



Canadian College of
Health Service Executives
Collège canadien des
directeurs de services de santé



École de gestion
TELFER
School of Management

Healthcare Leadership Professional Development

2009-10 Series

What's in Your Toolkit?

The Canadian College of Health Service Executives - Eastern Ontario Chapter

in partnership with the

Telfer School of Management

and its

Masters in Health Administration Alumni Association

presents...

Research Partnerships & Knowledge Diffusion

Thursday, November 26, 2009

5:00 – 7:30 p.m.

5:00 – 5:30 p.m. registration

5:30-6:45 p.m. presentations and discussion

6:45-7:30 p.m. networking

Moderator: Wojtek Michalowski, Professor, Telfer School of Management

Featured Speakers:

Samia Chreim, Associate Professor, Telfer School of Management

“Organizing interdisciplinary teams in primary care”

Jonathan Patrick, Assistant Professor, Telfer School of Management

“Wait Times, Scheduling and Capacity Planning”

Karen R. Nelson, MSW, RSW, Chief of Social Work / Director of Spiritual Care

The Ottawa Hospital

Please register by November 20, 2009

Ottawa: attend in person at Telfer School of Management

(Desmarais Building, 55 Laurier Ave. East, Room 12-130)

Upcoming seminars in the Series: February 25, April 29 (5:00-7:30 p.m.)

Inquiries? Please contact eoc-events@cchse.org



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Wojtek Michalowski, Professor, Telfer School of Management

Biography: Dr. Michalowski is a Professor of Decision and Management Sciences at the Telfer School of Management, University of Ottawa and a holder of the University Research Chair in Health Informatics and Decision Support. He is director of the Master of Science in Health Systems program and past director of the Master of Health Administration program. During 1997/1998 academic year he was Senior Research Scholar at the International Institute for Applied Systems Analysis, Austria. Wojtek is leader of the MET Research Group and a driving force behind MET research program (<http://www.mobiledss.uottawa.ca>). Goal of this program is to create integrative health informatics solutions for point of care decision support. Wojtek's research interests include health informatics with special emphasize on integrative decision support, modeling clinical practice guidelines, design of ubiquitous and mobile support systems, and data mining. He has written about ninety refereed papers and has published articles in over thirty scientific journals.

“Organizing interdisciplinary teams in primary care”

Interdisciplinary teams are increasingly pursued in a variety of areas in health care including family medicine, geriatric services and mental health. Establishing such teams involves changing the organization of work and crossing professional boundaries that create challenges. Through the presentation of a case study involving the successful integration of family physician services with the services of other health professionals including nurse practitioners, public health nurses, asthma technicians and others, the obstacles to and the enablers of setting up and organizing interdisciplinary teams will be discussed. Attention will be given to obstacles and enablers at the field, organizational and individual levels. Practice and policy implications will be addressed.

Samia Chreim, Associate Professor, Telfer School of Management

Biography: Samia Chreim received her Ph.D. from HEC-Montreal, after which she took a faculty appointment in the province of Alberta. She has been Associate Professor at the Telfer School of Management since 2006. Samia has studied extensively the topics of change and identity in a variety of organizations, including health care organizations. Her more recent research has focused on the dynamics of inter-professional and inter-organizational collaboration in health care settings.

“Wait Times, Scheduling and Capacity Planning”

There has been a strong push by both federal and provincial governments for hospitals and other health care providers to institute and abide by wait time targets for all delivered services. In some cases, funding has even been linked to achieving these wait time targets. What is often not recognized is that the imposition of any wait time target immediately imposes a resource capacity requirement. If the wait time targets are to be met, how much resource capacity is required? The answer to that question depends heavily upon the scheduling policy used to flow patients through the resource. A poor scheduling policy will lead to a much greater capacity requirement than might otherwise be the case. We look to explore the link between wait time targets, capacity planning and scheduling. We will show through a couple of case studies, the interdependence of these three factors and seek to provide some insight into managing wait time targets effectively.

Jonathan Patrick, Assistant Professor, Telfer School of Management

Biography: Professor Patrick's research interests are in applying the methods of operations research to improve the efficiency of health care management. His PhD thesis involved a Markov decision process model that sought to determine intelligent multi-priority patient scheduling policies with the goal of maintaining reasonable priority-specific wait times. His current research interests are in capacity planning within health care as well as continuing to explore scheduling challenges. On the theoretical side, Professor Patrick is interested in seeking to advance the field of approximate dynamic programming. Professor Patrick is a member of INFORMS and CORS. He is also an affiliate with the Centre for Health Care Management at UBC.

Karen R. Nelson, MSW, RSW, Chief of Social Work / Director of Spiritual Care The Ottawa Hospital

Biography: Karen graduated with an MSW degree from Wilfrid Laurier University in 1978. She has worked in a variety of clinical social work and health care administration positions across Canada and abroad. In 1996 became the Chief of Social Work at the Ottawa Hospital and in 2005 was appointed as Director of the Department of Spiritual Care. She is a member of the Executive of the Ontario Association of Social Workers and a member of the Board of the Ottawa CMHA and the Ottawa Inner City Health agency. Karen holds the appointment of Adjunct Research Professor at Carleton University where she teaches a Masters level course in Healthcare Social Work. She was recently appointed to the position of Clinical Director of Transitional Care at the Ottawa Hospital and is the site lead for Alternate Level of Care.



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Event Registration:

2009-10 Series, Event #2

November 26, 2009

Name:

Position:

Organization:

Address:

Telephone:

E-mail:

Please indicate your status and fee by ticking one of the boxes:

(A) I will attend in person at the Telfer School of Management

Member: \$30

Non -member: \$35

Student/EHL Member: \$15

Retiree: \$ 20

Registration and Payment Options:

- 1) On-line: go to http://www.cchse.org/EasternOntario.asp?active_page_id=1985
- 2) By mail: send your completed registration form and cheque to:

CCHSE-Eastern Ontario Chapter

P.O. Box 8181, Station "T"

Ottawa, ON K1G 3H7

Substitutes are welcome if registrant is unable to attend. Payment is non-refundable.

Maintenance of Certification (MOC): Attendance at this event entitles certified Canadian College of Health Service Executives members (CHE, Fellow) to 1.25 Category 1 credits toward their maintenance of certification requirement.