

TRANSFER OF CREDITS

Participants who have previously completed one or more of these courses (or who have taken equivalent courses from other educational institutions) may apply to RRC for transfer of credit consideration.

THE SCHEDULE

Programs will be offered in three time blocks throughout the year, Fall session (September to December), Winter session (January to March) and Spring session (April to June). Classes will be held during evenings, approximately 1700 to 2200 hrs.

COSTS AND SPONSORSHIP

The direct costs for tuition fees will be shared between the participants and their respective employers. Each approved applicant will be required to pay their portion of the tuition fees for each course. Participants will also be responsible to purchase the required course textbooks.

Employers will pay the balance of the tuition fees for their sponsored participating staff member.

Should a participant fail to complete a course within the program, they may be required, at their employers request, to repay tuition costs that have been paid on their behalf.

PARTICIPANT ELIGIBILITY

Participation in this program is restricted to current employees within the Winnipeg Health Region who have been approved for sponsorship by their employer under the terms of this program. Priority will be given to those individuals who currently hold management, supervisory or leadership positions. However, employers may also sponsor other staff, who have been in their current positions for at least one year, and who are seeking to build skills for promotion into health care



PARTICIPANT COMMITMENTS

In addition to the financial commitments set out, participants will be expected to:

- attend and participate in classes.
- complete the required course work, assignments and examinations.
- work consistently toward completion of all 10 courses in the program (on average, a three year commitment).

APPLICATION INFORMATION

You can get an application form from your Human Resource department or designate. Complete and return the application form to your employer for sponsorship consideration.

Applications will be reviewed and approved for sponsorship by your employer. Approved applications will be forwarded to the Winnipeg Health Region's Organization & Staff Development (OSD) for seat placement.

Due to seat limitations, some applicants who are approved for sponsorship by their employer may be wait listed for seats that become available. Once a seat has been assigned, applicants will be notified and will be required to forward a cheque for their portion of tuition for each course. Cheques will be cashed after completion of the second class of each individual course.

MORE INFORMATION:

Call the Winnipeg Regional Health Authority/
RRC HSLM Collaborative Program at

204-787-8945

**or visit www.wrha.mb.ca/OSD and click
on *Management & Leadership Development*.**

For more details regarding the Winnipeg Regional Health Authority/
RRC Health Services Leadership Management Certificate Program,
go online:

www.rrc.mb.ca

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RED RIVER COLLEGE

THE OPPORTUNITY

In Winnipeg's dynamic and evolving health care environment, pursuit of a management career represents a challenging opportunity...to make a difference and to help shape a vital public service. To be effective, health care managers and leaders must work within a complex environment, facilitate ongoing change, identify the best ways to access and use technology, and respond to the evolving needs and changing expectations not only of the people we care for, but also of our workforce.

Executive leaders across the Winnipeg Health Region recognize that health care managers often come to their positions because of their superior clinical, technical or service skills and that they may not have had the opportunity to prepare for the unique challenges associated with assuming management and leadership roles. Therefore, to better equip our organizations and staff to address these challenges, employers from across the region are investing in a long-term management development program, in collaboration with Red River College (RRC). Since 2003, this program has provided current and future managers with a broad conceptual knowledge base regarding management practice. In 2010 the Winnipeg Regional Health Authority/RRC Health Services Leadership and Management Collaborative Program was expanded to 10 courses. This expansion provides participants with the opportunity to attain a RRC Health Services Leadership Management (HSLM) Certificate.

BENEFITS

- Develop a broad conceptual knowledge base that will build competence as a Health Services Manager.
- Achieve a RRC HSLM Certificate upon successful completion.
- Participate alongside colleagues in class work and discussions related to the realities and unique challenges encountered in managing within the health sector.
- Enjoy employer-sponsored continuing education that is recognized as part of the Winnipeg Regional Health Authority's succession planning.

THE PROGRAM

The HSLM Certificate Program offered through the Continuing Education Division of RRC is based on the core management competencies identified by the Canadian College of Health Leaders.

COURSE DESCRIPTIONS

CANADIAN HEALTH CARE

Explore the history of the Canadian health care delivery system, its funding model, the principles of Medicare and applicable legislation. Examine the determinants of health, drivers of change, and the roles and responsibilities of the various professions and service delivery systems.

CUSTOMER SERVICE EXCELLENCE

Study the application of conceptual models in interpersonal processes and partnerships. Explore the roles of personal and professional standards for honesty, values and ethics in health services. Strategies for investigating and defining problems will be examined from a variety of stakeholder perspectives.

DECISION MANAGEMENT

Learn how to frame decision-making and develop innovative strategies to solve problems to improve efficiency, performance and quality of care in health services. Discuss the implications of culture, ethics and legislation in decision-making. The course will also address barriers to individual and group growth and dynamics.

HEALTH SERVICES FINANCE

Look at strategic and operational financial planning and management within health services. Explore the structure of health care funding, principles of budgeting, monitoring and variance analysis and financial benchmarking. The realities of resource allocation in the age of "doing more with less" will be discussed.

HUMAN RESOURCE MANAGEMENT

Get an overview of the role of human resource management in achieving organizational strategic objectives. Explore integrated, goal orientated management functions, which are carried out in the context of multiple factors (competitive, social, legal and organizational).

ISSUES AND TRENDS

Explore current issues and trends that affect the future direction of health services. Discuss issues regarding sustainability, government and provider accountability, and leadership challenges.

MANAGEMENT CONCEPTS

Acquire the skills to develop strategy and manage people systems and processes within health care organizations. Discuss the role of managers in ethics, organizational change, safety and risk management. This course is a prerequisite to Leadership Concepts.

LEADERSHIP CONCEPTS

Explore leadership concepts and their application to health services delivery. The LEADS Health Leadership Capabilities Framework and the Canadian College of Health Leader's Leadership Competencies will be examined. Discuss practices of exemplary leadership drawn from readings.

ORGANIZATIONAL BEHAVIOUR

Examine and apply concepts of organizational behaviour and learn how they impact on organizational effectiveness. Explore how to strengthen employee motivation, group dynamics, leadership and team building. Change management in complex health care environments will be discussed.

QUALITY STRATEGIES

Review the theory and application of quality performance within health care services. Explore how performance and total quality management are embedded into business management and operational planning. Emphasis is placed on establishing and maintaining organizational quality improvement strategy.

LOCATION

All courses are held at RRC, The Roblin Centre Princess Street Location.

