



What does QWL have to do with it?

QWQHC Summit

Toronto

March 2, 2011

www.von.ca



About the VON

We are:

- **a “not for profit” charity**
- **5000 paid staff and 11,000 volunteers**
- **delivering community based health related integrated support in every province of Canada**
- **Through more than 40 Sites**



Why are doing this?

Because:

- **It makes good business sense**
- **It allows us to deliver quality care and improve client outcomes**



What have we done?

Level 2 Redesign

- **Divided Nurse Manager role into three parts**
 - **Quality Care and Service**
 - **External Relations**
 - **Administration**

Talent Watch

- **A systematic approach to building an internal talent pipeline**
- **Based on performance assessment**
- **Supported by individual learning plans**

Engagement

- **Organization survey**
- **Roll out of data**
- **Taking Action Guidelines training**
- **Development of Site Engagement Plans**
- **Taking Action Solutions website**

FACE

- **Management training focused on recognizing value adding contribution and celebrating team success**

The Wellness Account

- **Each Manager, Director, and Vice President has an account with a set amount of money in it**
- **Used for Physical or mental health support**



Family Related Leave

- **Five days from sick bank**
- **Can be used for positive as well as adverse events**



7 Minutes for Safety

- **The way every meeting starts**

Safety Blitzes

- **Focused on accident type by season**
- **Short, fun, designed to keep everyone focused**

Scan – Plan – Proceed



A word of advice from Afghanistan:

**Take care of your people and they
will take care of you**