

TELFER EXECUTIVE PROGRAMS

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 Champlain LHIN and beyond. The Program will be offered for the ninth time starting in October 2019.

The course is led by our pair of Academic 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 Quality, Performance, and Population Health at The Ottawa Hospital.

The program comprises 6 modules of instructor-led classroom 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.

WHAT WILL YOU 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 CLHIN resources that will aid them to complete the project by the end of the course in June of 2020. Considerable time will be devoted to the use of co-consulting groups where participants will learn through facilitated discussions with their peers.

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.

To date, participants have included representatives of The Ottawa Hospital, CHEO, The Royal, the Champlain Regional Cancer Program, Hawkesbury & District General Hospital, Queensway Carleton Hospital, and the Peterborough Regional Health Centre, to name a few.

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

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

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613-562-5921



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DAY	TOPIC	DATE	TIME
	Module 1: Quality and Project Management		
1	Quality & Patient Safety in the Healthcare Environment	Thursday, October 3, 2019	8h00-16h30
2	Healthcare Project Management	Friday, October 4, 2019	8h00-16h30
	Module 2: Measurement in Healthcare		
3	Healthcare Quality & Safety Metrics	Thursday, November 7, 2019	8h00-16h30
4	Performance Management and Business Processes	Friday, November 8, 2019	8h00-16h30
	Module 3: Enabling Change Through Effective Leadership		
5	Leading Change	Thursday, December 5, 2019	8h00-16h30
6	Leadership Awareness and Styles	Friday, December 6, 2019	8h00-16h30
	Improving Quality & Safety Project		
7	Project Work in Project Learning Groups and specialist presentation(s)	Friday, January 24, 2020	8h00-16h30
8	Project Work in Project Learning Groups and specialist presentation(s)	Friday, February 21, 2020	8h00-16h30
9	Project Work in Project Learning Groups and specialist presentation(s)	Friday, April 24, 2020	8h00-16h30
	Poster Feedback Session (optional)	Friday, May 8, 2020	13h00-16h00
	Project Presentation		
10	Project Presentations to CEOs, Medical Department Heads, Senior Management, and invited guests	Friday, June 5, 2020	8h00-16h30

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