



The 5th Annual QWQHC Summit is on the horizon. Call for submissions is now open!

If you were at a previous QWQHC summit, think back a little. Do you remember how energized and inspired you felt afterwards? Wouldn't it be nice to feel that way again?

Or, if you haven't attended previously, imagine what it would be like to experience all that energy for the first time.

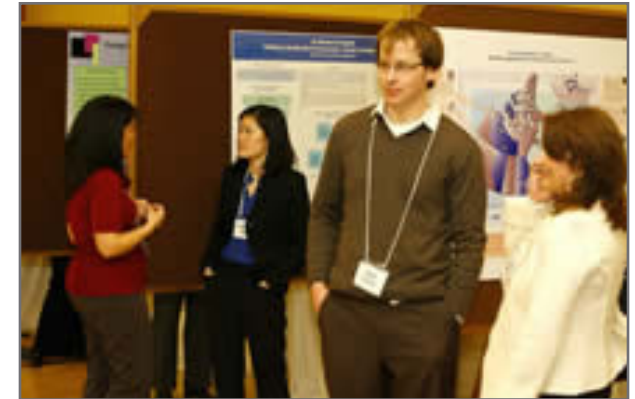
We invite you to join your colleagues for [Integrating Perspectives: Healthy Work Environments, Healthy Outcomes, Healthy People](#), taking place on March 2 and 3, 2011 at the Delta Meadowvale Hotel in Mississauga,



Ontario. This year's Summit will highlight the connection between creating healthier work environments and other aspects of the health system.

All across Canada, there is a growing critical mass of health professionals who are focusing their time, energy, and passion on creating healthier work environments throughout the healthcare system. The Summit has become a respected and valued forum where they can discuss and share their experiences.

The call for submissions is now open; the deadline is September 30. We look forward to hearing about your work. For more information and to submit an abstract for an exhibit, poster, or concurrent session presentation, go to [QWQHC 2011 Summit Call for Submissions](#).



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Thinking Healthy Healthcare Our blog is growing!

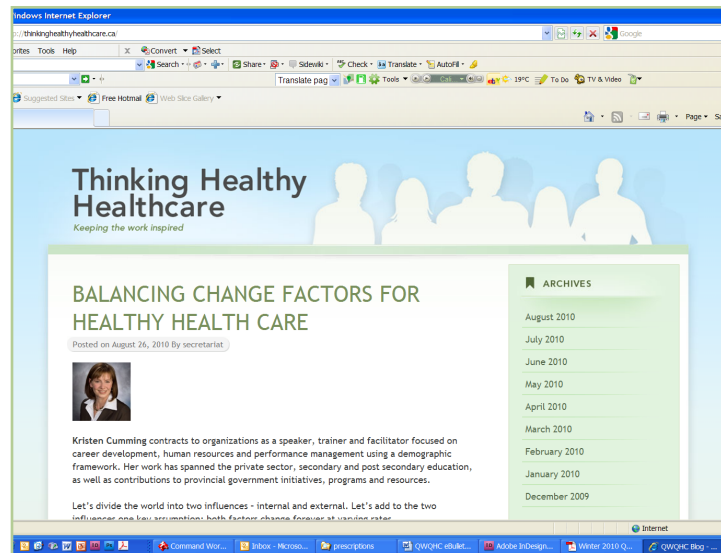
Where can you find a variety of perspectives on quality of worklife, written by people with diverse backgrounds and from many different industries?

You guessed it. *Thinking Healthy Healthcare*, at www.thinkinghealthyhealthcare.ca.

Each month, we feature a guest blogger who offers his or her ideas on why healthy healthcare matters. Some recent contributors include:

- [Dr. Graham Lowe](#), President of the Graham Lowe Group Inc.
- [Dr. Nadine Janes](#), a manager of Professional Practice and Adjunct Professor of Nursing at Ryerson University
- [Kathy Jurgens](#), National Program Manager at Mental Health Works
- [Amber Alexce](#), Research and Policy Analyst with the Saskatchewan Union of Nurses, and
- [Kristen Cummings](#), an Alberta-based consultant and professor who discussed career development, human resources, and performance management

A new blog entry is posted every week, so please check back often. And don't just read, respond! The blog is meant to be interactive, so feel free to post a question or comment. And if you are interested in being a guest blogger or know someone who might be, we'd like to hear from you at info@qwqhc.ca.



What has QWQHC been up to?

On behalf of the 12 National Partners, the QWQHC Secretariat continues to grow our network and raise awareness about the importance of quality of worklife.

Over the past few months, the QWQHC Secretariat has had vivid and thought-provoking discussions with nurses, politicians, board members, professional practice colleagues, quality health care professionals, nursing leaders, physicians and others. These discussions helped develop the theme for the 2011 Summit. *Integrating Perspectives* reminds us of the interconnectedness and interdependence of all of the different concepts, factors, and perspectives that contribute to creating healthier work environments and in turn improving quality of worklife and health system outcomes.

And a special thank you to some of our supporters—Accreditation Canada, the Canadian College of Health Services Executives, the Canadian Healthcare Association, the Ontario Hospital Association, and the Registered Nurses Association of Ontario—all of whom recently hosted opportunities for us to share information about the exciting work we are doing to build awareness of the Collaborative's initiatives. The ongoing commitment, engagement, and collaboration of health system stakeholders and partners is encouraging and inspiring.



Look who signed the Charter...



Congratulations to Nova Scotia Hearing and Speech Centres (NSHSC), our newest Healthy Healthcare Leadership Charter member. NSHSC is the healthcare agency responsible for providing hearing services to Nova Scotians of all ages, and speech-language services to preschool children and adults.

A growing number of organizations and health systems representing a multitude of work sites across the country have signed the [Healthy Healthcare Leadership Charter](#). They are all actively engaged in improving the health of their work environments. Click [here](#) to see a list of our Charter signatories.



Perry Jackson, Chair, Nova Scotia Hearing and Speech Centres' Board of Directors
Lynn Fraser, CEO, Nova Scotia Hearing and Speech Centres

QWQHC National Partner Update

A Transformative Year for the CCHSE

The theme for the 2009 annual report for the Canadian College of Health Care Executives was Review, Refine, Renew. These words were well chosen, because the past year has been transformative for the College. The College has been working to review and refine our vision, branding, and standards and to renew and strengthen our key partnerships.

In June 2010 the College celebrated its 40th anniversary with the launch of a new anniversary website and it's first National Awards Gala. We also welcomed our new Board Chair, John King, a Certified Health Executive with 30 years of experience as a health care leader.

In conjunction with our 2009 and 2010 Annual General Meetings, joint retreats between the College Board of Directors, Chapter Chairs, and College staff were held to ensure the College is pursuing the key strategic directions required for College renewal and that the Board, Chapters and the National Office are aligned over the specific activities, measures and timelines for success.

The College also adopted a new leadership capabilities framework called *LEADS in a Caring Environment*. This evidence-based framework which is jointly shared between the College, Health Care Leader's Association of BC

(HCLABC) and the Canadian Health Leadership Network (CHLNet), will be used to realign the College's CHE and Fellowship designation programs, and to plan the College's professional development programs for supporting leadership across the career continuum.

The College has moved ahead with its publishing agreement with the prestigious medical publisher Elsevier to handle publication of the College's peer-reviewed quarterly journal, the *Health Care Management Forum*, making the journal available as an online publication including a complete archive of the journal. We recently published our second issue with Elsevier.

Over the next year, the College will have a new name, an updated logo and branding and will be implementing a communications strategy. The College website will also be redesigned and enhanced to offer a host of improved features for members and chapters including new communications tools, new tools for web-based leadership development, e-learning and videoconferencing.

In 2010 and 2011 the College will be sponsoring and/or hosting a series of national events to help foster health leadership capacity within our membership, and the health care professional community at large. These include:

- 22010 HCLABC Leadership Conference – *Leaders Talking to Leaders: If 'They' Ran Healthcare*



- *ACHE's Canadian Program – Ensuring Success of New Members of Your Management Team*
- *EcoCare 2010*
- *Picking Up the Pace – How to Accelerate Change in Primary Healthcare*
- *A Joint CCHSE-ACHE Session and Leadership Breakfast at OHA HealthAchieve*
- *2011 National Nursing Leadership Conference – Nursing Leadership: So What? Now What?*
- *Quality Worklife – Quality Healthcare Collaborative – Integrating Perspectives: Healthy Work Environments, Healthy Outcomes, Healthy People*
- *National Healthcare Leadership Conference 2011 – Rising to the Challenge: Resources, Realities and Relationships*

There will also be a series of professional development and networking events organized by College Chapters across the country.

We are confident as we enter our next 40 years that we are on track to build on our strengths and renew our services, to add value for our members and chapters and for the health care leadership profession at large.

For more information about the College, visit our website at www.cchse.org.

CFNU on The Sustainability of Medicare

The Canadian Federation of Nurses Unions released a report by economist Hugh Mackenzie and health policy expert Dr. Michael Rachlis on the sustainability of Medicare. The report was commissioned by the CFNU to give context to the premiers' recent health care discussions and to dispel the myth that Medicare is not sustainable. Mackenzie and Rachlis examine the economics of Canada's health care system in the context of its history, international experience and future challenges including population aging. Backed by the evidence, they conclude that our health care system is indeed "as sustainable as we want it to be."

The report is available at: www.nursesunions.ca

CMA's Newest Publication

The Canadian Medical Association has a long standing interest and leadership in the health and well-being of Canadian physicians. Launched in February 2010, *Physician Health matters: A mental health strategy for physicians in Canada*, proposes a framework for a multi-year, collaborative endeavour that the CMA will pursue to optimize the mental health of physicians, residents and medical students. To learn more about the CMA's efforts in this area and the CMA Centre for Physician Health and Well-being please visit: www.cma.ca/physicianhealth

CHA on Health Human Resources

Health Human Resources (HHR) remains a top priority in the policy and advocacy platform of the Canadian Healthcare Association (CHA). The CHA Board, comprised of provincial and territorial members across Canada, recently reaffirmed their belief that the challenges of HHR supply and demand must be dealt with nationally, not by individual jurisdictions in isolation from other areas of the country. In order to facilitate a more strategic and coordinated approach to Canada's HHR needs and attend to the quality of health workplaces, the most pressing aspects of HHR must be addressed, including:

- the need for accurate, appropriate and timely data for planning;
- the integration/linking of core pieces of the HHR challenge (e.g. stakeholders, supply/demand issues); and
- the necessary support for a healthy workplace strategy.

On the latter point, CHA's leadership role in the QWQHC will continue.



What can I do?

The tremendous power that comes from all of us speaking with one voice and working together cannot be overestimated. Here are a couple of ways that you can create change.

- Champion the QWQHC Action Strategy [Within Our Grasp](#) in your organization or jurisdiction. We can provide copies of key materials and may be able to participate in brainstorming sessions with your group.
- Contribute knowledge (stories, practices, research, and tools) to the QWQHC. Send your contributions to the QWQHC office at information@qwqhc.ca and we may include these on our website.

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.