William Osler Health System

Enhancing Patient Safety Incident Management through Workflow Optimization and Microsoft Copilot Integration

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This project proposes to map and optimize the end-to-end patient safety incident management workflow at William Osler Health System (Osler), leveraging Microsoft Copilot to enhance efficiency, consistency, and decision support across key stages. The student will conduct a comprehensive workflow mapping exercise to identify inefficiencies, duplication, and opportunities for automation across processes such as daily surveillance, incident reporting through Datix, triage, analysis, and recommendation development. The project will prototype Copilot-enabled solutions, including summarizing daily incident surveillance outputs, drafting and categorizing Datix incident reviews, automating scheduling of triage meetings through Outlook Copilot, generating structured meeting notes and action logs in Teams, and potentially creating dynamic timelines of incidents from multiple data sources. Additional use cases include generating briefing summaries for pre–Quality of Care Review (QCR) and QCR meetings, supporting the development of evidence-informed recommendations, and using Copilot to track, synthesize, and report progress on recommendations over time. Working collaboratively with subject matter experts from the Patient Safety team and the IITI/Intelligence team, the project aims to design a scalable, AI-enabled model that reduces administrative burden, strengthens organizational learning, and improves the reliability and timeliness of patient safety incident management.