

REGIONAL HEALTH SENIOR LEADERSHIP PROGRAM (RHSLP)

The Regional Health Senior Leadership Program is designed for healthcare leaders who are looking to enhance their ability to respond to the rapidly changing health care landscape in Eastern Ontario. The last several years have put a strain on our healthcare system and its leaders. In response, leaders must **be agile, create a sense of belonging,** and continue to **deliver excellent care** under a strained and shifting system. This transformation will require a new era of compassionate and inclusive leaders that are self-aware and create a culture of trust. These leaders will require advanced skills required to collaborate, create and achieve.

The program is offered by Telfer Executive Programs and will bring medical, clinical and administrative healthcare leaders together to address the challenges of leading change across the complex and dynamic regional healthcare system.

The program will focus on:

- increasing healthcare leadership capacity and resources
- enhancing the quality of collaboration within and across institutions in the system
- supporting the achievement of the 'quintuple aim' framework
- delivering an integrated, applied, and practical learning experience
- learning aligned with the LEADS framework and the Certified Health Executive (CHE) Program from the Canadian College of Health Leaders



WHO SHOULD ATTEND?

- Senior healthcare leaders holding formal leadership roles in hospitals (e.g. senior managers, directors, heads of divisions or departments, site leaders, senior administrators)
- Leaders from other multi-disciplinary health fields (physicians, nurses, other allied-health professionals, non-clinical managers, researchers, etc.)
- Leaders from regional healthcare providers (OHT partners, primary care clinics, community care clinics, long-term care, etc.)
- Leaders from private organizations within the health sector

PROGRAM OVERVIEW

The program is comprised of three modules, each delivered as a 2-day immersive leadership workshop focused on a different leadership theme. Leaders will develop personal effectiveness and competencies to lead teams collaboratively and across the system in support of the quintuple aim framework and equitable access to healthcare. In between modules, participants will take part in facilitated peer coaching circles to explore real-time challenges while deepening relationships and trust. The program will conclude with a 1-day symposium and closing session. The program will require a commitment of approximately 7 in-person days over 18 weeks, plus additional time for peer coaching circles and independent study.

“Normally, organizations maintain a business-as-usual approach and it often takes a crisis before they seriously evaluate how they could and should do things differently. But even in such a crisis, reinforcements can only address frenetic short-term problems; until there is systemic change, the bleeding will continue.”

- Globe and Mail, November 19, 2022

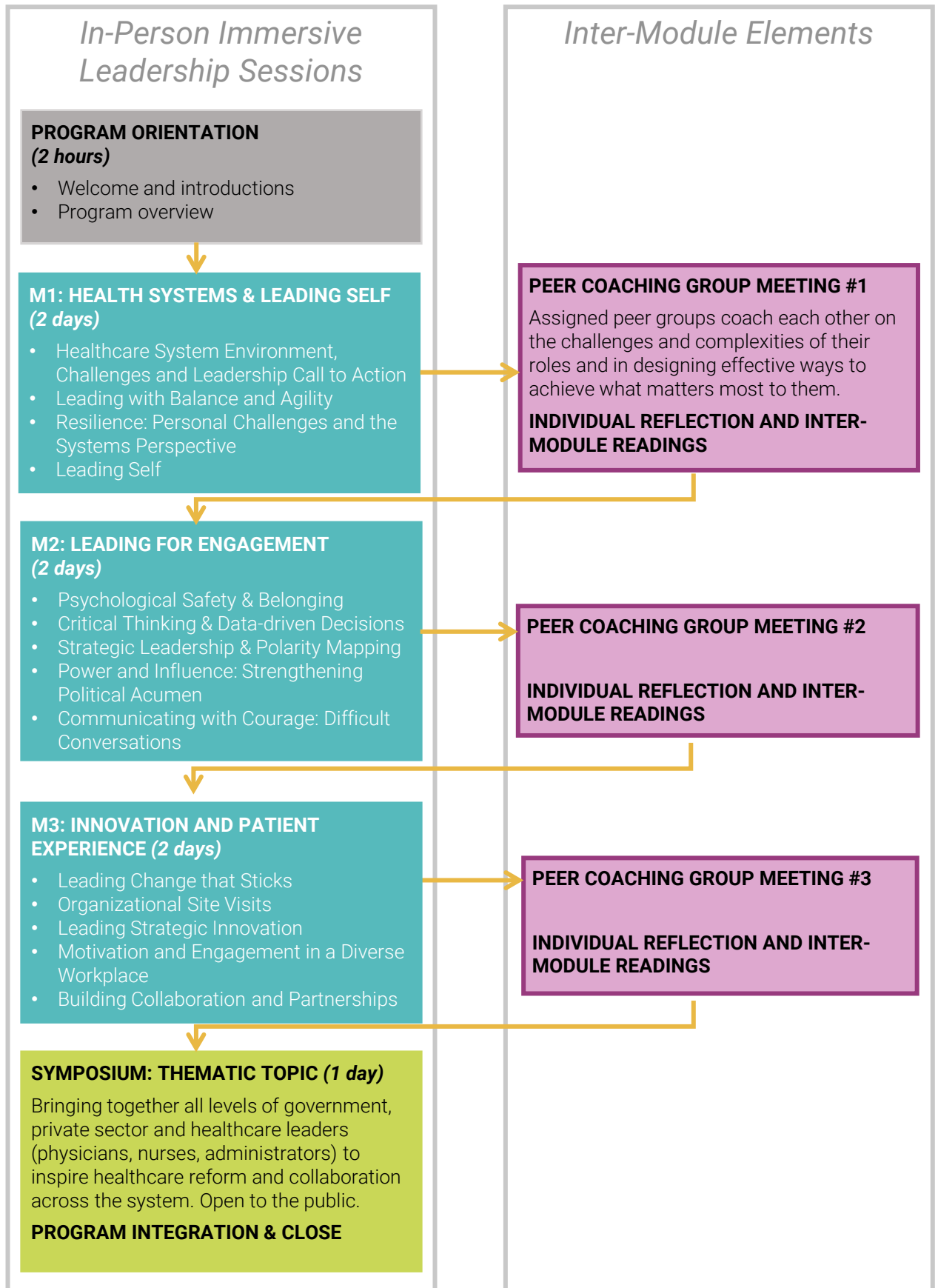
Networking and community development are an essential part of leadership in the health care sector. Participants will build their connections across organizations in support of better, integrated care and to share and find support for common leadership challenges.

Leadership Assessments are included in the program to develop participants’ self-awareness as they develop their capabilities as leaders.

Organizational Site Visits are an opportunity for small peer groups to visit an organization that has been successful in initiating a change or innovation that may be instructive for participants in addressing their own challenges. Participants will have the opportunity to identify relevant and promising practices and solutions offered by the organizations’ experience.

Peer Coaching Circles are small groups of peers that meet and create an environment of trust and mutual support that enables them to coach each other in exploring the challenges and complexities of their roles and in designing effective ways to achieve what matters most to them.

PROGRAM STRUCTURE



LEARNING OUTCOMES

Understand the healthcare system. Participants will:

- explore the current context of the Eastern Ontario healthcare system to situate themselves and their organization
- learn to navigate in a healthcare system that is volatile, uncertain, complex, and ambiguous (VUCA)

Lead with self-awareness. Participants will:

- Learn how leadership styles and preferences can work to support as well as hinder their ability to address the challenges facing the healthcare system
- develop personal and team practices for supporting resilience and psychological safety

Lead enterprises, people, and diverse and inclusive workplaces. Participants will:

- develop strategies for building and sustaining trust both within and across teams to foster collaboration both in their organization and beyond
- expand skills in giving and receiving feedback through peer coaching
- learn to lead strategically through critical thinking, systems thinking, and data-driven decision making

Lead innovation, change, and organizational transformation. Participants will:

- discover how to use power and influence effectively in a complex organization
- learn how to clearly communicate strategic directions, align them with corporate goals, and foster staff and stakeholder buy-in

Leadership Symposium

The program will conclude with a half-day Symposium that focuses on Building an Integrated System of Care. The symposium will invite participation from leaders from all levels of government, private sector, and healthcare leaders to inspire healthcare reform. The Symposium will conclude with a discussion focused on ways to take action as a group in support of the symposium topics and personal leadership calls to action. The last day will also provide an opportunity for participants to consolidate and integrate learnings from the program and to plan for continuity of their leadership development process following the program.

ACCREDITATION

In 2019-2020 this event entitled Canadian College of Health Leaders members (CHE / Fellow) to 25 Category II credits towards their maintenance of certification requirement.

We will be applying for Accreditation once again in 2024 with the Canadian College of Health Leaders.

PROGRAM DIRECTORS



Ingrid Richter is an Executive in Residence at the Telfer School of Management, University of Ottawa and Partner, Threshold Associates. Her teaching, action research and consulting work has three major areas of focus: leadership development, facilitating complex, multi-stakeholder change processes and developing change agents so that they can more effectively engage in high impact, complex change. Her recent client work focuses on leadership and international capacity development supporting sustainability of social innovation initiatives. She has in-depth experience in provincial and federal governments, including as a Senior Fellow at the Canada School of Public Service as well as senior roles in corrections, policing and public safety. Ingrid was the co-founder of the Canadian Organization Development Institute and designs and delivers leadership programs for the UN Staff College and the UNHCR.

Theresa Humphrys is the owner and founder of Bold Oak Coaching and Consulting. She is a certified coach, educator and facilitator with a depth of experience as a change leader in healthcare, public and private sectors. Having worked extensively with healthcare organizations across the region, Theresa understands the joys and challenges of inspiring teams, effecting change, navigating workplace politics and making a meaningful difference from within an organization. Theresa has a Masters in Human Systems Intervention from Concordia University, Lean Green Belt Certification, and is a certified Integral Coach. She is an Associate Certified Coach with the International Coach Federation, and certified Tilt365 Master Agility Practitioner.





For program fees, schedule and registration, scan the QR Code or visit <https://tlfr.ca/rhslp>



CONTACT US FOR MORE INFORMATION

Telfer School of Management
Centre for Executive Leadership
99 Bank Street, Suite 200
Ottawa ON K1P 6B9
executiveprograms@telfer.uOttawa.ca
613-562-5921