



quality worklife  
quality healthcare  
collaborative  
[www.qwqhc.ca](http://www.qwqhc.ca)

The Quality Worklife Quality Healthcare Collaborative's 4<sup>th</sup> Annual Summit

# **Healthy Workplaces in Action: Working Together to Deliver Quality Care**

February 25-26, 2010 - Crowne Plaza Hotel, Ottawa, Ontario

## **Preliminary Program**

This program is subject to change. Please visit the registration site often for updates to the program and other Summit materials at [www.eplyevents.com/qwqhc2010](http://www.eplyevents.com/qwqhc2010). Please also feel free to visit us directly at [www.qwqhc.ca](http://www.qwqhc.ca) regularly for updates.

<b>DAY 1: Thursday, February 25, 2010</b>	
7:00am - 7:45am	Wellness Activity
7:30am - 8:30am	Registration & Networking Breakfast
8:30am - 8:45am	Opening Remarks <ul style="list-style-type: none"><li>▪ <i>Pamela Fralick, Chair, Quality Worklife-Quality Healthcare Collaborative Steering Committee and President &amp; Chief Executive Officer, Canadian Healthcare Association</i></li></ul>
8:45am - 10:00am	Keynote Address from Ministry of Health and Long Term Care of Ontario appointed Healthy Work Environments Champions <ul style="list-style-type: none"><li>▪ <i>Rob Devitt, President &amp; Chief Executive Officer, Toronto East General Hospital</i></li><li>▪ <i>Heather Laschinger, Distinguished University Professor, Arthur Labatt Family Nursing Research Chair in Health Human Resource Optimization, University of Western Ontario</i></li></ul>
10:00am - 10:30am	Networking Break / Initiatives Showcase <ul style="list-style-type: none"><li>▪ The Initiatives Showcase is an excellent opportunity to view, discuss and share initiatives, resources, practical strategies, and experiences with colleagues who are taking steps towards improving the health of the healthcare work environment.</li></ul>
10:30am - 12:00pm	Concurrent Sessions A
12:00pm - 1:30pm	Lunch
1:30pm - 3:00pm	Concurrent Sessions B
3:00pm - 3:30pm	Networking Break / Initiatives Showcase
3:30pm - 4:45pm	Provincial Panel <ul style="list-style-type: none"><li>▪ Moderated by <i>Carla Angleheart, Director Organizational Development, Nova Scotia Association of Health Organizations</i></li><li>▪ <i>Angela Best, Organizational Health Manager, Cumberland Health Authority</i></li><li>▪ <i>Kevin MacDonald, Chief Executive Officer, Guysborough Antigonish Strait Health Authority</i></li></ul>
4:45pm - 5:45pm	Reception / Initiatives Showcase



## DAY 2: Friday, February 26, 2010

7:00am - 7:45am	Wellness Activity
7:30am - 8:30am	Registration & Networking Breakfast
8:30am - 8:45am	Opening Remarks
8:45am - 10:15am	Concurrent Sessions C
10:15am - 10:45am	Networking Break / Initiatives Showcase
10:45am - 11:45am	Keynote Address <ul style="list-style-type: none"><li>▪ <i>Maura Davies, President &amp; Chief Executive Officer, Saskatoon Health Region</i></li></ul>
11:45am - 12:00pm	Closing Remarks <ul style="list-style-type: none"><li>▪ <i>Pamela Fralick, Chair, Quality Worklife-Quality Healthcare Collaborative Steering Committee and President &amp; Chief Executive Officer, Canadian Healthcare Association</i></li></ul>
1:00 - 4:00pm	Post-Summit Workshops
	Workshop #1: "Effective Teamwork and Communication: Strategies to Support Patient Safety" Presented by: <i>Canadian Patient Safety Institute (CPSI)</i>
	Workshop #2: "Bridging Evidence-Based and Action Learning Approaches to Foster Cultural Transformation in Managerial Practices" Presented by: <i>Research and Intervention Centre for Healthy Workplaces (CRISO-MUHC), McGill University Health Centre, Montreal, Quebec, Canada.</i> <ul style="list-style-type: none"><li>▪ <i>Mélanie Lavoie-Tremblay, Assistant Professor at McGill School of Nursing, Action-Research Advisor at CRISO</i></li><li>▪ <i>Serge Gagnon, Principal Investigator, Organizational Development Consultant and Associate Director of CRISO</i></li></ul>
	Workshop #3: "Together We're Better: The Rich and Rocky Road to Interprofessional Practice" <ul style="list-style-type: none"><li>▪ <i>Dr. Derek Puddester, Director Faculty Wellness Program, University of Ottawa</i></li><li>▪ <i>Irmajean Bajnok, Director, Centre for Professional Nursing Excellence, Registered Nurses' Association of Ontario</i></li></ul>



Canadian College of  
Health Service Executives  
Collège canadien des  
directeurs de services de santé

### MAINTENANCE OF CERTIFICATION MOC I:

Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE / Fellow) to 11.75 Category I credits toward their maintenance of certification requirement.



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**Register now! [www.eplyevents.com/qwqhc2010](http://www.eplyevents.com/qwqhc2010)**

## **Registration Fees & Deadlines:**

Early Bird (November 30, 2009): **\$375** (inclusive of taxes)  
Regular Rate (February 12, 2010): **\$425** (inclusive of taxes)  
Workshops (February 12, 2010): **\$95** (inclusive of taxes)

## **Booking Instructions:**

Participants should call or email the Crowne Plaza Hotel to make their reservation request.

Phone: (613) 237-3600 ext. 6200 or 1-800-2CROWNE  
Fax: (613) 688-6821  
E-mail: [cpreservations@silverbirchhotels.com](mailto:cpreservations@silverbirchhotels.com)

Participants should identify themselves as being with group code: **QWQHC 4th Annual Summit**.

Deadline to book hotel rooms is **February 5, 2010** in order to qualify for the group rate of \$139.00.

## **Travel:**

When booking your travel for this event, please be sure to quote the convention number to obtain a group discount.

**Air Canada: 4F7XY6C1**

**WestJet: CC6329**

*WestJet discounted rates are valid for travel into Ottawa from February 21-28, 2010.*

*Booking through WestJet:* Please contact WestJet's Convention line at 1-877-952-4696. Agents are available to assist Monday to Friday 8:00 am to 4:30 pm (Mountain Standard Time).

## **Cancellation Policy:**

Notice of cancellation must be made in writing to the Conference Secretariat at [sally@f2fe.com](mailto:sally@f2fe.com).

Cancellations of registration on or before **December 1, 2009** will be refunded, less a \$50 cancellation fee.

**Any cancellations after December 1, 2009 will be non-refundable.** Individuals who have opted to pay by cheque and who cancel their registration will subsequently receive an invoice. You may transfer your registration to another person at anytime without penalty provided you inform Face 2 Face Events Management by email at [tara@f2fe.com](mailto:tara@f2fe.com).

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For more information about the event, please contact the Conference Secretariat at:

*Sally Cleford, President/Event Manager*

Face 2 Face Events Management ▪ 39 Aintree Place, Ottawa, ON K2M 2G5  
Local Tel: 613-288-9239, ext. 101 ▪ Toll Free: 866-306-5714 ▪ Fax: 613-599-7805  
Email: [sally@f2fe.com](mailto:sally@f2fe.com) ▪ [www.qwqhc.ca](http://www.qwqhc.ca)