

FAQ?

Frequently Asked Questions

Quality Improvement and Patient Safety Leadership Program



+ What is Telfer Executive Programs?

We are the premiere provider of executive and leadership development programs across the National Capital Region (with a reach both across Canada and internationally). Part of the Telfer School of Management at the University of Ottawa - our programs are aimed at developing key skills and abilities of senior leaders.

+ Do I have to be a physician to attend the Quality Improvement and Patient Safety Leadership Program?

No. The program is open to all healthcare professionals and is especially suited to physician-administrator dyads. Past participants have been physicians, residents, nurses, pharmacists, healthcare administrators, etc.

+ What is the time commitment for the program?

The program spans over a period of 10 months with 10 "in-class" program days (70 synchronous learning hours). As part of the program, you will undertake a project within your institution to improve quality or patient safety which can span anywhere from 20 to 100 hours.

+ What is the format of program (virtual, in person)?

The program offers a combination of both in-person and virtual learning. Modules 1 and 5 are delivered in person, while the remainder of the modules are delivered in a virtual format.

+ Can I join the program if I am a Healthcare leader outside the National Capital Region?

The program is designed for anyone in a healthcare organization who has an interest in improving quality and patient safety and wants to design and implement a quality improvement project in their organization. Participants must be able to attend in-person modules at the Telfer Centre for Executive Leadership in Ottawa.

+ What are some past project examples?

Projects may be existing initiatives or new initiatives that will be conducted during the program. Participants will be guided by our team of facilitators when selecting the scope of their projects. Recent project examples from our past cohort include:

- IMproving LAboratory Time Efficiency for Patients on the General Surgery Ward - The IM-LATE Quality Improvement Project
- Improving Glycemic Control in TPN - It's In(sulin) the Bag!
- High 5 - Implementing High Quality Patient Handover in Pediatric Hematology Oncology Unit

For any questions regarding the project component of the program or for a detailed list of past projects, please contact us at: executiveprograms@telfer.uottawa.ca

+ Is the program accredited?

In 2021-2022 this event was an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada for 69.0 hours. In the past, this program has been reviewed and approved by the University of Ottawa, Office of Continuing Professional Development.

In 2021-2022, this Group Learning program also met the certification criteria of the College of Family Physicians of Canada and was certified by the University of Ottawa's Office of Continuing Professional Development for up to 69.0 Mainpro+ credits.

We will be applying for Accreditation once again in 2023-2024 at the University of Ottawa's Office of Continuing Development.

+ What is typical cohort size?

The program is designed for an optimal cohort size of 10-16 participants. To ensure an ideal learning experience, the minimum cohort size is 8 and the maximum is 24.

+ Are there any scholarship or financing opportunities for the program?

Unfortunately, there are no formal scholarship opportunities through the Telfer School of Management or the University of Ottawa for the program. We do encourage you to contact your organization and/or its training department for funding opportunities.

+ What is your cancellation policy?

Any cancellations occurring 45 days prior to the program start will not occur any fees. For more details about our cancellation policy, please visit:
<https://telfer.uottawa.ca/en/executiveprograms/cancellation-payment-policy/>