

4th Global Summit on **Healthcare**

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The quality journey: Becoming a high performing organization

Given the complexities of today's healthcare environment, programs that monitor and address the quality and safety of patient care are becoming increasingly important. The Hospital for Sick Children (Sick Kids) in Toronto, Ontario, Canada specializes in measuring and improving the quality and safety of health-care services in a multi-disciplinary, pediatric patient and family focused environment. We are consistently rated as a high performing hospital by the Ontario Ministry of Health and Long-Term Care and the Ontario Hospital Association's Hospital Report, considered one of the most advanced approaches to hospital performance measurement in North America. In this presentation, we will describe our quality journey and we will share what we have learned about becoming a high performing hospital with respect to quality patient care. In this session participants will learn about the dimensions of quality as well as the infrastructure and tools that are required to build skills and capacity for continuous quality improvement, learn about critical leadership behaviors and organizational practices that contribute to becoming a high performing, quality organization and learn how to identify the appropriate tools and strategies based on their organization's readiness and phase in their quality journey.

Biography

Cindy Bruce-Barrett has a Master's degree in Nursing and also held a variety of progressive leadership positions in healthcare sector. In her current role, she leads a number of corporate and clinically based initiatives and provides consultation, facilitation and advisory services within Sick Kids International.

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