

June 2008

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

Funding News

We are pleased to announce that Health Canada has extended QWQHC's current funding agreement in the amount of \$290,000. This funding will allow us to continue with a status quo level of activity including the hiring of an Executive Director and Assistant; work on key deliverables such as the ongoing development of our website and a third annual Summit.

A strategy to approach the government for funding of our sustainable business proposal will be developed over the next few months. This work is timely as federal/provincial/territorial governments are meeting to plan for the next four years of Health Accord funding in late spring and early fall.

Summit Success

More than 120 QWQHC partners and interested colleagues came together on March 19 for the QWQHC Summit in Ottawa. It was a wonderful opportunity to celebrate the initial 30 months of the Collaborative and inject some positive energy as we move forward with our agenda.

At the Summit, four goals were achieved:

- to facilitate networking and a great exchange of ideas on QWL
- to learn from workplace champions across the country who are implementing the QWQHC Strategy
- to launch the QWQHC 2008 progress report
- and to celebrate organizations that have signed the QWQHC Charter

Through progress reports, panel presentations and breakout group discussions, delegates were able to share experiences and success stories, brainstorm new ideas, and identify system and organizational challenges and action plans for moving forward.

In addition, two events were held just prior to the Summit. A Knowledge Exchange session offered a chance to share progress on Healthy Workplace Initiative projects. And a special invitational meeting for Aboriginal Health Human Resources representatives took place to discuss First Nations, Inuit and Métis implications of the QWQHC Strategy.

Thank you to our Summit sponsors:

- Health Canada Office of Nursing Policy
- Health Canada First Nations and Inuit Health Branch
- Canadian Health Services Research Foundation
- Canadian Federation of Nurse Unions
- Accreditation Canada
- Calgary Health Region

For a full summary of the Summit: <http://www.qwqhc.ca/media-room.aspx>

Pulse Check

During the Summit, the findings from a recent survey of key informants were presented. The online survey for select system and organizational leaders across Canada was designed to assess the impact of the QWQHC and to assist in developing action plans, future directions and funding requirements of the Collaborative. Michael Villeneuve, Scholar-in-Residence, Canadian Nurses Association provided a high-level overview.

Fifteen system-level surveys were returned, with responses from all but four federal/provincial/territorial jurisdictions. Forty-six organization-level surveys were received, with responses from eight provinces. While there were respondents who either were not familiar with the work of the QWQHC or had not read the report, all respondents personally believed that healthcare outcomes are linked to QWL, and all felt that this is an important problem for the Canadian healthcare system. Responses from both groups indicated that work on QWL indicators has begun, and that a majority believe that reporting of indicators should be mandatory.

At the system level, responses to questions regarding the QWQHC recommended actions were generally highly supported on the personal level, but less evident in practice. At the organizational level responses were more encouraging; with respondents indicating that activity has begun or is underway for most of the QWQHC recommended actions. The majority of organizational respondents indicated that all of the recommended actions (with the exception of fatigue management) will be a priority for their organizations in 2008. Overall, these findings – while based on relatively small sample sizes – suggest a very good uptake of the QWQHC agenda in a relatively short time.

A full summary of the Summit can be found on the QWQHC website: <http://www.qwqhc.ca/media-room.aspx>

Click On It!

The new QWQHC website went live in April, offering new and expanded information for QWQHC audiences. Check it out at www.qwqhc.ca.

A new addition to the website offers monthly profiles of a featured champion and a featured practice. Wayne Strelieff and the Annapolis Valley District Health Authority are the current profiles. Read these success stories and be inspired!

Sign on the dotted line!

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 you need more improvement, 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 organizational-specific context.
 4. Promote the signed Charter to staff, board members, and 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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What can I do?

The tremendous power for change comes from all partners 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/about-action-strategy.aspx> **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 Collaborative Administration and we may include them as features on our website.
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Good luck Melissa!

Melissa Barton completed her contract with QWQHC on March 31 and has now embarked on an exciting new opportunity with Research in Motion (RIM). Thank you to Melissa for her excellent work in coordinating and moving forward the work of the Collaborative. We wish you well in your new position.

Keeping in Touch

Please feel free to contact me with any questions or comments.

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