

QUALITY IMPROVEMENT & PATIENT SAFETY LEADERSHIP PROGRAM

The **Quality Improvement & Patient Safety Leadership Program** creates and supports champions in the field of Quality Improvement and Patient Safety who can help to lead and facilitate change and improvements within their practice, their department, their hospitals, and across the entire health system. In 2011, we responded to a request to address the leadership development needs in the area of Quality Improvement and Patient Safety at The Ottawa Hospital and the program's reach has grown over the years to include all health organizations in the region and beyond. The Program will be offered for the tenth time starting in October 2020.

The course is led by our pair of Program Directors: Lynn Davies, specialist in leadership and change management, and Samantha Hamilton, Director, Quality & Patient Safety at The Ottawa Hospital; with the support of Medical Advisor to the program Dr. Alan Forster, Vice President of Innovation and Quality at The Ottawa Hospital.

The program comprises 6 modules of instructor-led sessions that each last 1-2 days and that are scheduled approximately every 6 weeks over a 9 month period. This enables participants to apply new concepts and skills between sessions and ensures that participants are not required to be away from their roles for long periods of time. The program concludes with a post-program follow-up session 6 months after graduation to offer our alumni continued support with their projects.



WHO SHOULD ATTEND?

This program is designed for individuals in healthcare organizations who have an interest in improving quality and patient safety. It is not necessary for participants to hold (or aspire to hold) formal leadership positions within the health system. It is an ideal program for organizational dyads (i.e. physician and administrator) to participate in together.

WHAT YOU WILL LEARN

As part of the program, participants will have the opportunity to undertake a project to improve quality or patient safety in their organization. To facilitate these projects, participants will develop leadership and change management skills as well as knowledge about hospital and regional resources that will aid them to complete the project by the end of the course in June of 2021. Considerable time will be devoted to the use of co-consulting groups where participants will learn through facilitated discussions with their peers.

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We are intending to go ahead with programming for 2020-2021 as scheduled. All in-person programming will be delivered in accordance with Ottawa Public Health directives. Should we not be able to deliver this program in the in-person format as a result of the COVID-19 pandemic, we will switch to a virtual delivery model on the dates identified below.

	DATE AND TIME
Module 1: Quality and Project Management	
Day 1: Quality & Patient Safety in the Healthcare Environment	Thursday, October 22, 2020 8:00 a.m. – 4:30 p.m.
Day 2: Healthcare Project Management	Friday, October 23, 2020 8:00 a.m. – 4:30 p.m.
Module 2: Measurement in Healthcare	
Day 3: Healthcare Quality & Safety Metrics	Thursday, November 19, 2020 8:00 a.m. – 4:30 p.m.
Day 4: Performance Management and Business Processes	Friday, November 20, 2020 8:00 a.m. – 4:30 p.m.
Module 3: Enabling Change Through Effective Leadership	
Day 5: Leading Change	Thursday, January 14, 2021 8:00 a.m. – 4:30 p.m.
Day 6: Leadership Awareness and Styles	Friday, January 15, 2021 8:00 a.m. – 4:30 p.m.
Quality Improvement & Safety Project	
Day 7: Project Work in Project Learning Groups and specialist presentation(s)	Friday, February 19, 2021 8:00 a.m. – 4:30 p.m.
Day 8: Project Work in Project Learning Groups and specialist presentation(s)	Friday, March 12, 2021 8:00 a.m. – 4:30 p.m.
Day 9: Project Work in Project Learning Groups and specialist presentation(s)	Friday, April 9, 2021; 8:00 a.m. – 4:30 p.m.
Poster Feedback Session (optional)	Friday, April 30, 2021 1:00 p.m. – 4:00 p.m.
Project Presentation	
Day 10: Project Presentations to CEOs, Medical Department Heads, Senior Management, and invited guests	Friday, June 4, 2021 8:00 a.m. – 4:30 p.m.
Post-Program Follow-Up	
Follow-up session to provide continued support for ongoing and/or new project(s)	Friday, November 26, 2021 1:00 p.m. – 4:00 p.m.

To learn more information about Telfer Executive Programs or to register:

Centre for Executive Leadership
99 Bank Street, Suite 200
Ottawa, Ontario K1P 6B9

telfer.uOttawa.ca/executiveprograms
executiveprograms@telfer.uOttawa.ca
613-562-5921

