



## Summit success!

The Quality Worklife–Quality Healthcare Collaborative was a proud host of the 4<sup>th</sup> Annual Summit, *Workplaces in Action: Working Together to Deliver Quality Care* on February 25 and 26, 2010 in Ottawa, Ontario.



The Summit was a brilliant success, drawing in nearly 200 delegates with representation from across Canada. This year’s Summit included 15 concurrent sessions, many showcase presenters, post-Summit workshops and guest speakers including:

- **Rob Devitt**, President and Chief Executive Officer of Toronto East General Hospital and **Heather Laschinger**, Distinguished University Professor, Arthur Labatt Family Nursing Research Chair in Health Human Resource Optimization, University of Western Ontario;

- a Nova Scotia Provincial Panel featuring **Carla Anglehart**, Director Organizational Development, Nova Scotia Association of Health Organizations, **Angela Best**, Organizational Health Manager, Cumberland Health Authority, **Jeanene Harnett**, Administrative Assistant, Staff Health and Wellness, Northwood, and **Kevin MacDonald**, Chief Executive Officer, Guysborough Antigonish Strait Health Authority; and
- **Maura Davies**, President & Chief Executive Officer, Saskatoon Health Region.



This year’s Summit’s focus on an action-oriented Quality of Worklife network created an energetic and engaged atmosphere. This annual event continues to reinforce the consistent theme that the commitment to quality of worklife in healthcare settings rests in the vibrancy and strength of our pan-Canadian network and in the work of many champions across the country. Thank you to all those who have made this year’s Summit another great success!

Presentations are now posted on the [QWQHC website](#).

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## Connect with each other...

Once again, the message came through loud and clear at the Summit – the people who make up the QWQHC network (yes, that is you!) are asking for more opportunities to learn and share with each other. As Pamela Fralick, Chair, Quality Worklife-Quality Healthcare Collaborative Steering Committee says, “We can’t underestimate the value of face-to-face connection!”

We recognize the importance of supporting learning and sharing in the time between Summits. One of the mechanisms the QWQHC provides for you to share and learn from each other is our newly redesigned website. Through the website, you can submit practices that have worked for you so that others may learn from your experiences. To find out more, please visit us [here](#).

## New publication...

The QWQHC has worked diligently to provide you with a new report that will inspire action and support QWL initiatives.

Focusing in on Quality Worklife Measurement - Canadian Healthcare Organizations Share Their Experiences presents an in-depth look into QWL performance measurement as a series of case studies. The focus of this report is on why organizations are embarking on QWL performance measurement, how are they measuring, and what they are doing with the

results. Please access this bilingual [report](#) online or contact us for hard copies at [information@qwqhc.ca](mailto:information@qwqhc.ca).

## Launch of an innovative tool...

This year’s Summit saw the launch of an innovative new avenue to promote the health and resilience of health providers.

[eWorkplaceHealth.com](http://eWorkplaceHealth.com) is a website that delivers honest, practical advice and support from Drs. Martin Shain and Emma Stoddel, two Canadian experts on workplace health. The website, developed by Dr. Derek Puddester, Director of the University of Ottawa’s Faculty of Medicine Wellness Program and Dr. Colla MacDonald from the Faculty of Education (University of Ottawa), is designed to reduce the impact of stress on Canada’s health human resources. It includes evidence-based information, insight, and advice for health professionals looking for help for themselves or for a colleague.

## New beginnings...

The QWQHC Secretariat has been through some transitions recently, creating new beginnings. On behalf of the 12 National Partners, we welcome Annika Laale to the Secretariat team as we move forward into this new exciting year.

Thank you to Nicola Potopsingh for her commitment in supporting the QWQHC

Secretariat over the last year and best wishes to her with her new endeavours.

## Where your questions get answered...

This edition addresses some common questions we’ve heard from our QWQHC network. Please keep those questions coming to [information@qwqhc.ca](mailto:information@qwqhc.ca), and we’ll answer a few in each issue.

### How does a blog help us to connect?

**Question:** Social networking is all the rage these days but how does a blog help me out in the field?

**Answer:** You are right! We hear so much these days about social networking, but it can be intimidating and hard to figure out how to make the best use of it. The QWQHC blog entitled ‘Thinking Healthy Healthcare’ is an interactive tool that supports dialogue, discussion, and debate. Think of it as your on-line community – a community of people with a shared interest in promoting and enhancing healthy workplaces and improved patient outcomes in healthcare settings.

Every month the QWQHC invites a guest blogger to talk about an area of interest. All you have to do is visit [www.thinkinghealthyhealthcare.ca](http://www.thinkinghealthyhealthcare.ca). Read the post and, if you like, post a response and see what others have to say. The blog is one way to interact with others who are equally passionate about enhancing the quality of worklife for our healthcare workers.



Also, share the link with your colleagues. You may find that the guest blogger stimulates ideas for discussion in your organization or at your next team meeting. Then you can bring those comments back to the site, creating an ongoing virtual conversation!

### How can I access leading research?

**Question:** Does QWQHC have a mechanism that connects me to researchers?

**Answer:** Yes, we do. The QWQHC is committed to supporting quality of worklife champions in implementing evidence-informed initiatives derived from both experience in the field and from formal research.

'Ask a Researcher' is one way we are connecting researchers and organizations, by posting a monthly question for a researcher. You can view the received responses [here](#).

Don't hesitate to submit your research-related questions, along with your contact information to [askaresearcher@qwqhc.ca](mailto:askaresearcher@qwqhc.ca).

## QWQHC National Partner update

### New initiatives to help prevent workplace violence

*By Mireille Cyr-Hansen, Accreditation Canada*

Accreditation Canada is working with health care organizations to improve their violence prevention strategies.

Starting in 2011, organizations being accredited will have to comply with a new Required Organizational Practice (ROP) on preventing workplace violence. The ROP contains eight tests for compliance that include conducting risk assessments, providing appropriate information and training to staff, and having processes in place that allow staff to report incidences of workplace violence. A workplace violence policy will need to be developed in consultation with staff, service providers, and volunteers. The organization's leaders must play a key role by investigating incidents, reviewing quarterly reports, and using this information to enhance safety, reduce incidents, and make improvements to the workplace violence policy as necessary.

In addition to the ROP, new criteria to address education and training on preventing and reporting incidents have been added to Accreditation Canada's standards for services that experience higher rates of violent incidences: Acquired Brain Injury, Emergency Department, Home Care, Long Term Care, Mental Health, and Substance Abuse and Problem Gambling.

In partnership with Health Force Ontario's Healthy Work Environment initiative, Accreditation Canada began looking at ways to prevent violence in Canadian health care workplaces in 2008. The new ROP and criteria resulted from a literature review, focus group discussions, evaluation of Accreditation Canada's Qmentum program, and national consultation.

Workplace violence occurs in all types of health care organizations. The impact of this reality is considerable. "The repercussions of workplace violence on staff are manifold, and can range from decreased commitment and productivity to higher rates of injury and illness," says Wendy Nicklin, Accreditation Canada President and Chief Executive Officer. "Improving prevention strategies is crucial to the well-being of health care workers and clients."

Accreditation Canada recently held a webinar on preventing workplace violence that can be purchased through its website at [www.accreditation.ca](http://www.accreditation.ca). Among the other educational initiatives underway is a webcast for clients and surveyors that will be available in the spring.

For more information on Accreditation Canada's role in workplace violence prevention, please contact Mireille Cyr-Hansen at 613-738-3800 ext. 332, or [partnerships@accreditation.ca](mailto:partnerships@accreditation.ca).

## Feedback and comments

We hope you enjoyed this e-bulletin. It is produced and distributed quarterly. As always, we appreciate hearing from you. If you would like to comment on anything you have read or have ideas for future articles contact Tara Connolly at 613-738-3800 or 1-800-814-7769 ext. 344, or email us at [information@qwqhc.ca](mailto:information@qwqhc.ca).