

Continuing Education Catalogue 2012

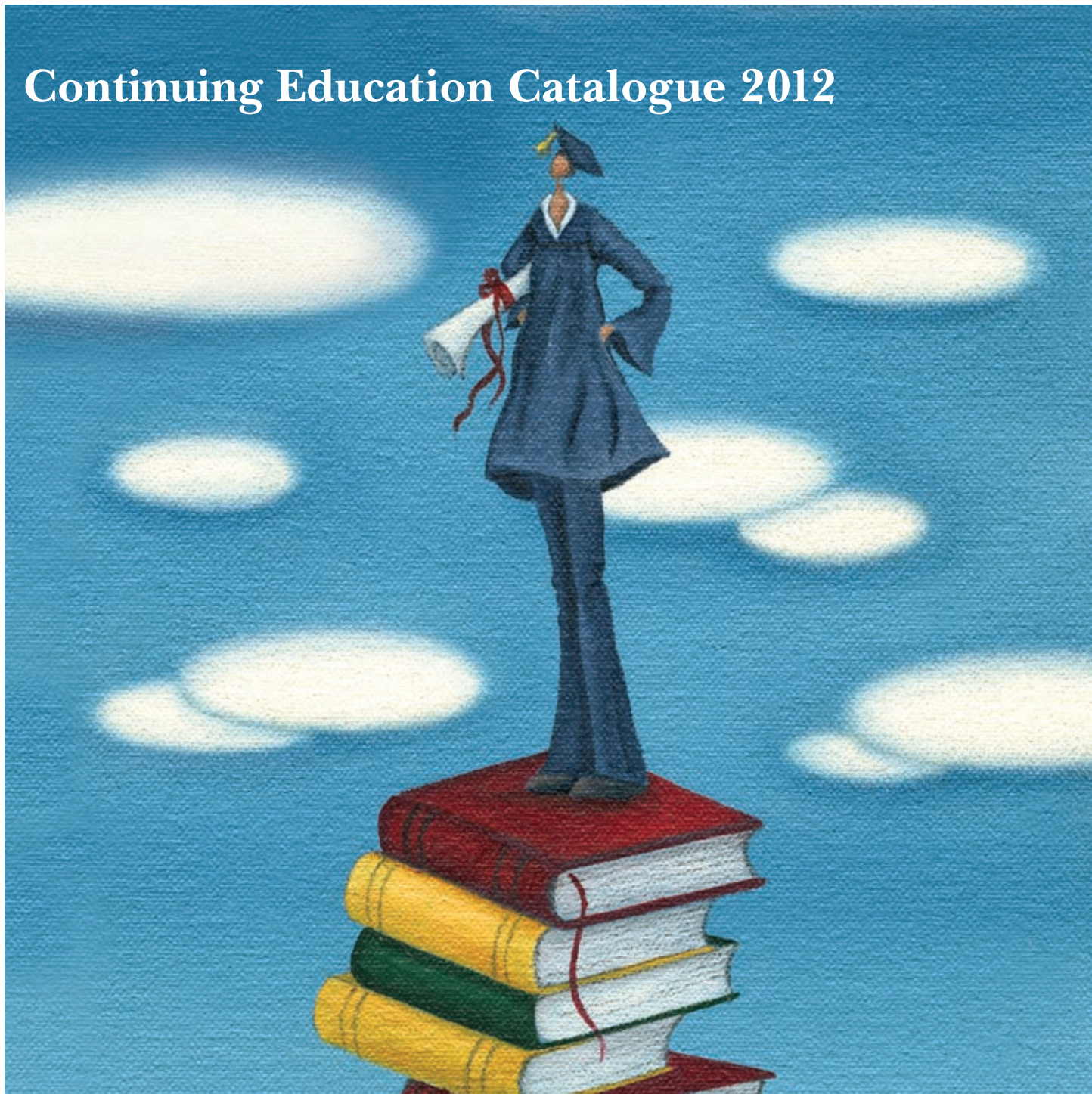




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CERTIFICATE AND DIPLOMA COURSES

The Ontario Hospital Association's continuing education programs offer tools to help health care professionals respond more effectively and immediately to the challenges facing a rapidly changing health care system. Participants are continually challenged to go beyond the theoretical framework to practical applications in the workplace. Our continuing education programs provide effective and efficient learning opportunities in a positive, relaxed manner through a wide variety of learning strategies including: lectures, group activities, discussions, opportunities for self-evaluation, and two-way interaction with knowledgeable workshop leaders. In addition to classroom-based learning, the OHA offers home study courses which offer full credits towards the diploma program.

DIPLOMA IN HEALTH CARE MANAGEMENT

The Diploma in Health Care Management has been established to equip health care employees with the skills necessary to thrive in today's rapidly changing health care climate.

Bridging the gap between clinical training and executive development (MHA and MBA programs), the Diploma recognizes the completion of a broad spectrum of practical and relevant programs of study in leadership and management. It is awarded to individuals who have successfully completed the entry-level management courses, four advanced courses, and three elective courses.

The Diploma in Health Care Management requires the completion of:

One of the following entry-level management courses:

- The Emotionally - Intelligent Manager
- Leaders Getting Results Through Others
- Leading Management Through Exemplary Leadership Levels I & II

All **four** of the following advanced courses:

- Applied Research Methods
- Financial Management & Budgeting
- Managing Human Resources
- Principles and Application of Health Law

Any **three** elective courses chosen from the remainder of the advanced curriculum.

There is a growing need for improved talent management planning in the Ontario health services sector. Because of the anticipated loss of leadership due to retirement, as well as an increased pressure for accountability and a continually changing health care environment, there is justifiable concern about maintaining an adequate supply of current and future leaders with the required skills, competencies, attributes and behaviour of success.

To lead the way forward, the OHA has developed, in conjunction with the Hay Group new Leadership Competencies for Ontario's health care sector. These competencies were recently distributed to OHA member organizations as part of our commitment to Leadership Development. Furthermore, our work in this area has



provided an opportunity to strengthen and improve OHA's Certificate and Diploma Program and we are pleased to introduce two new courses: Leaders Getting Results Through Others and The Emotionally-Intelligent Manager. The learning in these courses will be based upon these competencies.

Please note that during the transition period, individuals who have already taken Leading Management Level I and/or Leading Management Level II and are still working towards the Diploma, will be given the opportunity to complete the entry-level requirements. Moving forward, completion of Leaders Getting Results Through Others or The Emotionally – Intelligent Manager will fulfill the entry-level requirements of the OHA Diploma in Health Care Management. The latter two courses will continue to be scheduled throughout 2012.

Since its inception, the Diploma in Health Care Management has gained wide-spread recognition and support throughout the health care industry in Ontario. In addition, many professional associations accept the OHA courses as part of their requirement for continuing education credits and certificate maintenance. As well, many colleges and universities in Canada and the United States award credits toward undergraduate degrees in health management for the OHA courses and/or the Diploma in Health Care Management.

All health care professionals interested in attending a particular course, but who do not intend to pursue the OHA Diploma at this time, are welcome to register for the course of their choice. An individual OHA Certificate of Completion is awarded upon successful completion of each course.



The Ontario Hospital Association's Diploma in Health Care Management is now recognized by the Canadian College of Health Leaders. Successful completion of the Diploma entitles certified members of the Canadian College of Health Leaders (CHE/Fellow) to 33 Category II credits towards the maintenance of their certification requirements.

Maintenance Of Certification (MOC)

Completion of this program entitles certified Canadian College of Health Leaders members (CHE/Fellow) to 33 Category II credits towards their maintenance of certification requirement.

Entry Level Diploma Courses

NEW The Emotionally-Intelligent Manager

REQUIRED

\$1495.00*

3 DAYS

In this three day, introspective program, you will be introduced to the leadership competencies that directly impact results. You will receive personal feedback on the leadership styles you use and gain deeper understanding of the organizational climate you create. Based on that feedback, you will create a personal development plan for improving your leadership effectiveness – one that will help you effectively motivate others to achieve common objectives and adopt the organizational vision as your own. Completion of this course will fulfil the entry level requirement of the OHA's Diploma in Health Care Management.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Leadership challenges and styles • The emotional intelligence competency framework • Key coaching skills • The three levels of listening 	January 9, 10 & 11, 2012 (Course Code: CP 214)	*\$1495.00 + applicable taxes	Bryan Davies
	March 19, 20 & 21, 2012 (Course Code: CP 215)		
	July 16, 17 & 18, 2012 (Course Code: CP 216)		
	November 28, 29 & 30, 2012 (Course Code: CP 217)		

Course starts at 8:30am and finishes approximately at 4:30pm.

NEW Leaders Getting Results Through Others

REQUIRED

\$1495.00*

3 DAYS

This highly interactive three-day program of leadership essentials, for new and experienced supervisors, builds upon the actual challenges you face in your work. You will combine those practical experiences with leadership theory, and then apply your learning in individual and group exercises. The focus is on changing your mindset – from that of an individual contributor to someone who can get results by leading others. Completion of this course will fulfil the entry level requirements of the OHA's Diploma in Health Care Management.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Introduction to managerial and leadership styles • Effective time management • Making sound business decisions • The six-step decision-making process 	May 23, 24, 25, 2012 (Course Code: CP 225)	*\$1495.00 + applicable taxes	Bryan Davies
	August 13, 14, 15, 2012 (Course Code: CP 226)		
	December 3, 4, 5, 2012 (Course Code: CP 227)		

Course starts at 8:30am and finishes approximately at 4:30pm.

Leading Management Through Exemplary Leadership

These two programs are designed to provide participants with leadership, communication, planning and organizational skills which will enable them to be competent and successful in any organizational setting. Completion of these Level I and Level II courses will fulfil the entry level requirement for the OHA's Diploma in Health Care Management.

LEVEL I

REQUIRED

\$708.00*

3 DAYS

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Motivation and Strategic Leadership • Communication, Perceptions and Listening • Team Building and Team Work • Empowered Leadership and Organizations 	April 23, 24, 25, 2012 <i>(Course Code: CP 110)</i> September 5, 6, 7, 2012 <i>(Course Code: CP 112)</i>	*\$708.00 + applicable taxes	Claude B. Halpin

Course starts at 8:45am and finishes approximately at 4:30pm.

LEVEL II

REQUIRED

\$708.00*

3 DAYS

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Change Management: Leading Future Change • Stress Management: Coping and Leading • Planning Strategically and Operationally • Emotional Intelligence 	February 6, 7, 8, 2012 <i>(Course Code: CP121)</i> October 24, 25, 26, 2012 <i>(Course Code: CP127)</i>	*708.00 + applicable taxes	Claude B. Halpin

Course starts at 8:45am and finishes approximately at 4:30pm.

Correspondence Course in Environmental Services

The Correspondence Courses in Environmental Services has been developed by the Ontario Hospital Association (OHA) in cooperation with the Ontario Health-Care Housekeepers' Association Inc. (OHHA) and with the assistance of professionals in the Environmental Services area of health care facilities.

Each program consists of eight (8) correspondence lessons (technical component) beginning in October and concludes with a three-day intramural session in Toronto the following spring. Each participant will be assigned a preceptor/resource person for the correspondence lessons whose role will be to monitor their progress, provide information and direction and mark and evaluate assignments.

NOTE: These courses, upon successful completion, are each assigned 20 credits towards the OHHA's Professional Health-Care Housekeepers' Certificate Program (PHH). The Professional Advisory Council to the Ontario Nursing Home Association awards 20 points for the Level II course.

LEVEL I

\$824.50*

CORRESPONDENCE

The prime objective of this program is to provide a practical first level course of instruction for persons engaged as, or aspiring to the position of, a first line supervisor in environmental services. It is recommended that the next level of education would be the OHA's Correspondence Course in Environmental Services Level II.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Human Resources and Labour Relations • Communication, Cooperation and Interacting with Staff and Patients • Laundry Services • Infection Control • Occupational Health and Safety • Policies and Procedures • Risk Management 	<p>Correspondence October 2012 – March 2013 (Course Code: CP 103)</p> <p>Intramural I March 4, 5 & 6, 2013</p>	<p>*\$824.50 + applicable taxes</p>	<p>Claude B. Halpin (3 Day Intramural)</p> <p>Preceptors will be determined closer to the date of the course.</p>

Course starts at 8:30am and finishes approximately at 4:30pm.

LEVEL II

\$824.50*

CORRESPONDENCE

The primary goal of this program is to consolidate and extend the management skills and technical knowledge required by those persons charged with the total responsibility of administering all aspects of environmental services within a health care facility.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Occupational Health and Safety • Equipment • Specialist Areas • Housekeeping Methodology • Basic Maintenance – physical plant • Operating Budget 	<p>Correspondence October 2012 – March 2013 (Course Code: CP 104)</p> <p>Intramural II March 25, 26 & 27, 2013</p>	<p>*\$824.50 + applicable taxes</p>	<p>Claude B. Halpin (3 Day Intramural)</p> <p>Preceptors will be determined closer to the date of the course.</p>

(Supervisors with three or more years experience may be exempted from taking the Environmental Services Level I program and be eligible to take the advanced level with a verifying letter from their employer.)

Advanced Diploma Courses

Adult Education: Leadership and Learning in the Knowledge Organization

HOME
STUDY

\$708.00*

3 DAYS

All health care staff are in the education business, using teaching skills on a daily basis to communicate with staff, clients and patients. Managers and practitioners are recognizing that a solid understanding of the adult learner's nature, and a facility with learning concepts, are key factors in organizational effectiveness. Participants who complete this program will be professionally enriched through an ability to apply adult learning principles to workplace settings.

This is a critical survival skill for anyone who:

- leads instructional sessions and makes presentations
- provides information or directions to staff, peers, clients or patients
- is interested in fostering "learning organization" principles in their work group
- simply wants to learn more about the nature of learning and how it fits in today's rapidly changing organizations.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Understanding the Adult Learner • Key Learning Concepts • Facilitating Learning • Designing Learning Activities • Managing the Learning Environment • Evaluation: Why evaluate 	January 23, 24 & 25, 2012 <i>(Course Code: CP 802)</i> July 9, 10 & 11, 2012 <i>(Course Code: CP 801)</i> Home Study January 2012–December 2012 <i>(Course Code: CP 804)</i>	*\$708.00 + applicable taxes	David Sheridan

Course starts at 8:30am and finishes approximately at 4:30pm.

Applied Research Methods

HOME
STUDY

REQUIRED

\$708.00*

3 DAYS

This three-day course will enrich participants' professional and managerial skills through a basic working knowledge of applied research methods pertaining to institutional and community health organizations. Participants will complete a research project during the course, and will be able to directly apply course contents to subjects of interest to them and their organizations.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Research Applications • Qualitative Research • Surveys – How to design surveys that work • Experiments and Program Evaluation • Project Planning • Instrument Design • Analysis and Presentation • Implementing Results 	May 28, 29 & 30, 2012 <i>(Course Code: CP 403)</i> August 27, 28 & 29, 2012 <i>(Course Code: CP 402)</i> Home Study January 2012–December 2012 <i>(Course Code: CP 405)</i>	*\$708.00 + applicable taxes	David Sheridan

Course starts at 8:30am and finishes approximately at 4:30pm.

Collaboration – Engaging Stakeholders and Achieving Results

\$743.00*

2 DAYS

Economic, political and cultural forces are transforming the way health care is delivered. Collaboration – whether internally or externally – offers a promising approach for addressing complex issues, making the most of limited resources and generating innovative solutions. Yet not all health care institutions have integrated collaboration as a way of doing business.

In this two-day course, you will come to appreciate the value and complexity of engaging and collaborating with stakeholders for mutual benefit. Along with learning how to address the challenges presented by collaboration on an individual and organizational level, you will learn how to use collaboration to deliver results in your health care workplace.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Exploring different forms of partnerships • Collaboration as an investment...What's in it for us/them/clients? • Developing skills and strategies for stakeholder engagement • Designing and negotiating successful collaborative projects 	May 7 & 8, 2012 (Course Code: CP602)	*\$743.00 + applicable taxes	Ruth Armstrong

Course starts at 9:00am and finishes approximately at 4:30pm.

Command Centre

\$745.50*

2 DAYS

The Command Centre is the nerve centre of the hospital during a crisis. It is a hub of information flow and critical decision-making in support of disaster response. This two-day program will focus on all aspects of hospital Command Centres, including design, technologies, and operating procedures. The intent is to permit students to design, create, and operate an effective Command Centre in their home agency.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • What is a Command Centre? • Command Centre Design • Command Centre Technologies – Part One, Two and Three • Activation and Assembly • Dealing with the Media 	June 21 & 22, 2012 (Course Code: CP 670)	*\$745.50 + applicable taxes	Norm Ferrier and Lois Hales

Course starts at 8:30am and finishes approximately at 4:30pm.

Emergency Exercise Design

\$739.00*

2 DAYS

Against the backdrop of the H1N1 pandemic and the discovery of terrorist planning against Canada, skillful design and implementation of emergency exercises has never been more important for health care organizations. Through methods including case studies and full-scale exercises, this two-day course prepares participants to design various emergency exercises in their workplace – by defining roles, objectives, logistics, resources and equipment, and by taking into account legal mandates and accreditation standards. This program will provide participants with insight into the requirements of conducting emergency exercises in their workplace.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • What is an Exercise? • The Design Process • Exercise Roles • Documenting Exercises 	June 25 & 26, 2012 <i>(Course Code: CP 526)</i>	*\$739.00 + applicable taxes	Norm Ferrier and Lois Hales

Course starts at 8:30am and finishes approximately at 4:30pm.

Energy Monitoring, Targeting and Reporting: A New Way of Managing Health Care

\$529.86*

2 DAYS

MT&R is a powerful method of managing the consumption of energy downward. In this two-day, highly-interactive and hands-on workshop, you will develop a working knowledge of the practical skills required to implement MT&R at your organization – knowledge that will position you to make reasoned choices about the various energy information management tools available in the marketplace.

On day one, you will learn how to develop an energy performance model as the basis of analyzing energy consumption historically and for the future, and how to set realistic performance improvement targets. On day two, you will work with data from your own facility, using the MT&R software provided.

Bring your own laptop to download your free copy of the MT&R software. Monitoring, Targeting and Reporting will be of interest to your organization if you are implementing or want to implement energy consumption control programs.

OBJECTIVES INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • What information is needed for energy monitoring? What information is typically available? What is needed to prepare for analysis? • How to interpret the energy consumption trends using the CUSUM technique • How to set realistic targets for performance improvement, and to manage “real time” performance against those targets 	April 26 & 27, 2012 <i>(Course Code: CP 632)</i>	*\$529.86 + applicable taxes	Stephen Dixon and Doug Tripp

Course starts at 9:00am. Day 1 finishes at 4:30pm, and day 2 finishes at 12:00pm.

Financial Management & Budgeting

HOME
STUDY

REQUIRED

\$708.00*

3 DAYS

Given the current economic environment, financial management and budgeting could not possibly be more relevant to health care organizations. This course, designed to meet the needs of health care managers, will show participants how to plan more effectively and deal, through a variety of methods, with the issues that affect finances in their area of responsibility.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Making full use of government funding and other sources of revenue to support your department/unit • Forecasting and justifying workload volumes • Establishing and justifying staffing levels • Assessing and monitoring productivity by using workload productivity indicators • Assessing the impact of new and/or expanded programs and medical staff changes in your department/unit • Dealing more effectively with the finance department and administration regarding financial matters 	<p>April 11, 12 & 13, 2012 (Course Code: CP 303)</p> <p>June 11, 12 & 13, 2012 (Course Code: CP 306)</p> <p>October 15, 16 & 17, 2012 (Course Code: CP 309)</p> <p>Home Study January 2012–December 2012 (Course Code: CP 305)</p>	<p>*\$708.00 + applicable taxes</p>	<p>Eric Sparks</p>

Course starts at 8:45am and finishes at approximately 4:30pm.

Health Care Risk Management

\$708.00*

3 DAYS

This is a time of great challenge for health care risk managers. In this environment, how do we broaden our focus from reactive measures to a proactive approach that addresses prevention and safety for patients, clients, residents and staff? To make the risk manager an integral part of the organization, this course will give participants the skills and tools unique to various health care settings: hospitals, home care, long-term care and other health care facilities. The goal is to help those with an interest in risk management understand, develop and implement an effective risk management program in their workplace, and help prepare them for future professional challenges in this field.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Introduction to risk management • Fundamentals of a risk management program • Operational and enterprise risk management – what is it? • Competencies and credentialing • Risk issues and responding to risk in specialty areas 	<p>January 16, 17 & 18, 2012 (Course Code: CP 616)</p> <p>July 4, 5 & 6, 2012 (Course Code: CP 617)</p> <p>September 24, 25 & 26, 2012 (Course Code: CP 615)</p>	<p>*\$708.00 + applicable taxes</p>	<p>Pat Fryer</p>

Course starts at 8:45am and finishes at approximately 4:30pm.

Incident Management Systems (IMS) for Health Care Facilities

\$739.00*

2 DAYS

In North America and increasingly around the world, the Incident Management System (IMS) is the recognized standard among fire services, police and emergency medical services. Now, it is being adopted by hospitals and many other health care providers. IMS is the essential tool for coordinated, effective, multi-agency responses to emergency incidents. It allows for a common approach between emergency services and health care providers in terms of standardization of language, enhanced communication, and management of human and physical resources.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Overview of emergency legislation, the IMS model and application to various environments • Police/fire/EMS/public health and other health care organizations • Risks and risk assessment (all hazards) • Command centres (hospital/municipal/provincial/federal) functions, roles and responsibilities 	May 10 & 11, 2012 <i>(Course Code: CP 626)</i>	*\$739.00 + applicable taxes	Norm Ferrier and Lois Hales

Course starts at 8:45am and finishes at approximately 4:30pm.

Leadership in Health and Safety: Moving Forward the Culture of Safety

\$708.00*

3 DAYS

The Ontario Hospital Association (OHA) and the Public Services Health and Safety Association (PSHSA) offer this very informative three day course. Participants will acquire the tools to create a culture of health and safety in their organization through effective leadership skills.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Occupational Health and Safety Act legislation, standards and codes • Internal responsibility system and due diligence • Hazard awareness, risk assessment and hazard control • Incident/event causation and investigation • Accident investigation approaches: human factor 	October 10, 11 & 12, 2012 <i>(Course Code: CP 501)</i>	*\$708.00 + applicable taxes	Frances A. Ziesman and Henrietta Van Hulle

Course starts at 8:45am and finishes at approximately 4:30pm.

Lean Health Care Yellow Belt Certification

\$825.30*

2 DAYS

The Ontario Hospital Association (OHA) in partnership with The Leading Edge Group are pleased to offer the Lean Health Care Yellow Belt Certification Course. The Lean Health Care Yellow Belt course is the essential 'first step' to understanding Lean Health Care tools, practices and concepts. This certification program provides participants with a comprehensive overview of the principles of Lean Health Care. It also outlines and demonstrates the essential Lean tools and practices that can be applied to decrease costs, increase efficiency and quality of service and improve patient and employee satisfaction.

The Lean Health Care Yellow Belt program aims to create not only a basic level of awareness of Lean and its core tools and practices, but also an understanding of the benefits that can be achieved through utilizing Lean Health Care best practices.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none">• Introduction to Lean• Lean Thinking and Principles• Health Care Waste – The 7 Deadly Sins• Value Stream Mapping (VSM)• Layout Improvements and Kanban	March 1 & 2, 2012 (Course Code: CP 341) April 30 & May 1, 2012 (Course Code: CP 345) July 26 & 27, 2012 (Course Code: CP 342) October 4 & 5, 2012 (Course Code: CP 349) December 6 & 7, 2012 (Course Code: CP 340)	*\$825.30 + applicable taxes	Timothy Hill

Course starts at 8:45am and finishes at approximately 4:30pm.

New Lean Health Care Green Belt (Online Program)

ONLINE

The Ontario Hospital Association (OHA) in partnership with The Leading Edge Group are pleased to offer the Lean Health Care Green Belt program in an online format and blended learning (classroom and online) format.

The online program offers continuous enrollment and can be undertaken at any time. Once registered, participants receive 6-month access to a Learning Management System portal from where they can log in at their convenience and launch each session, take prep exams, access online resources including recorded webcasts, interact with fellow participants and receive expert mentoring. Participants can also access and download a hard copy workbook for the program.

Fee:

OHA Member: \$2,400 + applicable taxes

Non-Member: \$2,650 + applicable taxes

If you are interested in registering for the Online Program, please contact Katie Byrne at 416-205-1586 or kbyrne@oha.com.

Course Code: DL 857

New Lean Health Care Green Belt (Blended Learning Program)



BLENDED



5 DAYS

The blended learning program offers participants full online access to the Learning Management System, as well as five classroom tutorials. The tutorials explore the program content and how it relates to the participants and their organizations, while supporting and focusing on various aspects of the Green Belt improvement projects being undertaken by participants as part of the program.

During the tutorials, participants will discuss the Green Belt project – outlining structural and submission requirements, advising on a suitable approach for selecting, implementing and sustaining projects. Participants will also be expected to present update reports on their projects to the trainer and fellow participants during the program.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Introduction to Lean • Lean thinking principles • Value Stream Mapping • Kaizen • Implementing Lean and Six Sigma in health care • Managing change resistance • The Roadmap of Lean Implementation 	<p>The blended learning program is run twice a year at the OHA offices:</p> <p>February 22, 23, 24 & April 19 & 20, 2012 (Course Code: CP201)</p> <p>August 20, 21, 22 & October 18 & 19, 2012 (Course Code: CP202)</p>	<p>OHA Member: \$2,900 + applicable taxes</p> <p>Non-Member: \$3,100 + applicable taxes</p>	Timothy Hill

Course starts at 8:45am and finishes at approximately 4:30pm.

New Health Care Value Stream Mapping



\$495.00*



1 DAY

Value stream mapping (VSM) is a diagnostic tool / methodology to differentiate those processes that add value and create wealth from those that generate waste and ultimately reduce customer satisfaction. VSM provides a method for visualizing the flow of services, materials, and information throughout an organization, while graphically illustrating elements of waste along the way.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Lean refresher and Value Stream Mapping introduction • Value Stream Mapping V Process Mapping • Overview on the steps involved in VSM implementation • Effective VSM preparation • Analyzing the Value Stream current state map • Introducing measures that will identify bottlenecks and sources of waste 	<p>March 8, 2012 (Course code: CP 210)</p>	<p>*\$495.00 + applicable taxes</p>	To be confirmed

Course starts at 8:30 am and finishes at approximately 4:30 pm.

Management Information Systems (MIS) Guidelines

Ontario hospitals require a database of financial and statistical information that is standardized, comparable and reliable. Yet data integrity has been compromised by varying interpretations of MIS Guidelines. The goal of this course is to give individuals who collect and report OHRS data, as well as other users of MIS Guidelines, a common understanding and level of proficiency with the Guidelines' implementation and use. This is a certificate course which includes three days of classroom training followed by a correspondence component. Following course completion, participants are encouraged to expand their expertise by completing MIS Guidelines Level II.

LEVEL I

\$1093.33*

3 DAYS

Prerequisite: The prerequisite for the OHA's Management Information Systems (MIS) Guidelines, Level I certificate program is the Canadian Institute for Health Information's (CIHI) "Introduction to the MIS Guidelines Including the Workload Measurement Systems for Acute Care Self-learning Program." For more information, contact the CIHI at www.cihi.ca. Participants must provide proof of completion of CIHI's program when registering for the Management Information Systems (MIS) Program.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> Financial concepts and system considerations Statistical concepts and consideration including workload and earned hours and patient activity Framework by Framework review 	February 13, 14 & 15, 2012 <i>(Course Code: CP 324)</i> June 4, 5 & 6, 2012 <i>(Course Code: CP 322)</i> September 17, 18 & 19, 2012 <i>(Course Code: CP 325)</i>	*\$1093.33 + applicable taxes	Sandra Chase

Course starts at 9:00am and finishes at approximately 4:30pm.

LEVEL II

\$1093.33*

3 DAYS

Based upon the learnings of Management Information Systems Guidelines Level I, this course will use case studies to help participants understand how MIS data can be used to enhance strategic and operational decision making. Learners will analyze data, learn the limitations and strengths of facility and functional centre indicators, and apply the resulting knowledge to real life situations. This is a certificate course which includes three days of classroom training followed by a correspondence component. So that participants may earn their certificate and fully expand their expertise, they are encouraged to first complete Management Information Systems (MIS) Guidelines: Level I.

Prerequisite: Experience with MIS data collection, reporting or analysis is essential. Graduates of the OHA Management Information Systems (MIS) Guidelines: Level I certificate course will be given preference.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> Overview of MIS Indicators Categories Formulas Data Quality Issues Indicator Analysis and Interpretation Indicators 	June 18, 19 & 20, 2012 <i>(Course Code: CP 332)</i> Nov 14, 15 & 16, 2012 <i>(Course Code: CP 334)</i>	*\$1093.33 + applicable taxes	Christina Hoy

Course starts at 9:00am and finishes at approximately 4:30pm.

Managing Human Resources

REQUIRED

\$739.00*

3 DAYS

In today's competitive market for labour, maximizing human capital is essential to achieving optimal patient outcomes. To that end, this course – recently updated to include the transformative management practices of the new century – strengthens the management capabilities needed by all involved in hospital people management. Participants will learn best practices with respect to attracting, interviewing, managing, evaluating and retaining employees, all within the current labour and legislative context.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Understand the current context of hospital HR issues including familiarization with the Provincial Health Human Resources Strategy current & future markets for labour and strengths, weaknesses, opportunities and threats in areas of attraction & retention for hospitals • Understand your collective agreement and your right to manage • Learn how to attract and engage talent through effective HR forecasting and search strategies • Learn how to maximize personal and organizational performance by using differing management and coaching styles • Learn how to create a total health and productivity environment through comprehensive wellness programming 	<p>April 30, May 1 & 2, 2012 (Course Code: CP 901)</p> <p>August 8, 9 & 10, 2012 (Course Code: CP 902)</p>	<p>* \$739.00 + applicable taxes</p>	<p>Karen Iddon</p>

Course starts at 8:45am and finishes at approximately 4:30pm

Patient Safety Training Course

\$708.00*

3 DAYS

The patient safety movement was significantly spurred by the Institute of Medicine's 1999 report, "To Err is Human: Building a Safer Health System." In Canada, the creation of the Canadian Patient Safety Institute in 2003 and subsequent "Safer Health Care Now!!" campaign, the Canadian Adverse Events Study (The Baker Norton Report) after May of 2004 and the ongoing development of Accreditation Canada's Patient Safety Goals and Required Organizational Practices (ROP's) which began in 2005, and continues to evolve each year are all very important initiatives that have laid the ground work for improvements in patient safety.

Significant refinements and upgrades to the Patient Safety Course have been made to reflect the inter-disciplinary care that occurs across a variety of health care sectors and settings. In specific, the course has adapted content for the community and home care sector and will provide enhanced content for health care professionals working with specialized patient populations, including mental health, geriatrics, and paediatrics. At the same time, the course will continue to provide both the theoretical knowledge regarding patient safety as well as the tools and best practices to advance patient safety across the system.

OBJECTIVES INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • To identify issues/trends in patient safety in health care • To develop strategies for increasing the impact and effectiveness of patient safety activities • To be able to develop/revise a patient safety plan/program for your organization to meet current standards • To provide evidence based patient safety tools, processes and practices 	<p>April 16, 17 & 18, 2012 (Course Code: CP 701)</p> <p>November 19, 20 & 21, 2012 (Course Code: CP 702)</p>	<p>*\$708.00 + applicable taxes</p>	<p>Pat Fryer</p>

Course starts at 8:45am and finishes approximately at 4:30pm.

Principles and Applications of Health Law

REQUIRED

\$788.00*

3 DAYS

Patient complaints, confidentiality, privacy, unexpected outcomes of treatment, adverse events and related civil litigation are especially pertinent matters of health law in the new millennium. These are just some of the many subjects covered in this introduction and overview of the legal issues and concepts that arise uniquely in health care settings. This course will also explore labour and employment issues, coroners' inquests, consent and capacity law and the regulation of health care providers. It is intended primarily for those in middle management positions, and will also be of interest to those in senior roles who want to increase their understanding of legal issues in the health care context.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none">• Dealing with Patient Complaints• Labour and Employment Law• Consent and Capacity• Documentation and Charting• Overview of Legal Process	<p>May 14, 15 & 16, 2012 (Course Code: CP 316)</p> <p>September 10, 11 & 12, 2012 (Course Code: CP 317)</p>	<p>*\$788.00 + applicable taxes</p>	<p>Kristin Taylor and Michele Warner</p>

Course starts at 9:00am and finishes at approximately 4:30pm.

General Course Information

Registration

Early registration is encouraged. Please include your fee payment with your registration; it must be received no later than two weeks prior to the start date of the course.

Quick and easy online registration can be found on the OHA's web site at:

www.oha.com/courses

To mail a registration form, address it to:

Educational Services
Division
Ontario Hospital Association
200 Front Street West
Suite 2800, Toronto
Ontario, M5V 3L1

By fax: Educational Services at (416) 205-1340 and then mail the original form.

For further registration information contact Educational Services:
Telephone: (416) 205-1309
Fax: (416) 205-1340
Email: courses@oha.com

Fees*

Registration fees for each course are listed with the course descriptions and are subject to applicable taxes.

**Registration fees are subject to change without notice.*

Faculty

For faculty bios, please visit **www.oha.com/courses**

Completion Criteria

All OHA courses award a certificate of completion at the successful conclusion of a program. Generally, the completion criteria includes attendance to at least 75% of classes, a written test, and/or the presentation/submission of a project. In order to receive a certificate of completion, all course requirements for classroom-based programs must be completed within four weeks of course end date.

Course Results

For courses in which there are tests and projects, participants will receive feedback approximately four to six weeks after completion of a course. Grades are confidential and will not be given over the phone. Certificates and/or diplomas will not be issued if there are any outstanding registration fees. Lost or damaged certificates can be replaced at an administrative cost of \$70.00 plus applicable taxes. Replacements for diplomas are subject to an administration fee of \$100.00 plus applicable taxes.

Programs Materials

All course materials for classroom-based training will be distributed on the first day of the course. Courses normally take place at the OHA, 200 Front Street West, Suite 2800, Toronto, Ontario in The Training Room, unless otherwise specified in the course description.

Transfer Credit

A student's portfolio of recently acquired OHA continuing education courses may be considered for credit by individual university/college institutions. It is the responsibility of the individual student to negotiate credit with the faculty of their choice in order to gain advanced standing or course exemption.

Transcript Services

Individuals may receive an official transcript of completed OHA courses or have one sent to an educational institution or other organization for a fee of \$85.00 plus applicable taxes. Requests must be submitted in writing to the Educational Services Division, accompanied by the fee.

Cancellation Policy

Notice of cancellation must be given two weeks prior to the date of the program. An administration fee equal to 50% of the registration fee will apply to all refunds. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the entire fee. No charge will be made for substitutions. The Ontario Hospital Association reserves the right to cancel or reschedule a program or substitute program leaders. Unused materials, in original condition, must be returned within 30 days of receipt and are subject to a fee equal to 50% of the registration fee. No refunds will be considered after 30 days of receipt of home study material.

Responsibility of the Participant

It is the responsibility of the participant to:

Confirm registration by submitting a registration form and fee no later than two weeks prior to the start of the course.

Apply for advanced standing for the Diploma in Health Care Management, in writing, prior to taking selected courses.

Contact Educational Services for a Diploma Application Form upon successful completion of all the requirements for the Diploma in Health Care Management.

Inform the OHA of any change of address, phone number, or work place, etc. It is important that you keep us informed of your current address, telephone number and email address. Your up-to-date record allows us to forward your course results, or notify you promptly of a cancelled course or modified schedule. Contact us with any changes at:

Telephone: (416) 205-1309

Fax: (416) 205-1340

Email: courses@oha.com

Home Study Courses (HS)

OHA diploma level courses that are available through home study offer full credit towards the OHA's Diploma in Health Care Management. Courses that can be completed entirely through home study are identified. Participants who register for a home study course receive the following: a self-instructional manual, case project guidelines, and unrestricted instructor access. The amount of time and effort to complete a home study course depends on the individual participant, but on average it takes about thirty hours to complete a course, including reading, completing worksheets and carrying out the case project. Home study materials will be sent to participants within two weeks of receipt of registration form and fee.

Important: To obtain a credit towards the OHA's Diploma in Health Care Management, home study courses must be completed within six months of receipt of materials. If necessary, an extension of three months may be granted. Individual requests for extension must be in writing and are subject to an administration fee of \$70.00 plus applicable taxes. Only one three-month extension will be allowed for each course. Home study participants may transfer at any time to a classroom based version of the same course. An administration fee of \$100.00 plus applicable taxes will apply.

In-house Programs

Whenever 18 or more participants (up to a maximum of 30) are identified, an OHA course can be provided at any health care facility. Most programs are available for an in-house program fee of \$12,200 (exclusive of applicable taxes and instructor travel expenses). Where appropriate, member institutions may include classes through cooperative arrangements with neighbouring health care facilities, thereby reducing the cost per person. For more information or to schedule an in-house program, contact Marisa Violante at:
Telephone: (416) 205-1309
Fax: (416) 205-1340
Email: mviolante@oha.com

Advanced Standing in the Diploma Program

If you have recently completed a university or college degree/credit course which you feel may be similar to any OHA diploma course, you may apply for an exemption by submitting your request in writing to the Educational Services Division. Please be sure to attach a copy of the course outline and proof of completion (i.e. transcripts and/or copies of certificates/diplomas). An administration fee of \$100.00 plus applicable taxes must accompany your request. The total administration fee for up to three course exemptions will not exceed the current administration fee of \$100.00 for a one-time individual request (i.e. if all requests are made in one letter). A maximum of three (3) credits are granted per individual.

Criteria for Certification

Many professional associations and educational institutions recognize OHA continuing education courses and the Diploma in Health Care Management as being eligible for credit towards their certification or degree. Contact your professional association for details or clarification on their requirement for continuing education credits and certificate maintenance.

Ontario Health-Care Housekeepers’ Association Inc. (OHHA)
Professional Healthcare Housekeepers’ Certificate (PHH)

Each applicant must be a member in good standing with the Ontario Health-Care Housekeepers’ Association Inc. Each applicant must reach a credit level of 120. The credits assessed must be attained, in part, as per the following schedule:

SECTION A: 100 Credits

Successful completion of the Professional Healthcare Housekeepers’ Certificate (PHH) consists of the two components:

OHHA Required Courses:

Housekeeping Methodology	10 credits
Infection Control	10 credits
Laundry & Linen Technology	10 credits

* *This course will be replaced by a “Linen Practices” course with a maximum credit of 10 credits*

OHA Required Credit Courses: 50 credits minimum

One course from the list below

Environmental Services Level I	20 credits
Environmental Services Level II	20 credits

Plus three of the following additional OHA Courses:

Managing Human Resources	10 credits
Financial Management & Budgeting	10 credits
Principles & Applications of Health Law	10 credits
Adult Education	10 credits
Occupational Health and Safety	10 credits
Workplace Ergonomics	10 credits

Exemptions:

- a) *Preceptors of the above courses*
- b) *Authors of the above courses*
- c) *Exceptional courses may be used in lieu of the above courses after review and approved by the OHHA Educational Committee.*

SECTION B: Employment Requirements – 20 Credits

1. Health Care Facility Employment

(must have work place experience under Sub-section 1.a)

a) Housekeeping

i) Department Head – Housekeeping	2 years	20 credits
ii) Assistant Department Head – Housekeeping	3 years	20 credits
iii) Supervisor – Housekeeping	3 + years	20 credits

b) Non-Housekeeping in a Health Care Setting

i) Department Head Laundry/Maintenance/Dietary	3 years	15 credits
ii) Assistant Department Head Laundry/Maintenance/Dietary	3 + years	12 credits
iii) Supervisor Laundry/Maintenance/Dietary	5 + years	10 credits
iv) Supervisor in a Health Care Setting, 2 credits per year maximum		10 credits

2. Non-Health care Facilities Employment

a) Housekeeping/Environmental/Laundry/Maintenance/Dietary Department Head	3 + years	15 credits
b) Housekeeping/Environmental/Laundry/Maintenance/Dietary Assistant Department Head	3 + years	10 credits

SECTION C : Conditions

1. Each applicant must include photocopies of certificates and credit courses.
2. Each applicant must include a signed letter to verify the employment requirements as per Section B.
3. All applications will be addressed to:
 Wendy Boone-Watt
 Administrative Secretary, OHHA
 2053 County Rd 22, Bath, Ontario K0H 1G0
 Telephone: (613) 352-5696 Fax: (613) 352-5840
 Email: boonewatt@kos.net
4. The OHHA Education Committee will evaluate all applicants.
Please note there is a \$100 process fee for the initial certification and a \$25 annual renewal fee. See the criteria below for renewal.

Criteria For Renewal of the PHH Certification

1. Proof of continuing education in the health care housekeeping field. Include photocopy of certificate of successful completion.
2. Proof of attendance of educational conference and/or seminars geared toward the advancement of professional development in health care housekeeping.





200 Front Street West, Suite 2800
Toronto, Ontario M5V 3L1
www.oha.com