

Frequently Asked Questions



What is the Quality Healthcare Network?

The Quality Healthcare Network (QHN) is a non-profit organization dedicated to fostering the development and adoption of best practices by its members through education and shared improvement projects. The Network has grown out of the CQI Network, which started in 1991.

The Network is also the Ontario lead of the Safer Healthcare Now! (SHN) campaign, an ambitious pan-Canadian effort aimed at reducing the number of injuries and deaths related to adverse events, such as infections and medication incidents.

Who are the members of the Quality Healthcare Network?

QHN's immediate customer is its members - people and groups that might not otherwise have the opportunity beyond academic sectoral, professional and geographic boundaries.

QHN members come from the community, hospital sector and the providers of health care in Canada. This year, we have over 70 organizations that are taking advantage of member benefits. For a complete list of members please see reverse.

What are some of the benefits of being a member of the Quality Healthcare Network?

Our member benefits and services have been designed to offer our members the highest levels of quality improvement knowledge – be it tools, examples from the field or literature – knowledge that will elevate system performance through innovative and collaborative means.

We respond to member needs through our member listserv and discussion groups, teleconferences, special interest forums, training courses, open houses, annual forum conference and annual spring symposium.

We celebrate our members through our website's centre stage at www.qhn.ca, which is a dedicated space on our homepage to profiling individual member improvers. We share member stories across the network and beyond in our member network newsletter and Safer Healthcare Now! newsletter. As well, our members make up the sole voting academy of the prestigious Canadian Healthcare in Excellence Award.

Our true benefit though, is our collective – our members and the networking and sharing that happens when the focus is not on a particular organization, but on the quality of our care and the safety of our patients.

Why is the Quality Healthcare Network the Ontario Node of the Safer Healthcare Now! (SHN) campaign?

QHN is a trusted source to elevate system improvement performance through collaborative and innovative means. In 2005, the Canadian Patient Safety Institute (CPSI) sought a leader to support the panCanadian patient safety campaign in Ontario. Given the network's focus on quality and patient safety and the fact that it had a large compliment of acute care facilities, QHN was approached and the Board of Directors accepted the call as the right thing to do.

What is the Quality Healthcare Network's relationship to the Ontario Trailblazers?

In 2005, in an effort to support the Safer Healthcare Now! campaign in Ontario, QHN developed a resource team of quality improvers that they called the Ontario Trailblazers. QHN provided these individuals with advanced level of skills to help build quality improvement and safety knowledge within their organizations and across the province.

Over the past two years, twenty-eight Trailblazers have helped aid the work of the more than 100 healthcare organizations and over 300 clinical teams enrolled in the Safer Healthcare Now! campaign. Trailblazers support Ontario healthcare organizations in implementing the six Safer Healthcare Now! interventions, addressing measurement problems, improving performance and sharing best practice with other healthcare providers.

How does the Quality Healthcare Network partner with other organizations in Ontario?

One of QHN's four core values is collaboration. We are committed to strengthening relationships through partnerships with other organizations that share our passion for excellence in healthcare. Some of these partners include the:

- Canadian Health Services Research Foundation (CHSRF)
- Canadian Institute for Health Information (CIHI)
- Canadian Patient Safety Institute (CPSI)
- rL Solutions
- Canadian Council on Health Services Accreditation (CCHSA)
- Healthcare Insurance Reciprocal of Canada (HIROC)
- Ontario Health Quality Council (OHQC)

Our Board of Directors

The following individuals are members of the QHN Board of Directors:

Dr. Jim Worthington, MD - Board Co-Chair

Vice-President, Medical Affairs, Quality, and Patient Safety at The Ottawa Hospital

Ms. Marla Fryers, Board Co-Chair

Vice President Programs & CNO at Toronto East General Hospital

Ms. Patti Cochrane, Vice President, Patient Services & Quality, Trillium Health Centre

Ms. Rheta Fanizza, Senior Vice President, Saint Elizabeth Health Care

Mr. Rob Forbes, Vice-President, Information and Performance and Chief Privacy Officer, at Providence Healthcare

Ms. Susan Kwolek, Vice President and Chief Nursing Executive, North York General

Mr. Larry McBride, Manager, 3M Healthcare Hospital Consulting Services and Bio/ Analytical Products.

Ms. Jennie Pickard, Senior Director, Performance Management and Accountability for the Central East Community Care Access Centre

Ms. Marcy Saxe-Braithwaite, Vice President of Programs and Chief Nursing Officer, Providence Care

Dr. G. Ross Baker, Ex-Officio, Professor, Department of Health Policy, Management and Evaluation, University of Toronto. Principal investigator of the Canadian Adverse Events Study funded by CIHR and CIHI

Dr. Peter Norton, Ex-Officio, Professor and Head of the Department of Family Medicine at the University of Calgary. Coinvestigator of the Canadian Adverse Events Study funded by CIHR and CIHI

Quality Healthcare Network Members, 2007-2008

Alexandra Marine & General Hospital	ParaMed Home Health Care
Bloorview Kids Rehab	Peterborough Regional Health Centre
Bluewater Health	Providence Healthcare
Canadian Council on Health Services Accreditation	Providence Care
Canadian Forces Health Services	Queensway Carleton Hospital
Central East Community Care Access Centre	Red Cross Community Health Services
Central Community Care Access Centre	Regional Municipality of Peel
Central West Community Care Access Centre	Ross Memorial Hospital
Chatham-Kent Health Alliance	Rouge Valley Health System
Children's Hospital of Eastern Ontario - CHEO	Saint Elizabeth Health Care
City of Toronto - Toronto Homes for the Aged	South East Community Care Access Centre
Collingwood General & Marine Hospital	Southlake Regional Health Centre
Erinoak Kids	South West Community Care Access Centre
Grand River Hospital	St. Joseph's Health Centre, Toronto
Guelph General Hospital	St. Joseph's Healthcare, Hamilton
Haliburton Highlands Health Services	St. Joseph's Health Care, London
Halton Healthcare Services	St. Thomas-Elgin General Hospital
Hamilton Health Sciences	Sunnybrook Health Sciences Centre
Humber River Regional Hospital	The Credit Valley Hospital
Huron Perth Healthcare Alliance	The New Women's College Hospital
Joseph Brant Memorial Hospital	The Ottawa Hospital/L'Hôpital d'Ottawa
Kirkland & District Hospital	The Scarborough Hospital
Lakeridge Health Corporation	Toronto East General Hospital
Listowel and Wingham Hospitals Alliance	Toronto Grace Health Centre
London Health Sciences Centre	Toronto Rehabilitation Institute
L'Hopital Montfort/Montfort Hospital	Trillium Health Centre
Markham Stouffville Hospital	University Health Network
Montfort Hospital	VHA Home HealthCare
Mount Sinai Hospital	Victorian Order of Nurses (VON) Canada
Niagara Health System	Waterloo Wellington Community Care Access Centre
Norfolk General Hospital	Whitby Mental Health Centre
North Bay General Hospital	William Osler Health Centre
North Wellington Health Care	3M Canada Inc.
North York General Hospital	

How do I become a member?

We no longer offer individual memberships or levels of membership. To nurture a membership process that creates, reinforces and grows lasting relationships to drive excellence in health care we have moved to a single, organizational membership at an annual cost of \$5500. Upon joining, your organization will receive a 11X14 plaqued certificate of membership for your lobby, information on upcoming member events which you and your colleagues can register for immediately, an automatic subscription to our members only listserv and electronic newsletters. Membership is made easy online at www.qhn.ca/becomeamember.

Where can I learn more about the Network?

For more information on the network, we invite you to go to our website at www.qhn.ca. Alternatively, you can email us your questions at info@qhn.ca.