

Winter 2009

Welcome to the latest QWQHC e-Bulletin, designed to keep our partners and colleagues up-to-date on the work of the Collaborative.

Le français suit.

Reaching New Heights – March 3 & 4 in Ottawa

Join us for QWQHC's 3rd Annual Summit entitled: **“Shaping the Future of Quality: Building the Momentum”** on **March 3rd and 4th** at the Delta Hotel in Ottawa.

Registration is now open and space is limited. Full details, including a preliminary program, post-Summit workshop details and a link to the conference secretariat, are on the QWQHC website at www.qwqhc.ca/documents/QWQHCPrelimV3.pdf

The two-day pan-Canadian knowledge exchange opportunity will provide participants with the chance to:

- Learn from quality worklife champions
- Share their own experiences and practices
- Build a valuable resource network
- Hear about future quality of worklife initiatives in healthcare settings and
- Attend post-Summit workshops

See you there!

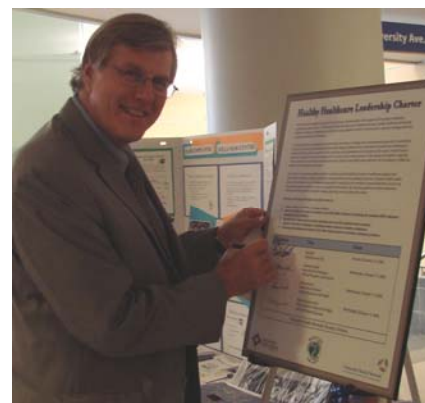
Our Newest Workplace Champions

Welcome to our three newest champions who have recently signed the QWQHC Healthy Healthcare Leadership Charter:

- University Health Network
- Adult Residential Centre/Regional Rehabilitation Centre Association of Nova Scotia and
- Saskatchewan Registered Nurses' Association

The University Health Network's (UHN) staff got a recent boost when Dr. Bob Bell, President and CEO, and his colleagues signed the Charter, demonstrating a commitment to making quality worklife a priority at UHN.

The QWQHC **Healthy Healthcare Leadership Charter** <http://www.qwqhc.ca/healthy-healthcare-leadership.aspx> provides a tangible and compelling way for health leaders to demonstrate their commitment to creating positive change in the health workplace. Here's how to sign:



1. Discuss the Charter and its guiding principles at a senior leadership team meeting to determine alignment with your organization's values and strategic priorities.
 2. Have senior leaders review the recommended priority areas for action on the second page of the Charter to determine where your organization may already have developed leading practices, where you think more improvement is needed, and finally which priority activities your organization is planning to implement in the coming year.
 3. Sign the Charter – include senior leaders, board chairs, union leaders, medical and nursing leaders, etc. Be as inclusive as possible; include all those leaders who will need to be on board to effectively address quality of worklife issues in the organization. You may wish to customize the Charter by attaching your own logo, or providing some additional organization-specific context.
 4. Promote the signed Charter to staff, board members, and your community and through any external networks that your leaders may belong to.
 5. Inform the QWQHC when your organization has signed the Charter so we can promote your healthy leadership on our website. Send photos, stories, and PDF versions of your signed Charter to information@qwqhc.ca
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Collaborative Update

It's been a whirlwind of activity at the Collaborative over the past few months. We're pleased to provide a short update.

Health Canada responded positively to our request for increased funding for this fiscal year and three new staff members were added to our team (see 'We're Growing' story below). At Health Canada's request, we have submitted a proposal for an additional two years of future funding. At the same time, we are developing a plan to sustain our current capacity over the next two years. Our goal is to build on our solid foundation and facilitate the implementation of the *Action Strategy 'Within Our Grasp'*. We remain optimistic and expect a response from Health Canada by the end of March.

In the coming months, the Collaborative has four areas of focus:

Knowledge Exchange – Starting with our annual Summit in March, we will continue to promote collaboration by identifying innovative QWL practices across the country, profiling featured stories and champions, developing a Speakers' Bureau, updating and refining our online library and making new resources available on our website.

Advancing Quality Worklife (QWL) Measurement – Building on the accomplishments of our working groups, we will continue to facilitate and support the development and use of QWL performance indicators across organizations. In the immediate term, we will be assessing the use and utility of the seven previously identified QWL indicators across healthcare service delivery organizations. Simultaneously, we will be exploring the extent to which consensus can be attained with respect to the recommended set of seven organizational level indicators as well as their respective definitions. We continue to work with partners such as Accreditation Canada to ensure continued alignment and complementary strategies and approaches.

Planning for the Future - The Collaborative sees itself as a champion of change and foresees playing the role of facilitator. In so doing, we aspire to build capacity across the health system to improve QWL. Our work over the next two years will be guided by the needs, priorities and ongoing initiatives of our audiences. Our upcoming initiatives will involve the engagement of organizations across the country, and will also revolve around identifying mechanisms to support further two-way dialogue and knowledge exchange.

Fostering Commitment and Engagement - We want to work with organizations and system leaders to advance QWL issues and solutions. QWQHC remains committed to being a conduit of information gathered from the field from front line staff, managers, governors, researchers and other experts – thus linking stakeholders across the country.

Read All About It

QWQHC's website – www.qwqhc.ca -- provides everything you need to know about the QWQHC, its partners and its mandate. Check it out for information on future conferences, new initiatives, Quality Worklife champions and practices, as well as relevant QWL-related issues and articles.

The latest **Featured Champion** has recently been added to the website. Dr. John Yardley, Managing Director of Brock University's Workplace Health Research Laboratory (WHRL), explains how local solutions to local problems are the key to success: <http://www.qwqhc.ca/featured-champion-dr-john-yardley.aspx>

The latest Featured Practice profiles Seven Oaks Wellness Centre and its philosophy that it takes healthy workers in healthy environments to create healthy outcomes for patients: <http://www.qwqhc.ca/featured-practice-Seven-Oaks.aspx>

Sharing Our Story



See if you can spot Tara Consunji, Team Assistant, among the group of health care professionals that make up the backdrop of QWQHC's new display system. Tara, along with Executive Director Eva Szczerba, spent three days at the Ontario Hospital Association's *HealthAchieve Conference* in early November. At the busy booth, they met QWQHC partners and healthcare professionals at all levels to talk about the Collaborative and its mission. Thank you to Norma Freeman of the Canadian Nurses Association for helping out and representing QWQHC's national partners.

We're Growing!

QWQHC is pleased to welcome three new staff members to the team. Welcome to Tara, Nicola and Fatima!



Tara Connolly brings over 15 years of experience in education and consulting to the position of Knowledge Exchange Specialist at the QWQHC. In addition to her teaching background, Tara has diverse experience as a conflict mediator, counselor and as consultant at both the local and pan-Canadian level. Most recently, she worked at the Children's Hospital of Eastern Ontario as an Autism Spectrum Disorder Consultant. Her interest in the powerful effect of connection, empowerment and engagement on a system's innovation, delivery and outcomes is what brought her to the Collaborative. After completing her Bachelor's Degree at the University of Ottawa, Tara attained a Bachelor of Education from Acadia University and

a Masters Degree in Sociology and Equity Studies from the Ontario Institute for Studies in Education/University of Toronto. Her research focus included front-line healthcare providers and women's health.

Nicola Potopsingh, the QWQHC's second Knowledge Exchange Specialist, recently moved to Ottawa and joined the Collaborative because of her interest in healthy workplaces and the importance of worklife balance. Nicola is an educator and member of the Ontario College of Teachers. She has taught at elementary, high school, and university levels, and also ran a private music studio and tutoring service. Nicola holds three degrees from Queen's University. After completing a Bachelor of Arts Honours in

Health Studies, Music Education, and Mathematics, Nicola completed a Bachelor of Education, followed by a Master of Arts from the School of Kinesiology and Health Studies. She specialized in socio-cultural studies of health and received a Canada Master's Scholarship from the Social Sciences and Humanities Research Council of Canada for her Master's research.

A keen interest in evaluative research steered **Fatima Keshavjee Johnson** to the QWQHC as its Research and Product Development Specialist. As both a nurse and health services planner (MHA), Fatima has worked in patient care, clinical process improvement, and program evaluation in three different countries. Most recently, Fatima worked in Calgary as Evaluation Facilitator at the Bow Valley College, overseeing learning plans and curriculums as they articulated with new graduates' adjustment to the workforce. Prior to this position she was Quality Improvement (QI) Consultant for the Calgary Health Region.

What Can I Do?

The tremendous power for change comes from all stakeholders speaking with one voice and continuing to work together. Here are a couple of ways that you can help:

- **Champion the QWQHC Action Strategy** <http://www.qwqhc.ca/documents/2007-QWQHC-Within-Our-Grasp.pdf> **in your organization or jurisdiction:** We can provide copies of key materials and presentation templates. We may also be able to participate in brainstorming sessions with your group to do more.
- **Contribute knowledge (stories, practices, research, tools) to the QWQHC Knowledge Exchange:** Send your stories to the QWQHC office at information@qwqhc.ca and we may include them as features on our website.

Make it your 2009 Resolution to get involved!

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Working together to make health workplaces healthier.