



Continuing Education Catalogue 2011

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CERTIFICATE AND DIPLOMA COURSES

The OHA'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 in 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 two entry-level management courses, four advanced courses, and three elective courses.

Those enrolling in Leading Management Through Exemplary Leadership Level I and Level II, will need to complete the following four required advanced courses:

- Applied Research Methods;
- Financial Management & Budgeting;
- Managing Human Resources;
- Principles and Applications of Health Law; and,
- Three elective courses chosen from the remainder of the advanced curriculum for a total of nine credits.

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 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 OHA courses and/or the Diploma in Health Care Management.

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.



CANADIAN COLLEGE OF HEALTH LEADERS / COLLÈGE CANADIEN DES LEADERS EN SANTÉ

Maintenance Of Certification (MOC)

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

2010 Diploma Graduates

Raya Alhamdan
Quality and Risk Manager
Dallah Hospital

Yasser Beyrem
Registered Nurse
London Health
Sciences Centre

Harrie Bos
Manager Engineering Services
Chatham Kent Health Alliance

Shankar Chowdhury
*Patient Safety/Quality
Improvement Coordinator*
Mental Health Centre
Penetanguishene

Dianne Clark
Team Leader of Pathology
Halton Healthcare Services

Charlene Cluett
Muskoka Operations Manager
Muskoka-Parry Sound
Community Mental
Health Services

Andrea Cook
Administrative Assistant
Woodstock General Hospital

Robert Desroches
Director, Patient/Client Flow
Mental Health Centre
Penetanguishene Corporation

Charlie R. Franco
*Manager, Work, Stress, Health,
Psychological Trauma Program*
Centre for Addictions and
Mental Health

Mark Giordani
Client Services and Marketing
First Health Care Services
of Canada Inc.

Jennifer Hiett
Coordinator
Volunteer Resources
Bloorview Kids Rehab

Warren Hillier
Regional Director
Consolidated Health
Information Services

Karen Johnson
*Clinical Team Manager/
Co-lead CCRT-Critical Care*
North York General

Diane Kirsopp
Manager, Schizophrenia
Centre for Addictions and
Mental Health

Joan Kuiack
Director, Patient Care Services
St. Francis Memorial Hospital

Diane Larwood
General Manager
Mohawk Shared Services Inc.

Sonya Malcolm
Physiotherapist
Markham Stouffville Hospital

Andrea McClymont
*Manager of Health
Information Services*
St. Francis Memorial Hospital

Diane Meunier
Manager, Health Data
Timmins & District Hospital

Raquel Milgrom
Pediatrician
Mt. Sinai Hospital

John Misa
*Operations Supervisor,
Environmental Services*

Linda Murray
Assistant Executive Director
Ongwanada Hospital

Doreen O'Sullivan
*Coordinator, Quality
& Patient Safety*
The Ottawa Hospital

Judy Payne
Coordinator, Volunteer Services
Mental Health Centre
Penetanguishene Corporation

Kumarie Perera
Marketing Manager
Ontario Hospital Association

Nancy Pilon
*Coordinator of Clinical
Practice and Standards*
Northeast Mental
Health Centre

Rosalyn Rowe
Coordinator
Royal Victoria Hospital

Donna Sallows
Program Nurse Manager
Mental Health Centre
Penetanguishene Corporation

Alice Sauve
Clinical Manager
Sudbury Regional Hospital

Dan Stey
Materials Manager
Mental Health Centre
Penetanguishene Corporation

Craig Swatuk
Marketing Director
Ontario Hospital Association

Hilal Syed
*Consultant, Brockton and
Area Physician Recruitment
and Retention Committee*
South Grey Bruce
Health Centre

Anne Marie Vanderaa
Manager, Inpatient Services
Riverside Health Care Facilities

Isabella Wai
Director
Ontario Hospital Association

Cheryl Westervelt
*Manager of Health Records
and Transcription*
Quinte Health Care

Stephen Whittington
*Manager, Learning
Resources Group*
Mental Health Centre
Penetanguishene Corporation

NOTE: 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.

Entry Level Diploma Courses

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.

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 Leaderships and Organizations 	April 18, 19 & 20, 2011 (Course Code: CP 111)	*\$708.00 + applicable taxes	Claude B. Halpin
	July 18, 19 & 20, 2011 (Course Code: CP 116)		
	November 28, 29 & 30, 2011 (Course Code: CP 115)		

Course starts at 8:45 am 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 	May 16, 17 & 18, 2011 (Course Code: CP 121)	*\$708.00 + applicable taxes	Claude B. Halpin
	August 22, 23 & 24, 2011 (Course Code: CP 126)		
	December 5, 6 & 7, 2011 (Course Code: CP 124)		

Course starts at 8:45 am 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 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 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 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 2011 – March 2012 <i>(Course Code: CP 101)</i></p> <p>Intramural I March 5, 6 & 7, 2012</p>	*824.50 + applicable taxes	<p>Claude B. Halpin (3 Day Intramural)</p> <p>Preceptors for the Correspondence Course will be determined closer to the date.</p>

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 1, 2011 – March 31, 2012 <i>(Course Code: CP 102)</i></p> <p>Intramural II March 26, 27 & 28, 2012</p>	*824.50 + applicable taxes	<p>Claude B. Halpin (3 Day Intramural)</p> <p>Preceptors for the Correspondence Course will be determined closer to the date.</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, or;
- 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 	<p>January 17, 18 & 19, 2011 (Course Code: CP 802)</p> <p>July 11, 12 & 13, 2011 (Course Code: CP 801)</p> <p>Home Study January 2011 – December 2011 (Course Code: CP 803)</p>	*\$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 • Experimentation and Program Evaluation • Project Planning • Instrument Design • Analysis and Presentation • Implementing Results 	<p>May 25, 26 & 27, 2011 (Course Code: CP 403)</p> <p>August 29, 30 & 31, 2011 (Course Code: CP 402)</p> <p>Home Study January 2011 – December 2011 (Course Code: CP 404)</p>	*\$708.00 + applicable taxes	David Sheridan

Course starts at 8:45am 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 partnership • 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 9 & 10, 2011 <i>(Course Code: CP 602)</i>	*\$743.00 + applicable taxes	Ruth Armstrong

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

NEW Command Centre

\$745.50*

3 DAYS

Ontario Hospital Association is pleased to bring you Command Centre Design and Operations, a new course for 2011. This program has been introduced at the popular request of students from Incident Management Systems and Emergency Exercise Design programs, who wanted to learn more about this discipline. 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 the disaster response. This 3 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 – Parts one, Two and Three • Activation and Assembly • Dealing with the Media 	June 20, 21 & 22, 2011 <i>(Course Code: CP 670)</i> October 24, 25 & 26, 2011 <i>(Course Code: CP 672)</i>	*\$745.50 + applicable taxes	Norm Ferrier and Lois Hales

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

Correspondence Course in Fundamental Health Care Accounting

\$824.50*

CORRESPONDENCE

The Correspondence Course in Fundamental Health Care Accounting has been designed to provide non-management staff employed in health care finance or other related departments, with an opportunity to learn about basic accounting principles and procedures in Canadian health care facilities.

The course consists of nine (9) lessons and a final exam. Each participant will be assigned a preceptor/resource person whose role will be to monitor their progress, provide information and direction and mark and evaluate assignments.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Introduction to Guidelines for Management • Accounting for Revenue for Operations • Compensation Expense • Supplies and Other Expenses • Capital Assets Acquisition and Funding • Budgeting Process for Operating and Capital • Review of Financial Statements 	November 1, 2011 – May 31, 2012 <i>(Course Code: CP 312)</i>	*\$824.50 + applicable taxes	Preceptors to be determined closer to the date of course

Emergency Exercise Design

\$739.00*

3 DAYS

Against the backdrop of the H1N1 pandemic and the discovery of terrorist planning against Canada, skilful 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 three-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 the participant 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 	March 21, 22 & 23, 2011 <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 (MT&R):
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 	<p>April 28 & 29, 2011 (Course Code: CP 632)</p>	<p>*\$529.86 + applicable taxes</p>	<p>Stephen Dixon and Doug Tripp</p>

Course starts at 9:00am. Day one finishes at 4:00pm and day two finishes at 12:00pm.

Financial Management & Budgeting

HOME
STUDY

REQUIRED

\$708.00*

3 DAYS

In these times of increased financial constraints and heightened pressure to perform, financial management skills are crucial to the success of any organization. This course, designed to meet the needs of health care managers, will show participants how to plan more effectively and deal 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, 2011 <i>(Course Code: CP 303)</i></p> <p>June 6, 7 & 8, 2011 <i>(Course Code: CP 306)</i></p> <p>October 17, 18 & 19, 2011 <i>(Course Code: CP 307)</i></p> <p>Home Study January 2011 – December 2011 <i>(Course Code: CP 304)</i></p>	<p>*\$708.00 + applicable taxes</p>	<p>Eric Sparks</p>

Course starts at 8:45am and finishes approximately at 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.

OBJECTIVES INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • To understand the risks that may expose the health care system to potential liability • To understand the role of and how to function as a Risk Manager • To understand risk management, quality assurance and risk financing (health care insurance) • To provide practical problem solving for professionals wishing to enhance their ability to address risk management issues in their health care environment, and • To develop strategies for increasing the impact and effectiveness of risk management activities in an era of shrinking resources 	<p>January 10, 11 & 12, 2011 (Course Code: CP 616)</p> <p>July 6, 7 & 8, 2011 (Course Code: CP 617)</p> <p>September 7, 8 & 9, 2011 (Course Code: CP 615)</p>	<p>*\$708.00 + applicable taxes</p>	<p>Pat Fryer</p>

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

Incident Management System (IMS) for Health Care Facilities

\$739.00*

3 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"> • Provide an overview and understanding of IMS • Standardize the approach health care providers use in dealing with emergency management • Enable health care providers to take action to implement IMS in their organizations 	May 11, 12 & 13, 2011 (Course Code: CP 626)	*\$739.00 + applicable taxes	Norm Ferrier and Lois Hales
	September 19, 20 & 21, 2011 (Course Code: CP 624)		

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

Leadership in Health & Safety: Moving Forward in the Culture of Safety (Formerly: Creating a Culture of Health and Wellness)

\$708.00*

3 DAYS

The OHA and the Health and Safety Association for Government Services (HSAGS) 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.

OBJECTIVES INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • Understand the HSAGS regulations, applicable codes and standards required for effective OHS leadership. • Understand the roles and responsibilities of workplace parties within an IRS. • Understand types of incidents/events and factors that contribute to root cause. • Understand the importance of promoting a culture of health, safety and wellness for overall organizational wellness through a health and safety management system. 	February 7, 8 & 9, 2011 (Course Code: CP 501)	*\$708.00 + applicable taxes	Frances A. Ziesman and Henrietta Van Hulle
	October 3, 4 & 5, 2011 (Course Code: CP 500)		

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

NEW Lean Yellow Belt Certification**\$825.30*****2 DAYS**

The OHA in partnership with The Leading Edge Group are pleased to offer the Lean Healthcare Yellow Belt certification course. The Lean Healthcare Yellow Belt course is the essential 'first step' to understanding Lean Healthcare tools, practices and concepts. This certification program provides participants with a comprehensive overview of the principles of Lean Healthcare. 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 Healthcare 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 Healthcare best practice.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
• Introduction to Lean	March 24 & 25, 2011 (Course Code: CP340)	*\$825.30 + applicable taxes	Timothy Hill
• Lean Thinking and Principles	July 25 & 26, 2011 (Course Code: CP344)		
• Healthcare Waste – The 7 Deadly Sins	October 20 & 21, 2011 (Course Code: CP343)		
• Value Stream Mapping (VSM)			
• Layout Improvements and Kanban			

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

Management Information Systems (MIS) Guidelines: Level I**\$1,093.33*****3 DAYS**

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.

Prerequisite:

The prerequisite for OHA's Management Information Systems (MIS) Guidelines, Level I certificate program is the Canadian Institute for Health Information's (CIHI) "Introduction to the MIS Standards 3rd Edition." 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) Guidelines certificate program. Prior experience in MIS data collection is recommended.

TOPICS INCLUDE:	DATES:	FEE:	FACULTY:
• To establish a base understanding of reporting internal and external requirements and specifications	February 14, 15 & 16, 2011 (Course Code: CP 324)	*\$1,093.33 + applicable taxes	Sandra Chase
• To promote consistent interpretation and implementation	May 30, 31 & June 1, 2011 (Course Code: CP 322)		
• To provide clarification/insight to report interpretation and potential applications	September 26, 27 & 28, 2011 (Course Code: CP 321)		

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

Management Information Systems (MIS) Guidelines: Level II

\$1,093.33*

3 DAYS

Based upon the learning 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 MIS Guidelines Level I. Please note that experience with MIS data collection, reporting or analysis is essential for enrolment in this course.

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.

OBJECTIVES INCLUDE:	DATES:	FEE:	FACULTY:
<ul style="list-style-type: none"> • To provide an environment for networking and sharing of MIS applications • To promote consistent interpretation and analysis of indicator values • To provide examples of the role of indicators in planning, budgeting, monitoring and evaluation 	<p>June 13, 14 & 15, 2011 (Course Code: CP 332)</p> <p>November 16, 17 & 18, 2011 (Course Code: CP 331)</p>	<p>*\$1,093.33 + applicable taxes</p>	<p>Christina Hoy</p>

Course starts at 9:00am and finishes approximately at 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>May 2, 3 & 4, 2011 (Course Code: CP 901)</p> <p>August 15, 16 & 17, 2011 (Course Code: CP 900)</p>	<p>*\$739.00 + applicable taxes</p>	<p>Karen Iddon</p>

Course starts at 8:45am and finishes approximately at 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 groundwork 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>March 14, 15 & 16, 2011 (Course Code: CP 701)</p> <p>November 21, 22 & 23, 2011 (Course Code: CP 700)</p>	<p>*\$708.00 + applicable taxes</p>	<p>Pat Fryer</p>

Course starts at 8:45 am 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 the Legal Process 	<p>June 27, 28 & 29, 2011 (Course Code: CP 316)</p> <p>September 12, 13 & 14, 2011 (Course Code: CP 315)</p>	<p>*\$788.00 + applicable taxes</p>	<p>Kristin Taylor and Michele Warner</p>

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

For faculty bios, please visit the website at www.oha.com/courses

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.

Registration fees for each
course are listed with the
course description and are
subject to applicable taxes.
Please note that all fees are
subject to change without
notice. Please visit
www.oha.com/courses for
up-to-date information on
registration and fees.

For further registration
information, call
(416) 205-1347 or
email courses@oha.com

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 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
start 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 Educational
Services Division 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 registration 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) 205-1347.

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 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 \$60.00 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 \$90.00 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
Email: mviolante@oha.com
or
Margaux Booth at:
Telephone: (416) 205-1347
Email: mbooth@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.

Fees

All fees are subject to applicable taxes and are subject to change without notice. For up-to-date information on course dates and fees please visit our website at www.oha.com/courses

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 following 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:

- Preceptors of the above courses
- Authors of the above courses
- 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)

- Housekeeping
 - Department Head – Housekeeping 2 years 20 credits
 - Assistant Department Head – Housekeeping 3 years 20 credits
 - Supervisor – Housekeeping 3 + years 20 credits
- Non-Housekeeping in a Health Care Setting
 - Department Head Laundry/Maintenance/Dietary 3 years 15 credits
 - Assistant Department Head Laundry/Maintenance/Dietary 3 + years 12 credits
 - Supervisor Laundry/Maintenance/Dietary 5 + years 10 credits
 - Supervisor in a Health Care Setting, 2 credits per year maximum 10 credits

2. Non-Health care Facilities Employment

- Housekeeping/Environmental/Laundry/Maintenance/Dietary Department Head 3 + years 15 credits
- Housekeeping/Environmental/Laundry/Maintenance/Dietary Assistant Department Head 3 + years 10 credits

SECTION C : Conditions

- Each applicant must include photocopies of certificates and credit courses.
- Each applicant must include a signed letter to verify the employment requirements as per Section B.
- 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
- 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

- Proof of continuing education in the health care housekeeping field. Include photocopy of certificate of successful completion.
- Proof of continuing education in the health care field. Include photocopy of certificate of successful completion.
- 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