



Summit 2011 early bird registration closes in a few days—register now!

The 5th annual QWQHC Summit promises to be the best one yet. Over fifty presenters from across Canada will be sharing their knowledge and experiences at this year’s event, which will take place March 2–3, 2011, in Mississauga, Ontario—only 25 minutes from downtown Toronto.

The theme of this year’s Summit is *Integrating Perspectives: Healthy Work Environments, Healthy Outcomes, Healthy People*. Speakers include

- Rory Cohen, Founder and President, Entelekey Inc.
- Kristen Cumming, Associate, Life-Role Development Group
- Hugh B. MacLeod, Chief Executive Officer, Canadian Patient Safety Institute
- Wendy Nicklin, President and Chief Executive Officer, Accreditation Canada

The **early-bird deadline** to register is **Wednesday, December 15, 2010**. The early-bird fee is \$385 (including taxes) and the regular rate is \$435 (including taxes).

To register and view Summit details, including the preliminary program, concurrent sessions

guide, and workshop guide, please visit www.eplevents.com/QWQHC2011.

For sponsorship opportunities please visit our website [here](#).



Inform the evolution of your Collaborative

The QWQHC is asking for your opinions and views on the work we have done to date, and on our future directions. What have we done well? How can we better support and have a positive impact your work and that of others?

We have developed a survey to gather your feedback. The survey takes about 10 minutes to complete. Please take a few moments to help shape future work on the issue of quality worklife, an issue of great importance across the health system.

Why wait? You can complete the [survey](#) now. The deadline is Friday, December 17th, 2010. Thank you.

What did last year’s Summit participants have to say?

Check out the 2010 Summit video to get a glimpse into the people, energy, and vibrancy of the QWQHC Summit. [Click here](#).

We will be adding a few more videos to our website in the near future that specifically address the QWQHC and the issue of quality of worklife in healthcare.

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Celebrating the first anniversary of the QWQHC blog: *Thinking Healthy Healthcare*

The QWQHC is proud to be celebrating the **one-year anniversary** of our blog—it has been a huge success. Over the last year, we have showcased a variety of perspectives from individuals across Canada. The blog is designed as an interactive tool that supports dialogue, discussion, and debate. Think of it as your online community—a community of people with a shared interest in promoting and enhancing healthy workplaces and improved outcomes in healthcare settings.

Check out the [line-up](#) from this autumn that includes

- Jean-Francois Hivon, Managing Partner and Strategic Change Coach with Shared Visions
- Dr. Martin Shain, Principal with Neighbour at Work Centre
- The QWQHC Secretariat

On behalf of the QWQHC and readers of the blog, we would like to take this opportunity to sincerely thank all of our bloggers from the past

year for their enthusiasm and willingness to share their knowledge and insights with us.

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. 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.



The presence of the QWQHC continues to grow

The QWQHC was honoured to be selected as a poster presenter at the 2010 *Health, Work and Wellness* conference in Vancouver, B.C. We were proud to share the *Within Our Grasp* action strategy—a “made-by-healthcare-for-healthcare” resource—with hundreds of people from various industries across Canada. A significant proportion of the delegates at the conference were from healthcare, which reinforced the belief that our sector is highly engaged in improving its workplaces. The healthcare sector is eager to find tools and resources to support continued improvement work, and to recognize that we can learn from other industries and other industries can learn from healthcare.

We also continue to explore potential collaborations with organizations across the country that share an interest in quality of worklife issues in healthcare. Once such opportunity was in Quebec with our attendance at the 25th Congress of the Association de Gestionnaires des Établissements de Santé et de Services Sociaux (AGESSS) in Montreal in October 2010. This year, the association representing managers in the Quebec health and social services sector gathered together to discuss the theme of the impact of working conditions. The QWQHC was pleased to have the opportunity to engage with the many participants who inquired about our work and

the *Within Our Grasp* action strategy. We thank AGESSS for hosting us at their conference and look forward to showcasing ongoing efforts and successes in Quebec.

The QWQHC Secretariat staff also joined delegates at HealthAchieve 2010 in Toronto to celebrate the inaugural Quality Healthcare Workplace Awards. The awards program was jointly launched this year by the Ontario Hospital Association and HealthForceOntario to document, recognize, and promote effective efforts to improve healthcare workplaces in ways that contribute to the providers' quality of worklife and the quality of care or services they deliver. Congratulations to this year's recipients.



Look who signed the Charter...

Congratulations to Seaview Manor, a continuing care facility located in Glace Bay, NS, our newest Healthy Healthcare Leadership Charter member. Seaview Manor is a not-for-profit organization that provides care to 111 residents and a fully accredited organization. "Seaview Manor is a service organization and having a healthy workplace is manifested in the high level of satisfaction with care on our resident, family surveys" said Catherine Power, CEO.

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.

Seaview Manor Management Team Signing the Charter



*Top Left: Ellen Bryden, Assistant Director of Care;
Wayne MacAulay, Director of Environmental Services;
Martha Cameron, Dietary Director;
Bottom Left: Ronita Burrows, Recreation Director;
Catherine Power, CEO; Amelia Simmons; Director of Care*

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 [Within Our Grasp](#) action strategy 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 at info@qwqhc.ca and we may include them 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 info@qwqhc.ca.