



Healthy Healthcare Leadership Charter

This Charter is intended to support the continuous improvement of the health of all Canadian healthcare workplaces and providers. It is founded on the principle that a fundamental way to better healthcare is through healthier healthcare workplaces; and it is unacceptable to work in, receive care in, govern, manage and fund unhealthy healthcare workplaces.

A healthy healthcare workplace is a work setting that takes a strategic and comprehensive approach to providing the physical, cultural, psychosocial and work/job design conditions that maximizes the health and wellbeing of healthcare providers, quality of patient outcomes and organizational and system performance.

Health human resources should be viewed and treated as core assets of the health system. Quality of worklife is important for the retention of our finite number of resources. Quality of worklife is also important for the delivery of effective, efficient and safe patient care.

Our vision is that Canadian health providers will achieve optimal health and work in healthcare settings that demonstrate healthy workplace leadership, management and accountability practices. Canada's health system needs a comprehensive and collaborative approach to workplace and workforce renewal that does not pit one organization against another in a zero-sum quest for recruitment. By working together to build, implement, evaluate and share healthy workplace leading practices, we will achieve this vision.

We agree with these principles and will act now to ...

- **Make quality of worklife a strategic priority.**
- **Assess, monitor and report on quality of worklife indicators including the standard quality of worklife indicators identified by the QWQHC.**
- **Identify priority action strategies that we will implement and evaluate.**
- **Identify and build knowledge on leading practices related to healthy workplaces.**
- **Exchange knowledge and network with other health leaders on healthy workplace practices.**

<i>Signature</i>	<i>Title</i>	<i>Date</i>
<i>Organization:</i>		
<i>Province:</i>		

If you would like to join the QWQHC network please fax back signed Charter to the attention of
 Melissa Barton - QWQHC Coordinating Secretariat Fax: (613) 738-7755 or toll-free 1 (800) 811-7088



Healthy Healthcare Leadership Charter Follow-Up Self-Assessment for Health Organizations

Scoring System

1. **“Not Much Yet”** = discussion is starting to occur around the need for the activity, any actions that have been implemented so far have not been done in a strategic or coordinated approach.
2. **“Getting Started”** = the activity is guided by a shared vision and is linked to the organization’s strategic goals. Commitment from top management is visible and champions are identified throughout the organization. A broadly represented participative team or committee has been identified to ensure direct employee involvement in the activity.
3. **“Activity Underway”** = the activity has clear objectives for the short-term and longer term. The committee has developed an action plan with clear goals, timelines and outcome measures. The activity has been implemented in a systematic way and is based on good planning.
4. **“Potential Leading Practice”** = the outcomes of the activities have been consistently evaluated, organizational leaders are kept informed about the impact of the initiative, multiple channels are used to communicate progress to employees. Ongoing reflection and learning occurs and involves continuous feedback loops and adjustments to the initial plan throughout the implementation of the initiative. Ongoing support and resources have been attained to ensure the success of the activity can be sustained. Knowledge is shared with other departments and organizations.

Priority Areas of Improvement	Specific Organizational Activity (see the QWQHC Action Strategy for descriptions of each activity)	Score	One or More Priority Areas of focus this year
Create Strategic Leadership and Management System for QWL	1. Build a Strategic Foundation for QWL Initiatives		
Implement a comprehensive and integrated human resources, healthy workplace and organizational development strategy.	2. Implement an integrated disability prevention & management system		
	3. Introduce a more comprehensive support system for employee wellness		
	4. Build a healing environment		
	5. Provide healthy leadership support and development program		
	6. Implement structures and processes that facilitate collaborative working practices		
	7. Implement opportunities and paid time for training and development		
	8. Implement a fatigue management policy and program		
	9. Implement new and innovative approaches to workload and staffing systems		
Link QWL to Performance Management Systems	10. Implement data systems to track and analyze QWL and support increased accountability		
Develop Internal and External Knowledge Exchange Capacity	11. Support QWL champions to build knowledge exchange relating to priority areas for improvement.		

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