contents

1. Introduction

This handbook is designed for students entering the Master of Quality Improvement and Patient Safety program at the Institute of Health Policy, Management and Evaluation, University of Toronto. It provides specific details about the Program's structure, courses, and schedule; its operation and the expectations around the learning process.

Important information about the policies, procedures and operations of the Program and the University, is outlined in the Calendar published by the School of Graduate Studies (SGS), which should be reviewed by students

SGS Calendar: www.sgs.utoronto.ca/calendar

1.1 School of Graduate Studies

63/65 St. George Street, Toronto, Ontario M5S 2Z9

Tel.:   (416) 978-6614

Fax: (416) 978-4367

Email: graduate.information@utoronto.ca

Public Hours: 10:00 a.m. - 4:00 p.m.

Website: www.sgs.utoronto.ca

Writing Resources

There are a number of writing resources available to students through SGS. https://writing.utoronto.ca/writing-centres/ These programs are free and provide graduate students with advanced training in academic writing and speaking through drop-in workshops, writing centre consultations by appointment, and courses and writing intensives.

For additional writing and speaking resources such as assignment writing, oral presentation skills, ESL support and more, please see: https://www.sgs.utoronto.ca/resources-supports/gcac/additional-resources-writing-speaking/

Counselling

In partnership with the Office of Student Life, SGS offers outreach provided by the Health & Wellness Centre to the graduate student community. Graduate students can access counselling services by visiting the SGS Office at 65 St. George Street*. The Wellness Counsellor will offer brief counselling services tailored to the challenges presented by graduate-level university life. For more information on booking an appointment, please visit: www.sgs.utoronto.ca/currentstudents/Pages/Graduate-Counselling-Services.aspx.

You may also wish to explore Peer Support and Workshops on the Student Life web page: www.studentlife.utoronto.ca/hwc/workshops

1.2   Society of Graduates, IHPME

The Institute benefits from a strong alumni association. The executive of the Society rotates on an annual basis and senior managers from a variety of organizations are involved in providing leadership to the group. The Society supports the QIPS Program in a variety of ways, including convening its annual Education Day, and by holding its Annual Recognition Party, **The Moonshot Event**, in the fall of each year. http://ihpme.utoronto.ca/community/alumni/

1.3   IHPME Online

The Institute's website is ihpme.utoronto.ca IHPME Events are located on the Events Calendar: ihpme.utoronto.ca/events/

Administrative Staff and Program contact information:
http://ihpme.utoronto.ca/community/connect/

Faculty profiles and contact information: ihpme.utoronto.ca/community/faculty

1.4   IHPME Social Media

Join the official IHPME LinkedIn network: www.linkedin.com/groups/2289738

Join the IHPME-GSU Facebook group: www.facebook.com/groups/160424981905/

Check in with #IHPME and follow GSU on Twitter: twitter.com/IHPMEGSU?lang=en

Follow MScQIPS on Twitter: @IHPMEQIPS

Flickr photostream: www.flickr.com/photos/134310391@N04/

Vimeo channel: vimeo.com/user30220297/videos

1.5   IHPME Connect Newsletter

IHPME Connect is the Institute's monthly e-newsletter, keeping researchers, decision-makers and providers in touch with the latest from the IHPME community, including feature pieces on our faculty and students, other news, award announcements and events. IHPME Connect is published on the first Monday of each month.

You will receive IHPME Connect via your UTmail+ address. Current and past issues are available online: ihpme.utoronto.ca/newsletter

2.   University of Toronto Structure

2.1   Academic Structure

The School of Graduate Studies

The School of Graduate Studies is responsible for all graduate studies at the University of Toronto, as well as the development and implementation of appropriate regulations and operating procedures. Additionally, the school sets and administers the academic requirements of all programs including the approval of admissions and programs of study; the certification of the satisfactory completion of each student's program of study prior to graduation; and the maintenance of accurate records of the academic activities of all students registered in the school. For more information: www.sgs.utoronto.ca

The Institute of Health Policy, Management and Evaluation (IHPME)

The Graduate Department at the Institute of Health Policy, Management and Evaluation administers all the programs of graduate studies for the Institute of Health Policy, Management and Evaluation. This includes the MSc Programs in Quality Improvement & Patient Safety, Health Services Research, Clinical Epidemiology and Healthcare Research, Health Professions Education Research, the MHI Program (both regular and executive streams), the MHSc Health Administration Program and the PhD Programs in Health Services Research and Clinical Epidemiology and Healthcare Research. For detailed information, please visit our website at ihpme.utoronto.ca/academics/

The Master of Quality Improvement and Patient Safety (MSc QIPS)

The MSc concentration in Quality Improvement and Patient Safety is designed for high performers who wish to develop their expertise and lead quality improvement research or initiatives within their organizations and/or the broader health care system:

- Early-career health professionals or physicians who are completing their residencies and looking for an area of specialty to advance their academic/research careers.
- Mid-career physicians or health professionals (e.g., clinical managers, professional practice leaders, educators) with administrative responsibilities in acute care, rehabilitation/CCC and community hospitals, primary care or long-term care facilities.
- Mid-career administrators (e.g., program directors, VPs) within acute care, rehabilitation/CCC and community hospitals, long-term care facilities, LHINs or CCACs.
- Policy-makers/planners involved in quality improvement initiatives.

2.2   Administrative Structure

Dean, Dalla Lana School of Public Health (DLSPH)

The DLSPH is a regional and global leader in public health education, research and service, with the largest concentrations of academic population and public health researchers in Canada. It is training the next generation of educators, scientists and practitioners who will advance public health in Canada and around the world. The DLSPH Dean is **Dr. Adalsteinn Brown**, Professor, whose research interests are health policy, knowledge translation and performance measurement.

Leadership of the Institute of Health Policy, Management and Evaluation

The Director of the Institute of Health Policy, Management and Evaluation is **Dr. Audrey Laporte**, who is responsible for overseeing the strategic direction and resource allocation decisions within the Institute. The Graduate Coordinator, **Dr. Aviv Shachak**, is responsible for the day-to-day graduate operations of IHPME. They are both responsible for maintaining the standards and policies of the School of Graduate Studies.

Program Director, QIPS

As Program Director, **Dr. Christine Shea** is responsible for the strategic and operational management of the QIPS Program, both thesis and non-thesis options. She provides leadership on curriculum, faculty and program development as well as fulfills the role of learner advocate. She teaches in the QIPS, MHSc and MHI programs. If you need help or advice in dealing with academic or administrative challenges, please feel free to email, call or visit her office at:

Health Sciences Building

155 College Street, 4th Floor, Suite 450

Toronto, Ontario M5T 3M6

Tel: (416) 946-3862

Email: christine.shea@utoronto.ca

2.3 Faculty

The Institute's faculty are renowned across Canada and internationally for their contribution to the advancement of health services managerial and policy thought. They are selected for their excellence in research and teaching, and for their health services knowledge and experience. Members of the faculty have been actively involved in management development activities for our own health care system, as well as for international colleagues who may wish to learn from our experience. You may review faculty bios online: www.ihpme.utoronto.ca/community/faculty.

3. QIPS Program Information

3.1 Program Overview

The Institute of Health Policy, Management and Evaluation at the University of Toronto, offers a Masters with a concentration in Quality Improvement and Patient Safety, in partnership with the University of Toronto's <u>Centre for Quality Improvement and Patient Safety</u>. This is a graduate program for health professionals and health leaders that offers a specific focus on Quality Improvement and Patient Safety.

The concentration in Quality Improvement and Patient Safety provides students with the opportunity to focus their research and learning on leading and sustaining change, quality improvement science, quality improvement methods and current topics in healthcare quality such as population health, healthcare costs, risk management and patient outcomes and experience.

The strengths of the program are based on in-class learning with experts, peer-to-peer inter-professional group work and the application of all of this learning to individual quality improvement projects. The makeup of each cohort is a cross section of health sectors and professionals. IHPME faculty and guest lecturers are recognized national and international leaders in the fields of improvement science, patient safety and health care leadership. There is a comprehensive evaluation and feedback process that allows instructors to incorporate current issues while continuously improving the program's design and delivery.

Areas of study include improvement science theory and research methods, measurement methods and tools, best practices in implementing quality improvement and patient safety, systems thinking and theories and tools for leading change.

3.2 Program Goals

The QIPS Program is designed and sequenced to support the development of improvement leaders. The overall goals of the program are:

- To prepare health professionals and health care managers to lead and carry out research in the areas of Quality Improvement and Patient Safety (and teach others critical skills);
- To accelerate the uptake of evidence-based improvements into daily work across systems and disciplines and throughout levels of healthcare delivery;
- To contribute to the scientific underpinnings of quality improvement and patient safety with wider and deeper appreciation for qualitative and quantitative improvement data;
- To provide a local academic hub for quality improvement and patient safety in Toronto.

3.3   Program Curriculum

The sequencing of the courses throughout the Program supports the development and implementation of an improvement project. You will find course descriptions on our website at http://ihpme.utoronto.ca/academics/rd/qips-msc/handbook/course-descriptions/

Schedule of Required Courses in the QIPS Concentration

Thesis

HAD3010H	Fundamentals of Improvement Science	One week of consecutive daily classes during September
HAD3020H	Quality Improvement Methods	Four modules (3 days each) in the fall term: October – December
HAD3050H	Leading and Managing Change	
HAD3041Y	Design and Methods for thesis (thesis-option)	Offered through the academic year, usually on Saturdays

Non-Thesis

HAD3010H	Fundamentals of Improvement Science	One week of consecutive daily classes during September
HAD3020H	Quality Improvement Methods	Four modules (3 days each) in the fall term: October - December
HAD3050H	Leading and Managing Change	
HAD3060H	Quality Improvement in Health Systems	One week of consecutive daily classes in March and April
HAD3030H	Concepts and Strategies in Patient Safety Systems	Four modules (3 days each) in the winter term: January to April
HAD3070H	Legal and Regulatory Environment and Risk Management	
HAD3040Y	Project course	Offered through the academic year, usually on Saturdays.

Elective/Reading courses and sessions offered:
HAD3090H – Application of LEAN in Healthcare (Fall)
HAD5777H – Leading and Managing Change: Building Adaptive Capacity (Winter)
HAD3025H – Teaching QI Methods (Summer)
HAD4000H S2 – Human Factors (Winter)
HAD3080H - External practicum/Extended practicum (Summer- May to June)

3.4   Program Schedule

Two options of training are offered at the Masters level – a non-thesis, course only option and a thesis-based option.

Courses are delivered in a modular format. A compulsory one-week intensive is offered in September for both options. The remaining class time is concentrated in modules spread throughout the fall and winter terms.

Each module of the required courses consists of a full day Thursday and Friday, and a half-day on Saturday four times during the September – December term and four times during the January – April term. Electives may be offered outside of the Thursday –Saturday blocks, based on faculty schedules. Students are updated on elective course schedules as soon as they are available.

<u>**Thesis Option:**</u>

The thesis option requires the completion of a thesis plus **3.0 FCE**. The courses offered are **0.5 FCE**, except for HAD3041Y, the Project practicum, which is a **1.0 FCE**. Courses offered are:

- HAD3010H, HAD3020H, HAD3050H and HAD3041Y, which are required courses;
- one elective;
- A thesis written under the supervision of a thesis committee (an IHPME based supervisor and at least one additional graduate IHPME faculty member, and one member from the student's discipline) and its defence before an examination committee.

Note: HAD3041Y (thesis option) runs throughout the academic year (Sept-April). The instruction time is built into the required courses in the fall and winter terms.

The overall length of time to complete the thesis-based option for MSc Quality Improvement and Patient Safety is usually 12-18 months.

<u>**Non-Thesis Option:**</u>

The non-thesis option requires completion of **5.0 FCE.** The courses offered are **0.5 FCE**, except for HAD3040Y, Project Course, which is a **1.0 FCE** running in the Fall and Winter terms. Courses offered are:

- HAD3010H, HAD3020H, HAD3030H, HAD3050H, HAD3060H, HAD3070H andHAD3040Y (all required courses);
- 2 electives:
  - 2 elective courses, or
  - 1 elective course and one external practicum of 120 hours, (HAD3080H),
  - An extended practicum of 240 hours (HAD3080H).

The external practicum is in a work place environment that is external to a student's usual work environment and takes place after the student successfully completes the required courses in the MSc QIPS concentration. The external practicum is established by the student.

Electives may be taken from courses offered through IHPME or elsewhere within the University, **only** with the express permission of the QIPS Program Director and the respective instructors.

3.5   Important Dates/Deadlines

July 14, 2021	MSc QIPS Orientation
August 26, 2021	**HAD 3010 Personal Improvement Project Assignment due**
August 28, 2021	Recommended fee payment deadline to ensure payment is received by the registration deadline of September 13 and to avoid cancellation of course enrolment on ACORN
September 3, 2021	**HAD3020H Pre-work Assignments (non-graded):** 1- Module on Project Set-up/Project Design/Preparation 2- Module on Diagnostic Tools
September 20-24, 2021	Classes begin online – One week intensive (HAD3010H)
September 24, 2021	HAD3010H Project Presentations
September 10, 2021	Registration deadline. After this date a late registration fee will be assessed
December 11, 2021	HAD3040Y Project Presentations
January 4, 2022	Classes begin (to confirm if in-class or online)
March 28 to April 1, 2022	One week intensive (HAD3060H)
April 30, 2022	HAD3040Y Project Presentations

For additional information: SGS Sessional Dates 2021-22

4   QIPS Program Operations

4.1   Expectations of Students

Students commit to progressing through the Program at a steady pace with the expectation that they will complete their studies within the year. If it becomes necessary to modify the pace due to extenuating circumstances, the students are required to contact the Program Director immediately.

Our current estimate for pre-class work is approximately 25 hours per week. This will vary by skill level and by subject for each individual and will be evaluated on a continual basis, so faculty can modify as appropriate.

The commitment for successful completion of the Program extends beyond the student to fellow students, instructors, employers and co-workers, spouse and/or family.

As the development of group skills is an important component of the program, students are placed in groups at the start of the program. Course work will sometimes be undertaken in these groups. Group work allows students to create a living laboratory, and to replicate the working environment

in the health care sector. In improvement work in particular, leaders must work in inter-professional teams.

Computer competency is required. All students are expected to have access to a computer at home, and may use a notebook or tablet for in-class group work. Excel spreadsheet, statistical manipulations, and e-communication are viewed as a basic skill set for students entering the program.

There is an expectation that all students will have access to Email and the Internet for program communication, coordination, and collaboration. In addition, *each student is required to have a University of Toronto email address*, which will be used for all program communication.

4.2   Attendance

Full attendance, preparation and participation are required for all in-class sessions and program events e.g. workshops, group studies during the program. Students must account for all missed classes and assignments and must contact the Instructor and the Program Director in advance should an absence be necessary. Written documentation supporting reasons for an absence must be provided to the Instructor or a grade penalty may be imposed.

4.3   Late Assignments

Unless otherwise specified and at the discretion of the course Instructor, all late assignments will be assigned a late penalty. Penalties may be waived if a valid reason is provided with supporting documentation. In all cases, the instructor must be contacted prior to the assignment due date. Pre-class work must still be completed. As with written assignments, grade penalties may be waived if valid reasons for late submission is given **before** class.

4.4   Evaluation

The program provides several mechanisms for students to provide comment to the faculty on what is working and what could be improved. A course evaluation will be distributed within each course and is reviewed by the IHPME Director, and Program Director.

4.5   Grading

Course instructors are responsible for grading assignments, papers, exams, etc.; and for determining final grades in the course. Please note the following:
- If an assignment meets all expectations as laid out by the instructor, it will then receive a B+.
- If an assignment exceeds expectations, then grades in the A range will apply.
- If some of the expectations are not met, then lower grades may be assigned.

As per the School of Graduate Studies calendar, passing grades range from B- to A+.

A preponderance of B or B- grades will lead to a review of a student's progress in the course.

Group Grades

Projects completed on a group basis will be assigned a group grade. This requires all students to participate and contribute in a way that meets group expectations. In some instances faculty may include in the group grade a portion of the mark to be provided by a peer evaluation. In such

cases, each student's final grade would be influenced by the perceptions of his or her group colleagues. In the case where there is no accommodation for peer evaluation and if a group is not working, for whatever reason, each student will be able to raise the issue with the faculty member and/or Program Director.

Individual Grades

Where a course contains individual and group assignments, each student must successfully pass the individual component of the course (B- minimum grade) in order to obtain a pass for the course as a whole. In turn, no student will fail a course if their individual work merits a pass, but the group work reduces their grade below a B- grade.

Group Work

There will be considerable team learning for both in-class and pre-class assignments. You will be assigned to study groups at the commencement of the program. In addition, you will also be assigned tutors for your project course (HAD3040Y/HAD3041Y).

Grade Scale

Courses taken for graduate credit are assigned a letter grade according to the School of Graduate Studies usage as follows:

Letter Grade	Grade Meaning	Numerical Scale Marks
A+		90% - 100%
A	Excellent	85% - 89%
A-		80% - 84%
B+		77% - 79%
B	Good	73% - 76%
B-		70% - 72%
FZ	Inadequate	0 -69%

5 QIPS Program Administration

5.1 UTORid

For new students, your UTORid is on your TCard. Your UTORid (with password) is your key to a number of services:

- Quercus (*see section 5.5*)
- UTmail+ (*see 5.4)*
- my.access (*see 5.9)*

5.2 UTAlert

UTAlert allows the University to quickly send important messages via telephone, email and text. All current members of the university community will automatically be subscribed to the system for emergency messaging using their official UofT contact information. With UTAlert, you may add additional contact information including a number for text messaging alerts. Please see for details on how to register/make updates. http://alert.utoronto.ca/

5.3 TCard

Your permanent University of Toronto TCard is a photo ID smartcard which provides identification for academic purposes, student activities and services, facility access and a Library Card. The TCard also provides users the option to carry cash value in the computer chip, allowing the card to be used to purchase photocopies, computer printing, laundry services, Food Services meal plans and vending services at select locations on the University of Toronto campuses. The St. George TCard Office is located at the Bookstore, 214 College Street, first floor. You may now obtain your TCard online. Please check the website for details on www.tcard.utoronto.ca

5.4 Email: UTmail+

UTmail+ is the student email and calendar service at the University of Toronto, which can be used through mail clients such as Outlook or on mobile devices.

Your UTmail+ account is set up during UTORid activation.

Full details and instructions: help.ic.utoronto.ca/content/3/1753/en/utmail.html

Policy on Official Correspondence: "Students are responsible for maintaining on the university's student information system (ACORN), a current and valid postal address as well as the address for a university-issued electronic mail account (utoronto email) that meets a standard of service set by the Vice-President and Provost."

"Students have the right to forward their university-issued electronic mail account to another electronic mail service provider address but remain responsible for ensuring that all university electronic message communication sent to the official university-issued account is received and read." https://governingcouncil.utoronto.ca/secretariat/policies/correspondence-students-policy-official-september-1-2006

Office 365 ProPlus

Included with your UTmail+ account is access to full desktop versions and mobile versions of Microsoft Office. You may run Office on up to 5 machines (Mac or PC). You can also run the Office Mobile Apps (Word, Excel, PowerPoint, OneNote) on up to 5 mobile devices (on various platforms). Students have access to Apps such as Sway, Delve, and Video. Details and installation instructions are available on the Information Commons webpage:
help.ic.utoronto.ca/solution_id_1966.html.

5.5 Quercus

Quercus is the online learning management system used by the University of Toronto. Quercus provides a shared online learning space for students and instructors to receive and exchange course content and communicate using various online tools and applications. All course related material including syllabi, readings, assignments, links, videos, evaluations, announcements, etc. will be available under each course on Quercus.

In addition, students will be added to the "IHPME MSc QIPS" Program folder on Quercus. All

general program related documents and files will be stored in this single place and it will be accessible upon logging into Quercus.

How to Log into your Quercus Course:

- Go to **q.utoronto.ca**
- You will see the University of Toronto web login page where you can enter your UTORid/ JOINid.
- Enter your **UTORid** and **password** that you use for your Acorn account.
- Once logged in, click on the **"Courses"** tab in the course navigation pane (on the left side of your screen) to bring up the list of courses that you are enrolled in.
- Select the course to access its content (syllabus, readings, assignment details, due dates, etc.).

*If you are a first time UTORid user, please ensure to activate your UTORid and password. In order to activate your UTORid and password, visit **www.utorid.utoronto.ca** and follow the instructions under "First Time users". This will allow you to validate your UTORid and "Secret Activation Key". If you don't know your Secret Activation Key or need help activating your UTORid, please contact the Information Commons Help Desk at (416) 978-HELP (4357) / help.desk@utoronto.ca.*

Submitting assignments to Quercus:

- Log into Quercus and select the course.
- Click **"Assignments"** tab in course navigation pane. List of all assignments will appear.
- Select the assignment name that you want to upload. The assignment description will appear.
- Click "Submit Assignment" button (in blue) at the top right corner.
- Scroll down to see the file upload option. Click **"Choose File"** and select the file from your computer and submit.
- You can click **"Add Another File"** to upload additional files, appendices, etc. for this assignment. Make sure to upload all files before exiting the page. You can also leave a comment for the instructor (optional).
- You will get a confirmation regarding your submission on the top right corner of the screen. You can review the submission details and re-submit the assignment if needed. The most recent submission will be used for marking.

You can access your assignment feedback or comments (including any attachments) once your instructor has graded your assignment. You can click **"Grades"** tab in the course navigation pane and select the assignment name to view the feedback.

For additional Quercus-related documents, tips, videos and guides, please use the links below.
- The Quercus Student Guide: https://q.utoronto.ca/courses/46670/pages/student-guide
- Quercus for Students: https://qstudents.utoronto.ca/
- Canvas Student Guide: https://community.canvaslms.com/docs/DOC-10701
- Submitting an assignment on Quercus: https://qstudents.utoronto.ca/submitting-assignments-to-your-course/
- Video: How to Upload Assignments? https://community.canvaslms.com/videos/1121-assignments-submissions-students

5.6   Zoom

We will be using Zoom to support online classes. We recommend you use either a laptop or desktop to access the class sessions. Students must follow the steps below in order be recognised and admitted to the Zoom sessions by instructors.

Some Zoom class sessions might be recorded and posted on Quercus. Zoom will provide an on-screen notification to meeting participants whenever a session is being recorded. You may also ask your instructor if the session is being recorded.

Before your first session using Zoom on your computer, **download the Zoom desktop application**. If you are using a Mac, you may need to **change the security setting** to provide permission to install Zoom and allow audio and video connection. Also, if you need to join the session from a mobile device, **download the Zoom mobile app**.

After installing Zoom on your device, you can create a Zoom account (e.g. Zoom free basic) using your University of Toronto e-mail address. Please ensure to **use your University of Toronto e-mail address** when joining or registering (if registration is required) to all Zoom class sessions. This will also help your instructor as a meeting host to easily add you to the pre-assigned breakout rooms.

How to join a Zoom class Session:
For all Zoom class sessions, we will post the Zoom connection details under each course shell on Quercus. If the Zoom class session requires registration, please ensure to register in advance to automatically receive the connection details. Please note, we will use your **University of Toronto e-mail address** to invite you to register for the Zoom class sessions.

- Click the link **https://zoom.us/**
- Enter the meeting ID and password
- Select **"Open Zoom"** and wait until your session is ready. The meeting window will appear.
- Select **"Join with Video".** You may need to change the privacy setting on your device to allow video connection.
- Select **"Join with Computer Audio"**

How to Share Screen in Zoom:
- Select the file you want to share and open this on your computer
- Click "**Share Screen**" icon on the Zoom tools bar usually at the bottom of your screen
- When finished click stop sharing on the toolbar

How to Provide Nonverbal Feedback during Zoom Session:
- Click the **"Participants"** button in the menu bar to open the participants pane. The nonverbal feedback icons (raise hand, yes, no, go slower, thumbs up, thumbs down etc.) will appear next to your name in the participants list.
- Click one of the symbols to provide feedback to the host. Click the icon again to remove it. You can only have one icon active at any time. Also, clicking a new icon will overwrite the first icon.

How to Join a Breakout rooms and Return to the Main Meeting:
- Students will be admitted to the breakout rooms for group discussions by the meeting host. You will be advised by your instructor on how long to stay in the breakout room or exactly when to return to the main meeting.
- Once admitted to the breakout room, you will get an onscreen invitation to join. You must click the invitation to join the breakout room.
- Your instructor may broadcast an update or reminder message while you are in the breakout room. The message will appear for all participants in the breakout room. They or another instructor may join the breakout room.
- You may ask for help while in the breakout room using the 'ask for help' button in the meeting controls. The host will be notified and can join your room to respond.
- Click **"Leave Breakout Room"** (at the bottom right corner) to return to the main session with your instructor at any time and at the end of the breakout session.
- Select **"Leave Meeting"** to end the Zoom class session without returning to the main session (if this is advised by your instructor).

Additional Online Resources:
- Quickstart Guides and Video Tutorials: https://support.zoom.us/hc/en-us
- Video- Learning Zoom: https://www.lynda.com/Zoom-tutorials/Learning-Zoom/2800328-2.html
- Sharing your Screen: https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen-
- Testing Speaker and Microphone: https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

5.7   Course Enrolment- ACORN – Student Web Services

ACORN/ROSI contains data on student admission and academic performance at the University of Toronto. Course enrolment, grades, and other important information can be accessed using your UTORid/password. Students are responsible for keeping their information - name, mailing/email address, course registration, etc. up to date. Failure to do so may result in missing important information. ACORN can be accessed at http://www.acorn.utoronto.ca Instructions are located there. Please remember to log out after each use. Please see details below.

5.8   Tuition

You are informed of fees payable by way of ACORN. Simply view your account in invoice format, which lists every transaction posted to your account. All students are expected to view their account on ACORN to monitor all account activity. Tuition is updated in real time and always reflects the most current situation.

Ensure that you notify all graduate units of your decision to accept/decline their offers of admission. Otherwise you will be invoiced for all programs to which you have been admitted.

5.9   Books

Required books are as follows:

- HAD3010H and HAD3020H: The Health Care Data Guide: Learning from Data for Improvement Provost, L.P. and Murray, S.K. (2011). San Francisco: Jossey and Bass
- HAD3020H: Bercaw, R. (2012) Taking Improvement from the Assembly Line to Healthcare. Florida: CRC Press. (Note that this text will also be used as a foundation for the LEAN (elective course)
- HAD3030H and HAD3070H: Wachter, Robert. Understanding Patient Safety. 3rd Edition. McGraw Hill 2017 Textbooks are available at the University of Toronto Bookstore located at 214 College Street, at the corner of College and St. George Street.

5.10   ListServ

The UTORlist service provides a mechanism for distributing information using email. IHPME utilizes ListServ mailing list software for connecting with students:

- IHPME-QIPS-2021-L – for all incoming Fall 2021 QIPS students
- HPME-L – for ALL IHPME students (MHSc/MSc/PhD/MHI)

To participate, you will need a **valid University of Toronto email.** We will collect your email addresses as you update them to UTmail+ addresses and enroll you.

5.11   Off-Campus Access to U of T Libraries

If you use e-journals, article indexes, or other licensed web resources provided through the University of Toronto Libraries from an off-campus computer, you'll be asked to log in the first time during each web session that you use a licensed resource. You may choose either your UTORid and password (offering single-sign on to UTmail+, Quercus, and other UofT web services) or your library card/Tcard barcode and PIN to log in.

If you are using these resources off-campus, we will connect you to your resource via our **my.access** service for off-campus users. This identifies you to the resource-provider as a member of our community. What does my.access mean for you as a user?

- No separate accounts required
- No browser configuration required
- Available anytime, on any computer and browser worldwide
- **More questions?** Please see my.access:
    https://onesearch.library.utoronto.ca/faq/what-myaccess

5.12   UofT Campus Wireless Network

The University of Toronto campus wireless network allows connection to the campus network. This network provides wireless access to faculty, staff, students, and sponsored guests and is authenticated using UTORid. For a step-to-step guide on how to setup the network to your devices, visit the Information Commons wireless access page: help.ic.utoronto.ca/content/20/704/en/wireless-access.html. The IHPME Student Study Areas have UofT wireless access. Coverage maps and setup information can be found at: https://wireless.utoronto.ca/

5.13   Fob Key Access (on hold)

Students in the QIPS Program are issued an access fob that will allow building and classroom access during and after hours (6 p.m. and weekends). The fob costs **$20.00** and is non-refundable.   For security reasons each fob is equipped with a reader that is able to assign your name to key use. Lost or stolen fobs must be reported immediately to the Database Administrator & Events Coordinator, at 416-978-4326 or ihpme@utoronto.ca.

5.14   Student Study Areas

There is a student study area equipped with carrels, lockers and a small kitchen on the 4th floor, Room 498, of the Health Sciences Building. This room is only available to IHPME students and requires a fob to access it.

The room is equipped with a printer, and computers and/or internet connection for laptop use. There is one network printer in each area. Students bring their own paper.

The kitchen is equipped with a microwave and fridge. It is the responsibility of each student to clean up after themselves at all times.

There is also an open lounge and study area on the 7th floor which is available to all DLSPH students. There are small presentation/meeting rooms available to students there as well.

Welcome!

2021-2022 Instructions for Graduate Course Enrolment on ACORN

Visit this **webpage** for a detailed, step-by-step guide to using **ACORN** for course enrolment, checking finances, updating address and contact information, ordering transcripts, and more**.**

Graduate students can access ACORN to:
- View, request, add, drop, or waitlist for courses
- View personal timetable
- View/Change address, telephone numbers, email, safety abroad address, and emergency contact information
- View academic history, including final grades
- Order transcripts
- View your financial account information (invoices, account details, payments)
- Defer payment of tuition (available to recipients of a funding commitment from the graduate unit and to students approved Ontario, Canada and some US government student loan)
- Update direct deposit details
- Print "Educational Credit" tax forms (T2202A)
- Order convocation tickets
- And more

Student Responsibility

While academic advisors, faculty, and staff are available to assist and advise, it is ultimately the student's responsibility to keep personal and academic information up to date at all times and to follow all University, SGS, departmental and program regulations, requirements and deadlines. ACORN makes it easier for you to check and correct this information. If questions arise about requirements, policies and procedures, you are responsible for seeking answers to these questions from staff and advisors.

University of Toronto Email

The Institute of Health Policy, Management and Evaluation and other university offices may send important information to you by email. It is your responsibility to ensure that your email address, mailing/permanent address, and telephone numbers are up to date at all times.

U of T's Policy on Official Correspondence with Students requires students to maintain a University-issued email account, record it in ACORN, and regularly check for messages. The University will send official correspondence to your utoronto email account.

UTORid and JOINid

Students use their UTORid or JOINid and password to log onto ACORN.

Every applicant to the University of Toronto is assigned a JOINid. It was provided to you through an email from SGS (admissions.sgs@utoronto.ca).

When you begin your studies at U of T, your JOINid will become your UTORid, which will allow you to access a number of services such as email, library resources, and Quercus, the University's student portal and learning management system. Many courses use the portal to provide online materials, discussion groups, quizzes, and more.

Enabling your JOINid

You must enable your JOINid and create a password if you wish to access ACORN. This can be done online – you do not have to be here in person. Your JOINid will not work until you enable and create a password for it.

If you have trouble locating the email sent to you with your JOINid, please contact admissions.sgs@utoronto.ca.

If you lose your JOINid password, you can use the enabling site to change your password. Please note that updates to passwords can take 48 hours to roll over in the system. If you are unable to reset your password using the enabling site, please call 416-978-HELP, or email help.desk@utoronto.ca to reset your password. Please specify that you have already enabled your JOINid.

Activating your UTORid

Convert your JOINid to a UTORid as soon as possible to get access to more online services like email (UTmail+), course content on Quercus, webinars, library resources, Microsoft365 applications, WiFi on campus, and more. Learn about How to Get Your First TCard / UTORid and make a virtual appointment with a TCard staff member to have your identity verified. Information on required documentation is available here. You can pick up your physical TCard when you arrive on campus.

Declaration

> The use of ACORN to enrol in courses means that you agree to abide by all of the academic and non-academic rules and regulations of the University, the School of Graduate Studies, and the graduate unit in which you are registered. It also means that you agree to assume the obligation to pay academic and incidental fees according to the policies and requirements of the University of Toronto. You normally will use ACORN to add or cancel courses. If, for extraordinary reasons, you are unable to use the system, contact your graduate unit as soon as possible.

> Students are expected to be responsible when using the system and should not attempt to flood it with requests, or to automate the process of course enrolment. Such activity may clog the system so that other students may be denied access or experience degraded performance. Any student(s) attempting such activity may be denied access to ACORN until after the relevant registration period.

Checking course status

You are responsible for knowing the status of your course requests at all times. This information can be obtained through ACORN. The following are possible statuses:

REQ: Course requested. Must be APProved by the last date to add a course. If not, check with the graduate unit.

INT: Course requested pending instructor approval in addition to co-ordinator's/advisor's approval.

APP: Request approved. Student is enrolled in course.

REF: Request denied. Student is not enrolled and may not make another request for this course via the web during this session.

CAN: Course cancelled (student withdrew from course before deadline)

WAIT: No room in the meeting section. Student has been placed on a waiting list based on category and will be enrolled automatically if space becomes available.

DWAIT: Student has cancelled place on the waiting list or has been removed.

Cancelling or withdrawing from courses

You may cancel or withdraw from individual courses up to certain deadlines. Before doing this, however, you are advised to consult with your advisor or departmental office.

The deadlines to drop courses are as follows:

- **October 25, 2021** for Fall session full or half courses;
- **February 20, 2022** for full-year and Winter session courses;
- **May 27, 2022** for May-to-June F section courses; and
- **July 22, 2022** for July-to-August S section courses.

If you miss the deadline to drop a course:

1. Complete the [Add/Drop Course(s) form](#) and submit it to your graduate unit, along with a letter of rationale with supporting documentation.

2. The graduate unit will consider the request and, if supported, will forward the request to SGS for review.

3. If approved by SGS, the transcript notation of WDR (Withdrawn without Academic Penalty) will be assigned by SGS to the course. The WDR notation carries no credit for the course and is not considered for averaging purposes.

Some graduate units offer modular courses which have enrolment deadlines that do not conform to the deadlines above. Modular courses with non-standard start/end dates require the graduate unit to establish suitable drop dates. Please check with the graduate unit offering modular courses for the drop dates.

Dropping courses may have implications for your progress in the program. For details, check with your departmental graduate administrator.

Please note that withdrawing from all your courses does not constitute a withdrawal from your program. To do so, you must complete a [Program Withdrawal Form](#). Dropping courses prior to deadlines or withdrawing from a program does not guarantee a refund. Information on fee refunds and deadlines is outlined at https://studentaccount.utoronto.ca/.

Final results

Final grades in courses can be accessed in ACORN by selecting **Academic History.**

Grades can be viewed after the following dates. If a grade is not available after these dates, contact your instructor or the graduate unit offering the course.

January 12, 2022   Fall Session
May 18, 2022   Winter Session (and Fall-Winter courses)
July 13, 2022   Summer Session (first term)

Important dates and deadlines:

Important dates and registration deadlines are available on the on the SGS Calendar and can be found here.