Leadership Development Series 2019-20

2019

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November	Mental Health works
	Putting Privacy into Practice
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2020

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February	Promoting a Culture of Safety in the Workplace
	Introduction and Overview of HR practices
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	Introduction to Policy
June	Respectful Workplaces
	Using Indicators for Planning in Health

Leadership Development Series 2019-20

OCTOBER

Building a Culture of Patient Safety; Teamwork; & Quality Improvement

Presenters:	Lynette Chandler, Patient Safety Coordinator Beth Pizio, Quality and Risk Consultant
Course Outline:	Improving patient safety requires building an organizational culture that enables and prioritizes safety, and supports everyone to share safety concerns. This session will create an understanding of patient safety culture, including "just culture", and how to implement a safety culture in your workplace. It will also provide learning on the value of teamwork and communication in building a safety culture. Implementing ongoing improvement activities to enhance the quality and safety of our services will also be addressed.
Learning Objectives:	➢ Acquire knowledge on patient safety culture and the key contributors, with a focus on understanding and creating a "just culture"; ➢ Learn practical ideas and tools to help improve patient safety culture in the workplace; ➢ Learn tools to enhance teamwork and communication within the team; and, ➢ Gain skills on how to do continually improve the quality of services
Relationship to LEADS Framework	*Lead Self* by increasing personal learning on course topics *Engage Others* by acquiring skills to build a safety culture, enhance teamwork and lead quality improvement *Achieve Results* by improving patient safety culture survey results and measures related to quality improvement *Develop Coalition* with patients/families by working with them to improve the safety culture and quality of services
Workshop Details:	October 31, 2019 0900-1200 Classrooms A&B, QEH **Charlottetown** / October 24, 2019 1300-1600 St. Lawrence Room, PCH **Summerside**

Leadership Development Series 2019-20

NOVEMBER

Mental Health Works

Presenters:	Canadian Mental Health Association Instructors
Course Outline:	The *Mental Health Works* course provides participants an in-depth understanding of mental health and mental illness. It is made up of four modules: Mental Health at Work, Mood and Depression, Stress and Anxiety, and Psychological Health and Safety. The workshop presents a balanced, cross-cutting approach that features awareness building, responding skills, and collaborative change. This workshop is highly interactive, with activities and discussion throughout.
Learning Objectives:	After taking this course, participants will: ➢ Have a better understanding of mental health ➢ Be better able to recognize signs and symptoms of common mental illnesses at work ➢ Start to build confidence in having conversations around mental health concerns ➢ Build greater comfort in seeking help for themselves and others ➢ Be more aware of where to look and how to ask for resources
Relationship to LEADS Framework:	*Lead Self* – Recognize the importance of increasing your knowledge of common mental illnesses in the workplace. Know how to seek help for yourself or others if signs and symptoms of mental illness are recognized. *Engage Others* – Promote mental health in your workplace. Create opportunities to discuss mental health and mental illness with your team members and provide resources. Listen to mental health related concerns and provide follow up. *Achieve Results* – Establish a focus on promoting mental health in the workplace for your team and organization. *Develop Coalitions* – Work collaboratively with stakeholders and supportive programs to create a system that is focused on protecting the mental health of staff and building resiliency within the workforce. *Systems Transformation* – Provide leadership to the organization in mental health promotion and in supporting those living with a mental illness. This will support the adoption of principles of the National Standard for Psychological Health and Safety in the workplace.
Workshop Details:	**November 5, 2019** QEH, Classroom A&B 0900-1500 **Charlottetown** **November 4, 2019** PCH, St. Lawrence Room 0900-1500 **Summerside**

Leadership Development Series 2019-20

NOVEMBER

Putting Privacy into Practice

Presenter:	Jeanne MacDougall, Manager, Health Privacy and Information Access Crystal Llewellyn , Access to Information and Privacy Analyst
Course Outline:	Ensuring privacy and confidentiality is essential to the trust relationship between Health PEI and its patients, residents and clients and is a core component of providing safe, quality health care. This course will begin with a brief overview of privacy concepts, legislation and policy. Participants will receive information and participate in skill-building activities to support them in implementing privacy policy and practices in their day-to-day work.
Learning Objectives:	This course will support Managers in implementing privacy policy and practices with their teams and in their areas of responsibility. The course will include reviewing key concepts and legislative and policy requirements related to privacy of personal health information. Managers will learn about privacy resources, templates and tools available to them, including staff education materials, privacy breach management and privacy impact assessments.
Relationship to LEADS Framework	*Engage Others* - promote privacy awareness in their teams *Achieve Results* - manage a privacy breach *Systems Transformation* - incorporate privacy principles and best practices into project planning
Workshop Details:	**November 27, 2019** 16 Garfield, M2/M3 0900-1200 **Charlottetown**	**November 19, 2019** St. Lawrence Room, PCH 0900-1200 **Summerside**

Leadership Development Series 2019-20

NOVEMBER

Recorded Information Management Basics 101

Presenter:	Ann-Marie McIsaac, Government RIM Coordinator
Course Outline:	There are many reasons to practice good records management but our goal is to make the employees' lives easier by helping them manage their records throughout their life cycle (creation, active use, semi-active use, and final disposition). Records management can help employees decide what to keep, what to throw away, and how to organize records so that they can find information more easily, saving both time and space. It is important that **all** employees understand that they have an obligation to manage information properly on a daily basis: • comply with the *Archives & Records Act* and other Federal/Provincial Legislation; • destroy records legally by applying approved Records Retention & Disposition Schedules; • reduce storage by eliminating non-records or moving inactive records to alternate storage sites; • organize records for easy access and improved efficiency; and, • safeguard vital and historical information.
Learning Objectives:	This course will support Managers in implementing privacy policy and practices with their teams and in their areas of responsibility. The course will include reviewing key concepts and legislative and policy requirements related to privacy of personal health information. Managers will learn about privacy resources, templates and tools available to them, including staff education materials, privacy breach management and privacy impact assessments.
Relationship to LEADS Framework	*Lead Self* - Learn the difference between a record, official record and transitory record *Lead Self* - Learn about the benefits of utilizing a uniform File Classification System *Lead Self* - Learn about why records are important *Engage Others* - Learn about resources to help employees get started (PARO, Departmental RIM Coordinators) *Develop Coalition* - Learn about Records Retention & Disposition Schedules and how employees can apply them to work records, both paper and electronic *Develop Coalition* - Learn about employees' responsibilities for records management
Workshop Details:	**November 27, 2019** 16 Garfield, M2/M3 1300-1600 Charlottetown	**November 19, 2019** St. Lawrence Room, PCH 1300-1600 Summerside

Leadership Development Series 2019-20

DECEMBER

Quarterly Forecasting

Presenter:	(Summerside) Sylvia Ellis, Financial Analyst/Auditor
	                        Stephen Mutch, Financial Analyst/Auditor
	(Charlottetown) Amy Hughes, Financial Analyst/Auditor
	                        Deanna Estabrooks, Financial Analyst/Auditor

Course Outline:	This session will provide skill development and support for managers who are tasked with forecasting annual costs of their program and service areas. To enhance participants' knowledge and understanding participants will have the opportunity to do hands on exercises with the guidance of a Fiscal Analyst/Auditor.
Learning Objectives:	Participants will gain an understanding of the following areas of focus : ➢ Forecasting and Budget overview ➢ Review of Forecasting documents ➢ Compensation and non-compensation costs with recommended approaches to forecasting ➢ How to and when to use available financial reports and ➢ Participants will have an opportunity to complete a mock forecast
Relationship to LEADS Framework	*Lead Self* - Managers will have a better understanding of their role in accurate and informative forecasting of their service areas. *Achieve Results* – Managers will learn how to interpret a pre-populated forecast and make necessary adjustments using various available financial data.
Workshop Details:	**December 4, 2019** QEH, Classrooms A&B 0900-1200 Charlottetown	**December 5, 2019** PCH, St. Lawrence Room 0930-1230 Summerside

Leadership Development Series 2019-20

JANUARY

Communication – Tips and Tools

Presenter:	Communications Officer
Course Outline:	This workshop focuses on the role leaders can play in both the internal and external communication functions of Health PEI.
Learning Objectives:	Participants will gain an understanding of the following topics: ➢ Internal communications process o Stakeholders o Methods o Timing o Divisional and organizational o Responsibility ➢ External communication process o Stakeholders o Methods o Timing o Considerations before internal distribution ➢ Communication methods and benefits of each ➢ Communicating within divisions and within Health PEI ➢ General communication tips
Relationship to LEADS Framework	*Lead Self:* Obtain the knowledge and skills to effectively communicate with staff, media and others. *Engage Others:* Obtain the necessary skills to listen well and encourage open exchange of information and ideas. Ensure staff know when things change and/or what upcoming initiatives might influence their work, they way they work or their clients. *Achieve Results: E*ffectively communicate clear and meaningful expectations to staff thus reducing the likelihood of conflict and stress. *Develop Coalition*: Create connections with individuals, groups, patient and families through effective communication skills. *Systems Transformation:* Effective communication, lead to more effective and responsive staff engagement which leads to increased productivity, and increased probability of achieving goals which leads to positive change.
Workshop Details:	**January 16, 2020** QEH, Classrooms A&B 0900-1200 **Charlottetown**	**January 9, 2020** PCH, St. Lawrence room 1300-1600 **Summerside**

Leadership Development Series 2019-20

JANUARY

Psychological Health and Safety

Presenter:	Sarah Fullerton, Wellness, Safety and Disability Manager
Course Outline:	A psychologically healthy and safe workplace promotes employee psychological well-being and actively works to prevent harm to the psychological health of individual's in negligent, reckless or intentional ways. Managers and/or supervisors have a responsibility for providing a safe workplace that protects employees' mental health in addition to their physical health. In this workshop, participants will learn what a psychologically healthy and safe workplace is, how to care for one's own needs, how to protect the mental health of staff and what to do to support Health PEI's efforts to promote psychological health and safety as an organization.
Learning Objectives:	➢ Become knowledgeable about psychological health and safety in the workplace. ➢ Gain an understanding of the factors that impact an individual's psychological health. ➢ Learn how to promote psychological health and safety as a leader. ➢ Learn how to look after one's own health needs – both psychologically and physically. ➢ Explore how to help support staff in caring for their mental health. ➢ Develop an understanding of how to contribute to a resilient workforce and organization
Relationship to LEADS Framework	*Lead Self* – Recognize the importance of your own psychological health and safety and ensure that you are aware of your own needs and taking care of yourself in order to support your team. *Engage Others* – Provide leadership of healthy workplace by promoting a supporting and caring environment that fosters the development and resiliency of others. *Achieve Results* – Establish a focus on psychological health and safety for your team and the organization. *Develop Coalition* – Work collaboratively with stakeholders and supportive programs to create a system that is focused on protecting the mental health of staff and building resiliency within the workforce. *Systems Transformation* – Provide leadership to the organization to establish a vision of psychological health and safety for the work place which will translate into supporting the mission of safe and quality patient care.
Workshop Details:	**January 30, 2020** QEH, Classrooms A&B 1300-1600 Charlottetown	**January 21, 2020** PCH, St. Lawrence Room 0900-1200 Summerside

Leadership Development Series 2019-20

FEBRUARY

Promoting a Culture of Safety in the Workplace

Presenters:	Elizabeth Pederson, Occupational Health and Safety Officer Angie MacCaull, Occupational Health and Safety Officer
Course Outline:	Managers an integral role in promoting a culture of health and safety within Health PEI. This workshop is intended to ensure that participants know their responsibilities according to the OH&S Act, have the tips and tools to support a culture of safety and know how to address health and safety matters as they arise in the workplace. This workshop will also familiarize participants with the Workers Compensation Board process should a work-related injury occur within the team. Participants will also be provided with best practices in return to work strategies to help employees get back to work sooner should they experience injury or illness.
Learning Objectives:	➢ Become familiar with the *Occupational Health and Safety Act* ➢ Know health and safety responsibilities ➢ Identify hazards and develop safe work practices ➢ Take leadership and responsibility for the health and safety of team members ➢ Identify and respond to incidents and follow-up appropriately ➢ Understand the Workers Compensation Board process and address workplace injuries appropriately. ➢ Understand the importance of return to work practices and how to apply these strategies in the workplace.
Relationship to LEADS Framework	*Lead Self* – By taking responsibility for one's own health and safety and developing knowledge and skills to support the team and their overall wellness. *Engage Others* – By building a team focused on health and safety practices which contribute to building a healthier organization for staff and patients. *Achieve Results* – Proactively address health and safety concerns in the workplace in order to prevent workplace injuries and also support return to work practices in order to support staff to remain at work and reduce WCB and sick leave usage. *Develop Coalition* – Support employees in their wellness and safety in order to provide high-quality patient care and improved services. *Systems Transformation* – Recognize the importance of leadership in safety practices for the organization in order to utilize health and safety to leverage improved organization performance and practices.

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FEBRUARY

Introduction and Overview of Human Resources Processes

Presenters:	HR Manager & HR Coordinator/Assistant
Course Outline:	As a new leader, understanding the Human Resources (HR) processes within Health PEI and how to manage within a unionized environment is essential to your success as a leader and that of your team. In this session, you'll receive a high level overview of the various HR processes and key labour relations topics that you need a knowledge and understanding of to manage your team effectively.
Learning Objectives:	Through this workshop, you will: – Become familiar with HR processes including: Position Management, Classification, Staffing, Leaves of Absence, and Payroll & Terminations. – Learn about various labor relations topics including: understanding and interpreting collective agreements, performance development, performance management & discipline, managing absenteeism, duty to accommodate etc…
Relationship to LEADS Framework:	*Lead Self* – Learn proper processes and procedures to ensure that you are following the appropriate HR and labor relations practices to manage and lead effectively in a unionized environment. *Engage Others* – Contribute to a healthy organization by fostering staff development and ensuring transparency in management and leadership practices related your team. *Achieve Results* – Ensure strategic alignment with the organization by building effective teams through sound HR and LR practices. *Develop Coalitions* –Work collaboratively with your team, organizational and external supports to establish effective partnerships and create results. *Systems Transformation* – Work to resolve issues proactively, strategically and critically by embracing change and encourage your human resources to achieve success.
Workshop Details:	**February 6, 2020** QEH, Classrooms A&B 1300-1600 **Charlottetown** · **February 4, 2020** PCH, St. Lawrence Room 1300-1600 **Summerside**

Leadership Development Series 2019-20

FEBRUARY/MARCH

Managing Risk Effectively

Presenters:	Quality Risk Consultants
Course Outline:	Risk management is a critical component of good management practices and ensuring good quality of care is provided to patients, clients, residents and families. This course will concentrate on improving the understanding of Health PEI's risk management policies and procedures, such as disclosure, incident reporting and management, compliments and complaints, so that managers can implement daily practices that mitigate and manage the risks present in their departments. Additionally, the links between risk management and high quality of care to patients, clients, residents, and families will be highlighted so that managers can find their own efficiencies in managing the risks present in their areas.
Learning Objectives:	➢ Learn why risk management is an integral part of a manager's role, and how to manage the risks in the workplace ➢ Acquire working knowledge on how to implement Health PEI's risk management policies and procedures, such as disclosure, incident reporting and management, compliments and complaints, into one's work ➢ Understand how quality improvement activities apply to workplace ➢ Have a working knowledge of legislation that is applicable to one's work ➢ Understand the disclosure process and how to identify and secure any supportive resources required when disclosure is warranted ➢ Understand how to effectively manage incidents and complaints, and how to identify and secure any supportive resources required when disclosure is warranted ➢ Learn how good risk management practices have a long term impact on improvements in quality of services provided
Relationship to LEADS Framework	*Lead Self* by increasing personal learning on course topics *Engage Others* by acquiring skills to lead the team in effectively managing risks, incidents, complaints, etc. *Achieve Results* by improving the quality of services as a result of implementing good risk management practices *Develop Coalition* with patients/families by working with them during disclosure, incident and complaint management *Systems Transformation* by effectively managing the organization's risks and ultimately improving the quality and safety of the healthcare system.
Workshop Details:	**March 5 , 2020** QEH, Classrooms A&B 1300-1600 **Charlottetown**	**February 27, 2019** PCH, St. Lawrence Room 1300-1600 **Summerside**

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MARCH

Improving the Patient Experience through Patient and Family Centered Care

Presenters:	Marion Dowling, Chief of Nursing, Allied Health and Patient Experience Mary Laura Coady, Provincial Patient Navigator
Course Outline:	The session will outline the Patient & Family Centered Care principles specific to Health PEI. With the aid of case study examples, participants will also engage in a discussion on the role of Patient & Family Advisors and the Patient & Family Centered Care champions in improving the health care system. This course will encourage an exchange of knowledge and practice around Patient and Family Centered Care principles.
Learning Objectives (relationship to LEADS Framework):	*Lead Self:* To provide an opportunity for managers from all areas to engage and dialogue to ensure that patient and family centered care is fully embedded in our system *Engage Others:* To learn techniques and skills to engage with Patient and Family Advisors as well as consumers of health care to create an improved patient experience. *Achieve Results:* We will review best practices related to Patient and Family Centered Care from other jurisdictions and work to adopt and implement the practices best suited to Health PEI. *Develop Coalitions***:** To learn how the integration of Health PEI Patient and Family Advisors onto committees and quality teams across the system provides a way for staff and public to work together toward a common goal. *Systems Transformation***:** To learn how focus on promoting patients as partners in their care will work toward a system transformation or culture change. We will discuss the next steps required to achieve and promote a culture change toward an improved patient experience and a philosophy of patients as partners in their care.
Workshop Details:	**March 9, 2020** QEH, Classrooms A&B 0900-1200 **Charlottetown** — **March 4, 2020** PCH, St. Lawrence Room 0900-1200 **Summerside**

Leadership Development Series 2019-20

APRIL

Clinical and Organizational Ethics (COE)

Presenters:	Darlene Oakes, Administrator, LTC Doug Bryson, Patient Family Advisor
Course Outline:	The COE committee as a component of the Quality Framework of Health PEI acts in an advisory capacity and makes recommendations to support ethical decision-making in the health system. The committee provides consults on both clinical and organizational issues. Ethical issues are encountered daily and decisions are made considering what is right, fair, honest, and legal. Ethics is concerned with arriving at the best course of action in situations presenting ethical/moral dilemmas so that the best interests of patients will be served. Consequently, we might face situations where there are conflicts between one or more organizational or personal values and uncertainty about what course of action to take. At times, there are equally compelling reasons for, or against, two or more possible courses of action. Thus, ethics is about choosing between the best of those options.
Learning Objectives:	To familiarize participants with the Ethical Decision Making Framework and to become knowledgeable about the consult process.
Relationship to LEADS Framework	*Engages Others* - Learn the importance of bringing together an inter-collaborative group when carrying out a consult using the Ethical Decision Making Framework. *Achieves Results* - Develop skills to formulate recommendations and be able to share with those involved. *Develop Coalition* - To become knowledgeable with the role of the committee and how to enlist their guidance and support. *Systems transformation* - Be able to utilize the framework when required and determine the best of the options provided so that the best interests of patients are served.
Workshop Details:	**April 7, 2020** QEH, Classrooms A&B 0900-1200 **Charlottetown**	**April 2, 2020** PCH, St. Lawrence Room 1300-1600 **Summerside**

Leadership Development Series 2019-20

APRIL

Emergency Management

Presenters:	Stephen Daley, Emergency Management and Business Continuity Coordinator
Course Outline:	This workshop will cover information critical for managers to fulfill a leadership role in emergency management, including mitigation, preparedness, and response and recovery efforts within HPEI at the site, service and corporate levels. The workshop will provide participants with an opportunity to apply some of what is learned through practical exercises.
Learning Objectives:	Participants will gain an understanding of ➢ the core concepts and processes relating to emergency management, ➢ core internal documents, ➢ review of provincial structures and supports, and a review of internal HPEI structures, ➢ Key elements for the Emergency Management Cycle and their application
Relationship to LEADS Framework	*Lead Self* – develop an understanding of one's potential role in emergency management and the skills to fulfill that role and potential future roles. *Engage Others* – Better understand the role of all staff in emergency management and how various areas within a facility, service or the health system as a whole can cooperate to achieve emergency management goals. *Achieve Results* – Develop the skills and knowledge to apply risk management processes to emergency management issues in order to set priorities, direction and achieve results. *Develop Coalition* – Facilitate collaboration, cooperation and coalition among staff, management and outside agencies aimed at learning to improve emergency management processes. *Systems Transformation* – Acquire the skills to think critically about approaches to patient and staff safety during emergencies and to develop solutions to manage threats and overall safety.
Workshop Details:	**April 16, 2020** QEH, Classrooms A&B 0900-1200 **Charlottetown** **April 8, 2020** PCH, St. Lawrence Room 0900-1200 **Summerside**

Leadership Development Series 2019-20

MAY

Introduction to Change Management

Presenters:	Jennifer LaRosa, A/Manager Planning and Evaluation Jaycee Sabapathy, Program Analyst/Evaluator
Course Outline:	This course provides an introduction to change management in the healthcare sector. The workshop will include: ➢ Introduction to key concepts including: steps in change management, application of change management principles to new and existing initiatives ➢ Introduction on how to lead change in the workplace ➢ Change management tools, resources and techniques ➢ Group activities to apply concepts introduced
Learning Objectives (Relationship to LEADS Framework):	*Lead Self – Self-motivated Leaders* ➢ Development of skills and knowledge on the change management process *Engage Others – Engaging Leaders* ➢ Communicate effectively with individuals and/or groups of multiple stakeholders across service areas or within service areas ➢ Build robust change teams or identify change leaders *Achieve Results – Goal-oriented Leaders* ➢ Implement change while ensuring alignment with strategic goals, vision, values and evidence ➢ Take action to implement change including the identification of when the change management process needs to be activated within the organization ➢ Assess current needs, issues/challenges and environment *Develop Coalition – Collaborative Leaders* ➢ Purposefully build partnerships to create and implement change ➢ Mobilize knowledge to make informed decisions in implementing change ➢ Learn how to assess and navigate the socio-political environments in implementing change *Systems Transformation – Successful Leaders* ➢ Demonstrate systems and critical thinking by leading change through the development and implementation of programs based on need, evidence and innovation
Workshop Details:	**May 5, 2020** QEH, Classrooms A&B 1300-1600 **Charlottetown** **May 12, 2020** St. Lawrence Room, PCH 1300-1600 **Summerside**

Leadership Development Series 2019-20

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MAY

Introduction to Policy

Presenters:	J. LaRosa, A/Manager Planning and Evaluation Karen Chaffey, Policy Coordinator/Analyst
Course Outline:	This course provides an introduction to policy development and implementation. The workshop will include: ➢ Introduction to key concepts including: definitions of policy-related documents, Health PEI's policy process (pre-development, development, approval, implementation and monitoring) and current policy trends in health care across Canada ➢ Special focus on stakeholder (patient/family member and staff) feedback and consultations ➢ Overview of current Health PEI policies ➢ Introduction to Health PEI's policy document management system (PDMS) - Medworxx ➢ Tips on how to manage the policy process including writing policies and incorporating stakeholder feedback ➢ Tools for policy development, resources and techniques ➢ Group activities to apply concepts introduced
Learning Objectives (Relationship to LEADS Framework):	*Lead Self – Self-motivated Leaders* ➢ Development of skills and knowledge on the policy process *Engage Others – Engaging Leaders* ➢ Communicate effectively with groups of multiple stakeholders across service areas *Achieve Results – Goal-oriented Leaders* ➢ Set direction of new policies ensuring alignment with strategic goals, vision, values and evidence ➢ Assess current needs, issues/challenges and environment *Develop Coalition – Collaborative Leaders* ➢ Purposefully build partnerships to create and implement policies based on need and evidence ➢ Mobilize knowledge to make informed decisions for policy development and implementation *Systems Transformation – Successful Leaders* ➢ Demonstrate systems and critical thinking through the development and implementation of policies based on need, evidence and innovation
Workshop Details:	**May 21, 2019** QEH, Classrooms A&B 0900-1200 **Charlottetown** **May 28, 2019** St. Lawrence Room, PCH 1300-1600 **Summerside**

Leadership Development Series 2019-20

Leadership Development Series 2019-20

JUNE

Respectful Workplaces

Presenters:	Human Resource Managers
Course Outline:	As a manager, an integral part of your role is to model and encourage respectful behaviors in the workplace for your staff and co-workers. Through this session, you will become more familiar with the Respectful Workplace policy and accompanying guidebook for Health PEI and the importance of respectful behavior in the workplace. This workshop will help you understand the responsibilities of supervisors' and managers' for the quality of the workplace and workplace interactions and how these factors directly impact management issues such as: behavioral issues, performance issues and absenteeism. You will learn to identify problematic behaviors and address these appropriately and also learn strategies to improve communication and create a positive workplace environment.
Learning Objectives:	Through this workshop, you will: – become familiar with the Respectful Workplace policy; – understand your role and responsibilities in providing a respectful workplace for your staff; – recognize harmful behaviors and attitudes in the workplace and how to appropriately address these issues; – apply effective communications strategies to the workplace and help to incorporate these within the workplace; – understand bullying, harassment and discrimination and address these issues appropriately and; – learn to promote a positive workplace through leadership and role-modeling.
Relationship to LEADS Framework:	*LEADS SELF* – Model respectful behaviors and demonstrate integrity and honesty in your actions to contribute to a culture of respect in the workplace. *ENGAGE OTHERS* – Promote and demonstrate effective communication and foster the development of your staff to encourage respectful relationships within the team. *ACHIEVE RESULTS* – Establish and support the vision for a respectful workplace culture and work towards aligning service delivery to these results. *DEVELOP COALITIONS* – Work with your team and outside collaborators to build an organizational culture that demonstrate respect and positivity in the workplace for clients and staff alike. *SYSTEMS TRANSFORMATION* – Provide leadership within the organization for achieving respect in the workplace by championing and advocating for change and encourage improvement and creativity.
Workshop Details:	**June 2, 2020** QEH, Classrooms A&B 0900-1200 **Charlottetown**	**June 11, 2020** PCH, St. Lawrence Room 1300-1600 **Summerside**

Leadership Development Series 2019-20

JUNE

Using Indicators for Planning in Health

Presenters:	Pat Lush, Health Information Specialist
Course Outline:	The course will familiarize participants with the many sources of data available in HPEI and nationally to support analysis, planning, and management of the health care system. Participants will learn how to evaluate available data, incorporate indicators into potential projects and balance the work involved in data capture with the need to ensure that measurement lead to informed direction in healthcare delivery.
Learning Objectives (Relationship to LEADS Framework):	*Achieve Results:* ➢ Discussion about what data managers need for on-going management and what measures are suitable for use as indicators. ➢ Acquire a better understanding of the role of indicators in program planning and evaluation. *Systems Transformation:* ➢ Learn how to find national and provincial indicators from "Our Health System" to create a climate of continuous quality improvement and creativity aimed at systemic change. ➢ Enhance skills selecting indicators that will help measure "success" in new initiatives, leading to improved outcomes for staff, patients and families.

Workshop Details:	**June 16, 2020** QEH, Classrooms A&B 0900-1200 **Charlottetown**	**June 23, 2020** PCH, St. Lawrence Room 1300-1600 **Summerside**