

Fall 2008

Welcome to the latest QWQHC e-Bulletin designed to keep our partners and colleagues up-to-date on the work of the Collaborative.

Meet Our New Executive Director

Please join us in welcoming Eva Szczerba as the Collaborative's new Executive Director. Eva joined us in July, bringing 20 years of varied experience within the health sector to the Collaborative.

Most recently, Eva was Associate Director at the Canadian Association of Paediatric Health Centres. Prior to that, she worked at the Children's Hospital of Eastern Ontario where she held various leadership positions in the areas of corporate planning, human resources and program management.

Eva also worked for several years in the private sector with responsibilities in sales, marketing and business development.



Eva has an Honours Bachelor of Science in Immunology from McGill University, a Masters in Health Administration from the University of Ottawa and is a graduate of the Advanced Program in Human Resources Management at the University of Toronto's Rotman School of Management.

Steering Committee Update

QWQHC Partners met in late June to determine next steps for the *Sustainable Collaborative Business Plan*. As reported in the last e-bulletin, Health Canada has approved funding for 2008-2009 and we continue to await confirmation of increased funding for the remainder of this year. We will also be submitting a new proposal to Health Canada this fall, for additional funding to 2011, paving the way for sustainability of the Collaborative. Together, we are refining our plan to ensure continued operations.

The Steering Committee continues to assess structural requirements that will align with identified priorities for the upcoming year, such as evaluation and business planning.

Our Newest Quality of Workplace Champions

The QWQHC is pleased to announce that five new organizations have recently signed the QWQHC Healthy Leadership Charter:

- Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA)
- The Nova Scotia Association of Health Organizations Continuing Care Council
- Rehabilitation Centre for Children (Winnipeg)
- Government of the Northwest Territories– Department of Health and Social Services
- Canadian Patient Safety Institute (CPSI).

In a news release announcing the Nova Scotia Association of Health Organizations Continuing Care Council's Charter signing, Carla Anglehart, Director of Organizational Development, noted, "Fostering healthier work environments in health organizations has been a priority for NSAHO and our members for

some time, and the work we have been doing over the past few years set the foundation to capitalize on the *Action Strategy* developed by the QWQHC. The *Action Strategy* validated what we have been trying to achieve and signing the Charter is a crucial step on the road to healthier workplaces.”

Here are a few other captured moments from recent Charter signing ceremonies:



President Linda Walsh of the Canadian Association of Speech-Language Pathologists and Audiologists (CASLPA)



Minister of Health and Social Services, Minister Responsible for Status of Women, and the Minister Responsible for Persons with Disabilities, Sandy Lee (signing Charter) and members of the Northern Nursing Leadership Network (NNLN).



CEO Phil Hassen of the Canadian Patient Safety Institute (CPSI)

The **Healthy Healthcare Leadership Charter** <http://www.qwqhc.ca/healthy-healthcare-leadership.aspx> provides a tangible and compelling way for health leaders to demonstrate their commitment to creating positive change in the health workplace. Here's how to sign:

1. Discuss the Charter and its guiding principles at a senior leadership team meeting to determine alignment with your organization's values and strategic priorities.
2. Have senior leaders review the recommended priority areas for action on the second page of the Charter to determine where your organization may already have developed leading practices, where you think more improvement is needed, and finally which priority activities your organization is planning to implement in the coming year.
3. Sign the Charter – include senior leaders, board chairs, union leaders, medical and nursing leaders, etc. Be as inclusive as possible; include all those leaders who will need to be on board to effectively address quality of worklife issues in the organization. You may wish to customize the Charter by attaching your own logo, or providing some additional organization-specific context.

4. Promote the signed Charter to staff, board members, and your community and through any external networks that your leaders may belong to.
 5. Inform the QWQHC when your organization has signed the Charter so we can promote your healthy leadership on our website. Send photos, stories, and PDF versions of your signed Charter to information@qwqhc.ca.
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Surf's Up!

Have you checked out QWQHC's website recently? Here are a few reasons to have a look:

- A new Featured Champion and Featured Practice have just been added to the website. Learn from Dr. Jeanne Besner, Director of the Calgary Health Region's Health Systems and Workforce Research Unit <http://www.qwqhc.ca/featured-champion-jeanne-besner.aspx> and the Homewood Health Centre in Guelph, Ontario <http://www.qwqhc.ca/featured-practice-homewood.aspx>.
 - Check out the News & Events section regularly. We're adding more features to ensure you are up-to-date on future conferences, new initiatives, Quality Worklife champions, and relevant quality worklife related issues and articles.
 - The Library is a searchable database that includes the Collaborative's 2007 report titled *Within Our Grasp: A Healthy Workplace Action Strategy for Success and Sustainability in Canada's Healthcare System*. The report includes 11 priority areas for improvement covering everything from safety to training to fatigue management. All publications in the Library are housed within these 11 categories. Check it out at www.qwqhc.ca.
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September 29 – October 26, 2008

Join us in celebrating Canada's Healthy Workplace Month from September 29th to October 26th.

Formerly a week long, it is now a four-week celebration designed to introduce workplace health to organizations and support those who are already promoting healthy workplaces. This year's theme is 'Take the Healthy Workplace Challenge' and each week, organizations can participate in challenges such as Fit@Work, Green@Work and Champions@Work. Step up and take the challenge!

For all the details and to register, visit www.healthyworkplacemonth.ca

Visit Us at the Ontario Hospital Association HealthAchieve Conference

QWQHC will have a booth at the OHA's annual conference on November 3rd and 4th in Toronto. Come visit us at booth # 2014!

What Can I Do?

The tremendous power for change comes from all stakeholders speaking with one voice and continuing to work together. Here are a couple of ways that you can help:

- **Champion the QWQHC Action Strategy** <http://www.qwqhc.ca/documents/2007-QWQHC-Within-Our-Grasp.pdf> **in your organization or jurisdiction:** We can provide copies of key materials and presentation templates. We may also be able to participate in brainstorming sessions with your group to do more.
 - **Contribute knowledge (stories, practices, research, tools) to the QWQHC Knowledge Exchange:** Send your stories to the QWQHC office at information@qwqhc.ca and we may include them as features on our website.
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Keeping in Touch

QWQHC is pleased to welcome Tara Consunji as QWQHC's new Administrative Assistant. Please feel free to contact Tara with any questions or comments.

Tara Consunji

Administrative Assistant

Quality Worklife - Quality Healthcare Collaborative

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Working together to make health workplaces healthier.