



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

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*The Quality Worklife Quality Healthcare Collaborative (QWQHC)  
is hosting its 3rd Annual Summit entitled:*

# ***Shaping the Future of Quality: Building on the Momentum***

*on March 3rd and 4th, 2009 at the Delta Hotel in Ottawa, Ontario.*

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## **Who are the Quality Worklife Quality Healthcare Collaborative (QWQHC)?**

The QWQHC, formed in 2005, is a coalition of health leaders working together towards a common goal: to create healthier workplaces in order to drive improvements in quality of worklife for healthcare providers, and by extension, improvements in healthcare service delivery and patient outcomes.

The Collaborative's work is grounded in the belief that a fundamental way to better healthcare is through healthier healthcare workplaces; and that it is unacceptable to work in, receive care in, govern, manage and fund unhealthy healthcare workplaces. Our vision is to support Canadian healthcare providers to achieve optimal health and work in healthcare settings that demonstrate healthy workplace leadership, management, and accountability practices. The Collaborative is doing so by building system-wide sustainable engagement, action, accountability and knowledge exchange.

Please visit [www.qwqhc.ca](http://www.qwqhc.ca) for more information on the Collaborative and our upcoming Summit!

## **Primary Objectives of the Summit:**

1. To offer participants practical support on how to improve quality of worklife.
2. To advance participants' understanding of key issues related to quality of worklife.
3. To learn from, interact with, and celebrate quality of worklife champions.
4. To provide a space for pan-Canadian learning, knowledge exchange, and networking to occur.

## **Who Should Attend:**

The Summit will be an excellent learning and knowledge exchange opportunity for people in a cross-section of professional and leadership roles in healthcare from within: service delivery organizations, health authorities, professional/national/provincial associations, government, and non-government organizations.



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The Quality Worklife Quality Healthcare Collaborative's 3rd Annual Summit

## **Shaping the Future of Quality: Building on the Momentum**

on March 3rd and 4th, 2009 at the Delta Hotel in Ottawa, Ontario.

### **What to Expect:**

The Summit will provide participants with the opportunity to learn, share, and build their knowledge base and experience through thought-provoking plenary presentations, an informative town hall, interactive concurrent sessions, and post-Summit workshops.

**Confirmed keynote speakers include:** Judith Shamian, RN, PhD, LLD, President and Chief Executive Officer of Victorian Order of Nurses; Honourable Arthur T. Porter, MD, Director General and Chief Executive Officer, McGill University Health Centre; and quality of worklife leading expert, Graham Lowe, PhD.

An interactive and informative town hall will be facilitated by Mylène Dault, PhD, Canadian Health Services Research Foundation, and will feature three quality worklife champions, including Shirlee Sharkey, President and Chief Executive Officer of Saint Elizabeth Health Care, who will share their experiences and take questions from participants regarding their successes in making positive quality of worklife changes in various healthcare settings across Canada.

Concurrent sessions will also be informative and interactive, and will give participants the opportunity to engage with leaders from the field who have direct experience in enacting change in quality of worklife for healthcare professionals. Concurrent sessions will fall under the following three themes: **leadership**, **culture**, and **engagement**.

Upon registration, participants will be given the opportunity to attend one of two post-Summit workshops. The first workshop is: *"Preventing Workplace Violence"* by Accreditation Canada. The second workshop is: *"Civility Respect and Engagement at Work: Laying a Foundation for Teamwork"* by Dr. Michael Leiter.

We look forward to your participation at the Summit in our efforts to build and sustain a quality worklife in healthcare. Program details will be coming soon!

### **Schedule:**

Summit Day 1: March 3rd from 7:30a.m. to 5:00p.m.

Summit Day 2: March 4th from 7:30a.m. to 1:30p.m.

Post-Summit workshops are scheduled for March 4th from 1:30p.m. to 4:30p.m.

### **Registration Fees & Deadlines:**

Registration rates for the Summit are: \$325 + GST (prior to February 16th) and \$395 + GST (after February 16th).

Post-Summit workshops are: \$95 + GST.

**Click here to register!** [www.f2fe.com](http://www.f2fe.com)

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

Sally Cleford, President/Event Manager  
**Face 2 Face Events Management**

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