

**CCHSE Day at OHA HealthAchieve  
Tuesday, November 4, 2008**

The College is pleased to offer a full day of programming at 2008 OHA HealthAchieve. Plan to join us on Tuesday, November 4, as we present key educational sessions for health care leaders and mark the return of the CCHSE luncheon.

Please note that you must be a registered HealthAchieve delegate to attend sessions at the Metro Toronto Convention Centre.

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**ACHE/CCHSE Educational Session  
09h15 – 11h30  
Room 202 BD  
Metro Toronto Convention Centre**

***Ten Best Practices of Negotiators***

**Dr. David M. Saunders**

Dean, Queen's School of Business  
Queen's University  
Kingston, ON





We engage in negotiations all the time, whether it be at work or home. Now is the time to fine tune this critical skill. Please join us as Dr. David Saunders, Dean, Queen's School of Business, helps you strengthen your negotiating ability. Dr. Saunders is an expert on negotiations and a co-author, with Roy Lewicki and Bruce Barry, of three of the world's largest selling negotiations textbooks.

We are privileged to be joined by three outstanding panelists:

- Ms. Janet Davidson, President and CEO, Trillium Health Centre;
- Mr. Ian Campbell, Principal, Partners in Solutions; and
- Dr. Briane Scharfstein, Associate Secretary General, Professional Affairs, Canadian Medical Association.

Following Dr. Saunders' remarks, our panelists will share some remarkable negotiation experiences in a healthcare setting.

<p><b>Canadian Chapter of ACHE</b> An Independent Chapter of</p>  <p>American College of Healthcare Executives <i>for leaders who care™</i></p>	<p><b>ACHE CONTINUING EDUCATION CREDIT.</b> As an independent chartered chapter of the American College of Healthcare Executives, the Canadian Chapter of ACHE is authorized to award 2.0 of Category II (non-ACHE Education) continuing education credit for this program toward advancement or recertification in the American College of Healthcare Executives."</p> <p>Participants in this program who wish to have it considered for Category II (non-ACHE Education) credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.</p>
 <p>Canadian College of Health Service Executives Collège canadien des directeurs de services de santé</p>	<p><b>MAINTENANCE OF CERTIFICATION (MOC)</b></p> <p>Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE / FCCHSE) to <b>2.25 Category I credits</b> toward their maintenance of certification requirement.</p>

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The College is proud to offer two sessions featuring Linda Deering of the Studer Group:

**CCHSE Luncheon**  
**12h00 – 13h30**  
**Canadian Ballroom**  
**Fairmont Royal York Hotel**

***Employee Engagement: Driving Organization Performance***

How do you turn the concept of employee engagement into actual results? Is your workforce comprised of motivated and productive people who are innovative and creative? Learn from Linda Deering how to engage your employees and increase the productivity and efficiency of your organization.

Tickets are \$65 (GST excluded). Admission is by ticket only. Click [here](#) to purchase tickets.

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**CCHSE Session**  
**14h00 – 16h00**  
**Room 104C**  
**Metro Toronto Convention Centre**

***A Roadmap to Excellence***

Taking your organization to the next level requires passion, purpose, and worthwhile work. Having the right people in the right places is a critical step, but too many organizations focus on recruitment and retention and neglect employee engagement and talent management. Building on her luncheon presentation at the Fairmont Royal York, Linda Deering will present a roadmap to creating and sustaining a culture of service and operational excellence which every leader can use to increase their performance, satisfaction and success.

**Linda Deering, RN, MSN**  
Chief Operating Officer, Sherman Health,  
Elgin, Illinois  
& Consultant, Studer Group



*Linda Deering has 30 years of experience in nursing, leadership and hospital operations. She brings her expertise to help other organizations achieve operational excellence. Linda has a talent for creating enthusiasm and tactical plans that really work. As a working executive, Linda brings real time operational experience to her Studer Group coaching. In her current role as the Chief Operating Officer for Sherman Health in Illinois, she is leading the organization to great outcomes.*

Sponsored by




**Certification for Health Leaders**  
**16h00 – 17h00**  
**Room 104C**  
**Metro Toronto Convention Centre**

In these days of radical changes to the delivery of health care in Canada, it is imperative that health leaders take every opportunity to stay “on the cutting edge.” The Canadian College of Health Service Executives (CCHSE) was founded on the belief that leaders and managers in health services must be encouraged and recognized in their vitally important field of endeavour. Accordingly, the College’s primary role is to promote and develop the profession to the highest level. One of the keys to fulfilling this goal is the certification process through which candidates can earn the Certified Health Executive (CHE) or Fellow of the Canadian College of Health Service Executives (FCCHSE) designations. Attend this session to discover opportunities for professional development as well as the steps involved in becoming a CHE.

Diamond Watson, CHE  
Director, Management Decision Support  
Shared Information Management Services (SIMS)  
& Co-Director, Canadian College of Health Service Executives

Ray J. Racette, CHE  
President and CEO  
Canadian College of Health Service Executives

Linda O’Rourke  
Executive Director, Professional Programs  
Canadian College of Health Service Executives

 <p>Canadian College of Health Service Executives Collège canadien des directeurs de services de santé</p>	<p><b>MAINTENANCE OF CERTIFICATION</b></p> <p>Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE/FCCHSE) to <b>7.0 Category I credits</b> for attending the CCHSE sessions and luncheon on Tuesday, November 4 and <b>7.0 Category II credits</b> toward their maintenance of certification requirement for attending OHA HealthAchieve</p>
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