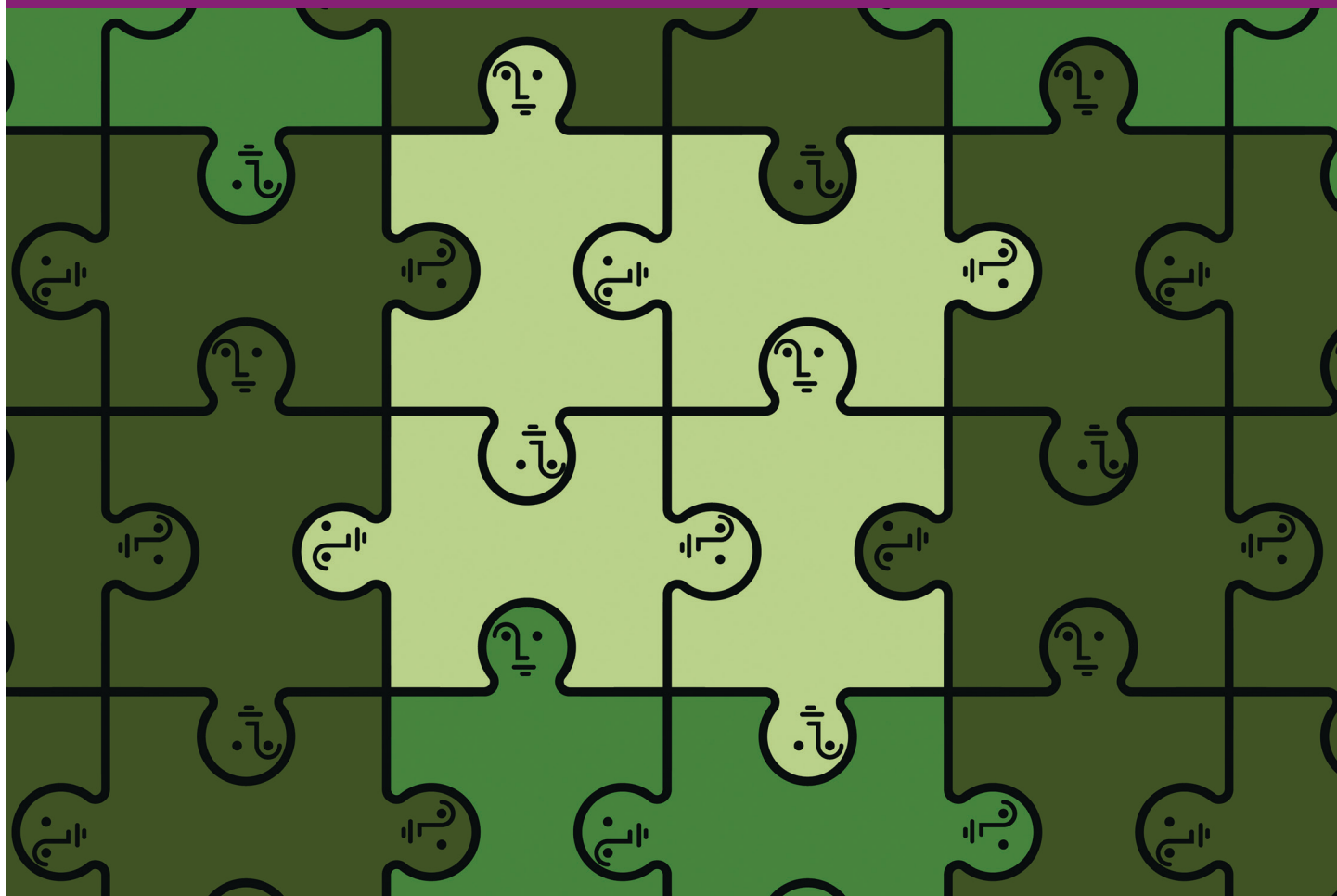


# 2012 Health Care Human Resources Leadership Symposium

Wednesday, October 17, 2012  
Toronto



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Renaissance Toronto Downtown Hotel  
1 Blue Jays Way  
Toronto, Ontario M5V 1J4

Hospital leaders are aware that Ontario is grappling with a very serious, prolonged fiscal challenge, and that changes must be made to improve health system efficiency and the care hospitals provide.

The new patient-based funding formula for the hospital sector will push hospitals more than ever to identify opportunities to continue to make efficiency gains. The symposium's session on *How People Practices Can Improve Organizational Performance* will show how HR can help to improve an organization's financial bottom line.

Health care is a people business – dedicated, skilled professionals delivering care to the people who need it. The symposium will also highlight the latest research in identifying the links between employee engagement and key organizational metrics such as patient satisfaction.

Other topics are executive compensation and strategies to retain top leaders.

Register today and attend the only HR event that will give you the health care perspective.

## Agenda

**8:00am**

**Registration and Continental Breakfast**

**8:55am**

**Welcoming Remarks**

**Chair: William (Bill) Greenhalgh**

*CEO*

Human Resources Professionals Association

**9:00am**

**Ontario's Health Care – Environmental Scan**

- Current political and economic state of affairs in health care



**Pat Campbell**

*President and CEO*

Ontario Hospital Association

**9:20am**

**Financial and Labour Update**

- Health Based Allocation Model (HBAM) of funding
- The difference between the 3 funding streams - global, Quality-Based Procedure (QBC) and HBAM – What procedures can hospitals continue to deliver and how will resources shift around changing clinical demands that are volume and price driven?
- Labour relations updates - mandatory central collective bargaining

**Lou Reidel**

*Director, Health Finance & Research*

Ontario Hospital Association

**Stephen Green**

*Director, Employee Relations*

Ontario Hospital Association

**10:00am**

**How People Practices Can Improve Organizational Performance – The Story of the Kingston General Hospital Turnaround**

- In 2008, Kingston General Hospital (KGH) was faced with a projected operating deficit of nearly \$30 million. A three year Performance Improvement Plan was established to systematically eliminate the operating deficit and address a number of other long standing organizational performance issues by the end of Fiscal 2012.
- This session will focus on how changes to people practices and programs contributed to organizational success – and the role that HR played throughout the process.

# Agenda

## **Leslee J. Thompson**

*President and Chief Executive Officer*  
Kingston General Hospital

## **Shannon Graham**

*Vice President, People Services and Organizational Effectiveness*  
Kingston General Hospital

## **10:40am**

### **Networking Break**

## **10:55am**

### **Future of Health Care Workforce**

- CanadaWorks 2025 Report
- Health/Medicine Student Recruitment Report based on analysis of data from the past three years of findings from the Canada's Top Campus Employers Report. The report focuses on health care/ medicine students in Ontario: their career goals, decision drivers and influencers, expectations for salary, vacation, and promotion and leadership aspirations.

## **Jeff Moir**

*Partner*  
Deloitte

## **Mark Bania**

*Managing Director, Canada*  
CareerBuilder

## **Ruth Silver**

*Strategist*  
DECODE

## **12:00pm**

### **Networking Lunch**

## **1:00pm**

### **Strategies to Retain Executives/ Top Leaders Round Table and Panel Discussion**

- The amendments to the *Broader Public Sector Accountability Act*, 2010 (BPSAA), regarding compensation arrangements, ban increases to salary and benefits for “designated executives” (i.e., CEOs, VPs, COOs, CFOs or CIOs). The ban will be in effect until 2017-18, when the Province expects to have a balanced budget.
- Given that the compensation freeze will take place for a minimum of eight years, how do we retain the executives and top leaders?

## **Facilitator: Bret Leech**

*Lecturer*  
Rotman School of Management, Centre of Industrial Relations and Human Resources, University of Toronto

## **2:00pm**

### **Networking Break**

## **2:15pm**

### **Linkages Between Employee Engagement and Organizational Metrics: How Employee Engagement Matters for Hospital Performance**

- The relationship between employee engagement and key organizational metrics such as patient satisfaction, reduced length of stay, increased hand hygiene, reduced medical errors and key HR metrics including resignations and sick days
- The business case for CEOs and Boards to invest in employee engagement

## **Moderator: Darrell Sewell**

*Vice President, HR & Hospitality Services*  
Lakeridge Health

## **Dr. Graham Lowe**

The Graham Lowe Group

## **Dr. Walter Wodchis**

*Research Scientist*  
Toronto Rehabilitation Institute  
*Lecturer, Department of Health Policy, Management and Evaluation*  
University of Toronto

## **Ofelia Isabel**

*Canadian Leader, Talent, Rewards and Communication*  
Towers Watson

## **Michael Thompson**

*National Partner*  
Mercer (Canada) Ltd.

## **3:15pm**

### **Values-Based Employee Recognition Integrated with Client & Family Experience of Care**

- Building a culture of recognition at Holland Bloorview
- Encouraging and reinforcing values that link to Holland Bloorview's success
- Demonstrating the linkage between employee recognition and employee engagement, and between client and family satisfaction, and employee engagement

## **Judy Hunter**

*Vice President, Human Resources & Organization Development*  
Holland Bloorview Kids Rehabilitation Hospital

## **Doug Miron**

*Senior Consultant, Organization Development & Learning*  
Holland Bloorview Kids Rehabilitation Hospital

## **Brad Annis**

*Manager, Total Rewards & Systems*  
Holland Bloorview Kids Rehabilitation Hospital

## **4:00pm**

### **Closing Remarks and Adjournment**

## Registration

Please register for this program online. For more information, visit: [www.oha.com/conferences](http://www.oha.com/conferences).

*Please note:* space is not guaranteed unless payment is received prior to the event.

## Registration Fee

OHA Member Fee: \$499 + HST

OHA Non-Member Fee: \$989 + HST

If your organization is a member - you are a member! To see a list of OHA member organizations visit [www.oha.com/members](http://www.oha.com/members)

To learn more about how to become an OHA member, visit [www.oha.com/becomeamember](http://www.oha.com/becomeamember)

## Payment Methods

Payment can be made by Credit Card (American Express/VISA/Mastercard) or Cheque. Please note, for transactions less than \$200 before taxes, payment must be made by credit card.

## Badge Pick-Up

Registration badges can be picked-up on Wednesday, October 17, 2012 at 8:00am at Renaissance Toronto Downtown Hotel, 1 Blue Jays Way, Toronto.

## Discount Policy

The first registrant must pay the full registration fee. If more than one full registration is received from the same organization, a 15% discount (+ HST) will apply to each additional registration received. All group registrations must be received at the same time. This discount is not valid with other program promotions.

### Discounted fee for each additional registrant:

OHA Member Discounted Fee: \$424.15 + HST

OHA Non-Member Discounted Fee: \$840.65 + HST

## Cancellation Policy

A \$200.00 processing fee per registrant will apply to cancellation refunds received in writing up to five business days prior to the event. No refunds will be given for cancellations received less than five business days prior to the event. Substitutions are welcome. The OHA reserves the right to cancel or reschedule an event.

## Accommodation

If you require accommodation, please contact Renaissance Toronto Downtown Hotel at 416 341 7100 or 1 800 237 1512. Please be sure to indicate that you are attending **2012 Health Care Human Resources Leadership Symposium** to secure a special room rate of \$189. Be sure to make your hotel reservation before September 16, 2012, as accommodations for that time period are filling up quickly and room block space is limited.

## Special Requirements

If you require extra assistance or have special requirements, please let us know when registering for the event to ensure we can accommodate them.

## Contact Us

For additional event information and questions, please contact Aliya Naqvi at 416 205 1356 or 1 800 598 8002 ext. 1356 or email [anaqvi@oha.com](mailto:anaqvi@oha.com).

## Sponsorship Opportunities

Sponsorship of an OHA educational event provides your company with an excellent way to:

- Create, maintain and elevate brand awareness and corporate profile.
- Foster relationships with current health care professionals.
- Generate new leads.

We can tailor specific sponsorship packages to help you meet your goals and objectives to provide ROI.

### *Ready to Start Building Your Opportunity?*

Contact Lisa Shulist at 416 205 1455 / 1 800 598 8002 ext. 1455 or [lshulist@oha.com](mailto:lshulist@oha.com) to help you design a strategy that meets your marketing goals and objectives.

## Harvard ManageMentor

Program registrants can purchase a one-year subscription to Harvard ManageMentor® 10 for a special rate of only \$99 + HST (regular price \$300).

For more information, visit [www.oha.com/HMM](http://www.oha.com/HMM).

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