



# Quality Healthcare Network

## The Voice of Quality

### 2005 ANNUAL REPORT

#### MESSAGE FROM THE CHAIRS

The year 2005 was an extraordinary, innovative year for the Quality Healthcare Network (QHN).

Last year we stepped outside of the traditional work that the QHN did, particularly with Cynthia's leadership, and were the drivers of the Ontario arm of the Safer Healthcare Now! (SHN) campaign.

This change in direction is reflected in our growing and increasingly diverse membership, as we began to take on new initiatives and members from long-term care, complex continuing care, rehabilitation and the community.

Our collective communities deserve all of the attention that we can give them. The QHN has recognized this, by driving, promoting and leading SHN.

This notion is reflected in our new mission statement: to be the trusted source to elevate health system performance through collaborative and innovative means.

While funding is always a challenge, membership in the QHN has proven to be a very valuable investment and the board continues to work toward achieving a sustainable base – to ensure the QHN has a presence in healthcare improvement for many years to come.

As co-chairs, we are proud of the network's growth and implore you and your organization to join us in achieving our vision of capturing the hearts and minds of leaders to drive excellence in healthcare.

A handwritten signature in black ink, appearing to read 'David Rowe'.

David Rowe,  
Board Co-Chair

*Sam Kearns*

Sam Kearns  
Board Co-Chair

#### THE NEED

The healthcare system in Ontario is undergoing significant changes at the same time that new technologies are emerging and consumer demand for quality healthcare is going up.

In the face of change, particularly the Ontario government's health transformation agenda and the development of Local Health Integration Networks (LHINs), Ontario must maintain its commitment to quality.

#### OUR PROFILE

The QHN is the voice of quality in Ontario.

- We have healthcare member representation across all sectors
- We draw membership from government, public and private providers and industry
- We are a vehicle for quality improvement
- We identify emerging trends and system-wide challenges
- We offer members opportunities to share fresh ideas and learn from one another
- We help members keep quality at the forefront of service provision
- Our number one asset is our collective wisdom

#### TESTIMONIALS

*"My staff and our quality and patient safety team have learned much from the sharing of information and the discussion of challenges in an open collaborative way. It has been most beneficial and useful in moving our quality plan and quality and patient safety agenda forward."*

**Linda Hunter**, Director of Quality & Patient Safety  
The Ottawa Hospital - Civic Campus

*"We are using QHN's quality improvement education and the rapid cycle model for some fundamental projects at the unit level and we are seeing that it really makes a difference."*

**Kim Cook**, Chief Nursing Officer & Director Patient Services  
Headwaters Health Care Corporation

*"Maintaining membership and actively participating in QHN is a demonstration of your commitment to continuously improving our health care system."*

**Wendy Nicklin**, President & Chief Executive Officer  
Canadian Council on Health Services Accreditation

## EXECUTIVE DIRECTOR'S REPORT

I welcome this opportunity to reflect on the past year. While only a few months have past, I am struck by how long ago it already seems!

What I remember most is the tireless work of talented staff, dedicated volunteers, the new friends we gathered along the way and the colleagues who cheered us into our newest and most aggressive project yet, Safer Healthcare Now!

A personal thanks goes to the dedicated work of Sean Molloy, Doris Doidge, Tanya Flanagan and Dawn Barnable. Only together, would it have been possible.

Many thanks are extended to both David Rowe and Sandra Hanmer for their dedication to our mission these past four years. Both complete their terms today. Their leadership was enduring to me; their insight and encouragement chartered us into new waters and I am thankful for the support they have given us. On behalf of all our Members, I extend a sincere thank you for the commitment and the contribution they have made to QHN.

In the frantic pace of daily activities, and as I juggle and sort our critical funding challenges, I am guided by Ghandi's words:

*Live as if you were to die tomorrow.  
Learn as if you were to live forever.*

*What is life, without testing out the new, or the courageous? Of challenging the same old and listening for innovation?*

The journey for QHN lies not on a paved road – but an uncharted, gravel path full of pot holes, puddles and stones. But there some smooth patches that give us strength, that allow us the time to reconnect with our members, to welcome new ones, to return to our roots and to hold us steady towards reaching our Vision – To capture the hearts and minds of health care leaders to drive performance excellence.

The journey of QHN continues.



Cynthia Majewski  
Executive Director

## 2005 HIGHLIGHTS

### Leveraged Social Capital

It has been an exiting year, as leader of the Ontario Node for SHN. As we joined the pan-Canadian team of the campaign, we grew in talents, skills and extended our resources to meet the growing needs of enrollees. To date, in Ontario, we have 96 healthcare organizations and 229 clinical teams – from across the sectors – enrolled in the campaign and committed to reducing harm in our system. And an amazing 76% of enrolled organizations are also QHN Members. For this, we thank you for the commitment you have demonstrated and the leadership you have taken-on across the system.

### Built Knowledge

Last fall, we welcomed you to the Fall Forum: *Getting Back to Basics for Better Outcomes*. Hosted in partnership with the Health Results Team – Producing Better Data on Information Management, we drew a full crowd and wove three themes into our program: quality tools, project management, and change for transformation.

As the secretariat of the 2006, 6<sup>th</sup> National Conference on Quality in Health Care, *Who's Improving Health Care in Canada?: Tough Questions, Great Results* with our partners CCHSE and CCHSA, we fed your improvement knowledge with two days of plenary, concurrent sessions and poster boards.

Driven by our desire to provide you with innovative learning opportunities, we introduced the Symposium – a unique, intensive, interactive program for Members only. All stepped willingly into a collaborative process, using the world café model, to help us strategize for the future. Your input delighted, surprised, and challenged us - and has set a new strategic direction in motion – one that will build a stronger, sustainable network to serve you better.

### Celebrated Excellence

In partnership with rL Solutions, we launched the Canadian Health Excellence in Quality Award (CHEQA). We were pleased to announce our first winner, The Rehabilitation Centre of The Ottawa Hospital for their Outpatient and Service Delivery Project: Matching Capacity to Demand. This award is valued at \$15,000.

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## STRATEGIC DIRECTION: WHERE WE'RE HEADED

- Ensure QHN's sustainability
- Increase the profile of QHN as a driver of the quality agenda in Ontario
- Enhance the value of QHN' s membership
- Build leaders for quality improvement.

## CONTACT INFORMATION

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