



quality worklife  
quality healthcare  
collaborative  
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*The Quality Worklife Quality Healthcare Collaborative's 4<sup>th</sup> Annual Summit*

***Healthy Workplaces in Action:  
Working Together to Deliver Quality Care***

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***Preliminary Program***

*February 25-26, 2010  
Crowne Plaza Hotel, Ottawa, Ontario*

*This program is subject to change. Please visit the registration site often for updates to the program and other Summit materials at [www.eplievents.com/qwqhc2010](http://www.eplievents.com/qwqhc2010). Please also feel free to visit us directly at [www.qwqhc.ca](http://www.qwqhc.ca) regularly for updates.*



## Preliminary Program

All concurrent sessions are listed in the language that they will be presented in.

<b>DAY 1: Thursday, February 25, 2010</b>	
7:00am - 7:45am	Wellness Activity
7:30am - 8:30am	Registration & Networking Breakfast
<b>8:30am - 8:45am</b>	<b>Opening Remarks</b> <ul style="list-style-type: none"> <li>▪ <b>Pamela Fralick</b>, Chair, Quality Worklife-Quality Healthcare Collaborative Steering Committee and President &amp; Chief Executive Officer, Canadian Healthcare Association</li> </ul>
<b>8:45am - 10:00am</b>	<b>Keynote Address from Ministry of Health and Long Term Care of Ontario Appointed Healthy Work Environments Champions</b> <ul style="list-style-type: none"> <li>▪ <b>Rob Devitt</b>, President &amp; Chief Executive Officer, Toronto East General Hospital</li> <li>▪ <b>Heather Laschinger</b>, Distinguished University Professor, Arthur Labatt Family Nursing Research Chair in Health Human Resource Optimization, University of Western Ontario</li> </ul>
10:00am - 10:30am	<b>Networking Break / Initiatives Showcase</b> The Initiatives Showcase is an excellent opportunity to view, discuss and share initiatives, resources, practical strategies, and experiences with colleagues who are taking steps towards improving the health of the healthcare work environment.
<b>10:30am - 12:00pm</b>	<b>Concurrent Sessions A</b>
	<b>A1: Colchester East Hants Health Authority Physician Engagement Strategy</b> <b>Presented by:</b> <i>Dr. Shaun MacCormick</i> , Colchester East Hants Health Authority (CEHHA); <i>Tracey Martin</i> , Manager, Primary Health Care, Colchester East Hants Health Authority (CEHHA)
	<b>A2: A Healthy Organization: Taking Our First Steps Towards Transformational Change at LHSC</b> <b>Presented by:</b> <i>Mitra Foroutan</i> , Healthy Organization Leader, London Health Sciences Centre
	<b>A3: Being Our Best, Giving Our Best, By Living the Platinum Rule</b> <b>Presented by:</b> <i>Dr. Loradonna Botter</i> , Director, Organizational Development, William Osler Health System; <i>Maria Buhain</i> , William Osler Health System; <i>Shavone Lazarus</i> , William Osler Health System
	<b>A4: Pulling Together - Partnerships for a Healthy Workplace</b> <b>Presented by:</b> <i>Donna Chalifoux</i> , Employee Wellness Consultant, Saskatoon Health Region; <i>Shelly McFadden</i> , Saskatoon Health Region
	<b>A5: Supporting Managers in the Transformation Process: Strategies and Solutions / Soutenir les Gestionnaires dans les Changements : Stratégies et Solutions</b> <b>Presented by:</b> <i>Angèle Bergevin</i> , Centre de Santé et de Services Sociaux Pierre-Boucher; <i>Mélanie Lavoie-Tremblay</i> , McGill University; <i>Martine Mayrand Leclerc</i> , Professeure-Chercheure, Université du Québec en Outaouais; <i>Chantal Viens</i> , La Faculté des Sciences Infirmières, Université Laval
12:00pm - 1:30pm	Lunch



1:30pm - 3:00pm	<b>Concurrent Sessions B</b>
	<b>B1: Building a Healthy Work Environment - Vision, Innovation, and Action</b> <b>Presented by:</b> <i>Erone Newman</i> , Program Director, Heart and Vascular Program, St. Michael's Hospital; <i>Jenny Pak</i> , St. Michael's Hospital
	<b>B2: Building Blocks: A New Regional Health Authority Takes Stock and Sets a Course</b> <b>Presented by:</b> <i>Regina Coady</i> , Eastern Health; <b>Leslie Harnett</b> , Human Resources Strategist - Organizational Health, Eastern Health
	<b>B3: Key Elements to Developing Healthy Workplace Initiatives..Opportunities, Challenges and the Realities...</b> <b>Presented by:</b> <i>Susan Dempsey</i> , Corporate Director - Organizational Health & Retirement Living, Northwood; <i>Shelley James</i> , Northwood
	<b>B4: Promoting a Healthier Workplace: A Grassroots Approach</b> <b>Presented by:</b> <i>Liliana Catapano</i> , Director of Human Resources, West Park Healthcare Centre; <i>Anne-Marie Malek</i> , President and Chief Executive Officer, West Park Healthcare Centre
	<b>B5: Managing Employee Energy to Maximize Results</b> <b>Presented by:</b> <i>Mary Cardinal</i> , Interim Vice President - Clinical Programs, Huron Perth Healthcare Alliance; <i>Cheryl Rayfield</i> , Juice Inc.; <b>Brady Wilson</b> , Partner, Juice Inc.
3:00pm - 3:30pm	Networking Break / Initiatives Showcase
3:30pm - 4:45pm	<b>Provincial Panel</b> <ul style="list-style-type: none"> <li>▪ Moderated by <i>Carla Anglehart</i>, Director Organizational Development, Nova Scotia Association of Health Organizations</li> <li>▪ <b>Angela Best</b>, Organizational Health Manager, Cumberland Health Authority</li> <li>▪ <b>Jeanene Harnett</b>, Administrative Assistant, Staff Health and Wellness, Northwood</li> <li>▪ <b>Kevin MacDonald</b>, Chief Executive Officer, Guysborough Antigonish Strait Health Authority</li> </ul>
4:45pm - 5:45pm	Reception / Initiatives Showcase



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**MAINTENANCE OF CERTIFICATION MOC I:**

Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE / Fellow) to 11.75 Category I credits toward their maintenance of certification requirement.



<b>DAY 2: Friday, February 26, 2010</b>	
7:00am - 7:45am	Wellness Activity
7:30am - 8:30am	Registration & Networking Breakfast
<b>8:30am - 8:45am</b>	<b>Opening Remarks</b>
<b>8:45am - 10:15am</b>	<b>Concurrent Sessions C</b>
	<p><b>C1: How Education Can Create a More Accountable Workplace</b>  <b>Presented by:</b> <i>Kirby Kranabetter</i>, Bruyère Continuing Care; <i>Margaret Lerhe</i>, Director of Learning, Bruyère Continuing Care</p>
	<p><b>C2: Leadership Commitment to Creating a Healthy and Supportive Workplace: It's the Journey Worth Taking!</b>  <b>Presented by:</b> <i>Janet Knox</i>, Annapolis Valley District Health Authority; <i>Sheila Rankin</i>, Vice President, People and Organizational Development, Annapolis Valley District Health Authority</p>
	<p><b>C3: How does Patient-Centred Care Lead to Healthier Work Life for Staff? Reflection, Relationships and Results</b>  <b>Presented by:</b> <i>Catherine Clarke</i>, University Health Network; <i>Jane Hollett</i>, Patient-Centred Care Project Manager, University Health Network, Corporate Nursing; <i>Petrina McGrath</i>, University Health Network</p>
	<p><b>C4: Client Care Strategies Stemming from the Collaborative Recovery Model to Reduce Acts of Violence and Aggression in Healthcare</b>  <b>Presented by:</b> <i>Patricia Boucher</i>, Vice President, Client and Consulting Services, Ontario Safety Association for Community and Healthcare; <i>Debra Churchill</i>, Ontario Shores Centre for Mental Health Sciences; <i>Janice Dusek</i>, CNE &amp; VP, Interprofessional Affairs, Quality &amp; Safety, Ontario Shores Centre for Mental Health Sciences</p>
	<p><b>C5: Our Role in the Provision of a High Quality Worklife/Workforce in the Northwest Territories</b>  <b>Presented by:</b> <i>Chris Butler</i>, Raptor Protection and Safety Services; <i>Stella van Rensburg</i>, Manager, Quality and Risk Management, Beaufort-Delta Health and Social Services Authority</p>
10:15am - 10:45am	Networking Break / Initiatives Showcase
<b>10:45am - 11:45am</b>	<p><b>Keynote Address</b></p> <ul style="list-style-type: none"> <li>▪ <i>Maura Davies</i>, President &amp; Chief Executive Officer, Saskatoon Health Region</li> </ul>
<b>11:45am - 12:00pm</b>	<p><b>Closing Remarks</b></p> <ul style="list-style-type: none"> <li>▪ <i>Pamela Fralick</i>, Chair, Quality Worklife-Quality Healthcare Collaborative Steering Committee and President &amp; Chief Executive Officer, Canadian Healthcare Association</li> </ul>
<b>1:00 - 4:00pm</b>	<b>Post-Summit Workshops</b>
	<p><b>Workshop #1: "Effective Teamwork and Communication: Strategies to Support Patient Safety"</b>  <b>Presented by:</b> <i>Canadian Patient Safety Institute (CPSI)</i></p>
	<p><b>Workshop #2: "Bridging Evidence-Based and Action Learning Approaches to Foster Cultural Transformation in Managerial Practices"</b>  <b>Presented by:</b> <i>Research and Intervention Centre for Healthy Workplaces (CRISO-MUHC)</i>, McGill University Health Centre, Montreal, Quebec, Canada.</p> <ul style="list-style-type: none"> <li>▪ <i>Mélanie Lavoie-Tremblay</i>, Assistant Professor at McGill School of Nursing, Action-Research Advisor at CRISO</li> <li>▪ <i>Serge Gagnon</i>, Principal Investigator, Organizational Development Consultant and Associate Director of CRISO</li> </ul>
	<p><b>Workshop #3: "Together We're Better: The Rich and Rocky Road to Interprofessional Practice"</b></p> <ul style="list-style-type: none"> <li>▪ <i>Dr. Derek Puddester</i>, Director Faculty Wellness Program, University of Ottawa</li> <li>▪ <i>Irmajean Bajnok</i>, Director, Centre for Professional Nursing Excellence, Registered Nurses' Association of Ontario</li> </ul>



The Quality Worklife Quality Healthcare Collaborative's 4<sup>th</sup> Annual Summit

## **Healthy Workplaces in Action: Working Together to Deliver Quality Care**

February 25-26, 2010 - Crowne Plaza Hotel, Ottawa, Ontario

**Register now! [www.epl events.com/qwqhc2010](http://www.epl events.com/qwqhc2010)**

### **Registration Fees & Deadlines:**

Early Bird (November 30, 2009): **\$375** (inclusive of taxes)  
Regular Rate (February 12, 2010): **\$425** (inclusive of taxes)  
Workshops (February 12, 2010): **\$95** (inclusive of taxes)

### **Booking Instructions:**

Participants should call or email the Crowne Plaza Hotel to make their reservation request.

Phone: (613) 237-3600 ext. 6200 or 1-800-2CROWNE  
Fax: (613) 688-6821  
E-mail: [cpreservations@silverbirchhotels.com](mailto:cpreservations@silverbirchhotels.com)

Participants should identify themselves as being with group code: **QWQHC 4th Annual Summit**.

Deadline to book hotel rooms is **February 5, 2010** in order to qualify for the group rate of \$139.00.

### **Travel:**

When booking your travel for this event, please be sure to quote the convention number to obtain a group discount.

**Air Canada: 4F7XY6C1**

**WestJet: CC6329**

**WestJet discounted rates are valid for travel into Ottawa from February 21-28, 2010.**

**Booking through WestJet:** Please contact WestJet's Convention line at 1-877-952-4696. Agents are available to assist Monday to Friday 8:00 am to 4:30 pm (Mountain Standard Time).

### **Cancellation Policy:**

Notice of cancellation must be made in writing to the Conference Secretariat at [sally@f2fe.com](mailto:sally@f2fe.com).

Cancellations of registration on or before **December 1, 2009** will be refunded, less a \$50 cancellation fee.

**Any cancellations after December 1, 2009 will be non-refundable.** Individuals who have opted to pay by cheque and who cancel their registration will subsequently receive an invoice. You may transfer your registration to another person at anytime without penalty provided you inform Face 2 Face Events Management by email at [tara@f2fe.com](mailto:tara@f2fe.com).

For more information about the event, please contact the Conference Secretariat at:

**Sally Cleford, President/Event Manager**

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