

Post-Summit Workshop Guide

Friday, February 26, 2010 1:00pm to 4:00pm
\$95 (additional cost)

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

Workshop # 1: Effective Teamwork and Communication: Strategies to Support Patient Safety

This three-hour, interactive workshop will introduce participants to the tenets of teamwork and communication as a cogent strategy to support patient safety and organizational culture. Healthcare providers work in demanding and dynamic environments. The complexities inherent in the delivery of healthcare services require the integration of effective teamwork and communication to ensure the safe delivery of care. Participants will have an opportunity to impact the development of a pan-Canadian framework for teamwork and communication spearheaded by CPSI that will include details on just culture, disclosure, structured communications and will align with the CPSI Safety Competencies (www.safetycomp.ca).

Presented by: Canadian Patient Safety Institute (CPSI)

Workshop # 2: Bridging Evidence-Based and Action Learning Approaches to Foster Cultural Transformation in Managerial Practices

CRISO's team is engaged in Quebec's CHSRF/REISS (2008) program at L'Hôpital du Sacré-Coeur de Montréal. Stabilizing nursing teams and improving the quality of care are the goals. The team will discuss with participants actual successes and obstacles when (1) implementing a culture of measures that link work climate perceptions, organizational efficacy and quality of care; (2) developing integrity leadership, reflexive practices and bi-directional control approach to communication through co-development program and (3) guiding senior managers in an action-research process aiming to shed light on how they (management staff) reproduce in their daily practices the cultural modes that would explain some redundancies of operational systems failures. Tools and applications used in the program will be discussed and shared with participants.

Presented by: Research and Intervention Centre for Healthy Workplaces (CRISO-MUHC), McGill University Health Centre, Montreal, Quebec, Canada: **Serge Gagnon**, Principal Investigator, Organizational Development Consultant and Associate Director of CRISO; **Mélanie Lavoie-Tremblay**, Assistant Professor at McGill School of Nursing, Action-Research Advisor at CRISO

Workshop # 3: Together We're Better: The Rich and Rocky Road to Interprofessional Practice

This three-hour workshop will be co-facilitated by a nurse and physician team who have worked together in successful interprofessional team development with a focus on both team and clinical outcomes. Participants will have an opportunity to enjoy a mini-input session covering the TIPS project, an interprofessional team development initiative funded by the Ontario Ministry of Health and Long Term Care. In small groups, participants will explore short summaries of each TIPS team's sometimes rocky journey to quality interprofessional care, including successes, challenges, lessons learned, and rich outcomes. Finally, groups will identify a team development focus they could address in their home institutions and craft an implementation model using key lessons learned from the TIPS project.

Presented by: **Irmajean Bajnok**, Director, Centre for Professional Nursing Excellence, Registered Nurses' Association of Ontario; **Dr. Derek Puddester**, Director, Faculty Wellness Program, University of Ottawa