

Distance Learning

Course Catalogue

2013-2014

www.cha.ca/learning/



Canadian Healthcare Association
Association canadienne des soins de santé

CHALEARNING
FORMATION**ACS**

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Every attempt is made to ensure the accuracy of the information in this publication. CHA Learning reserves the right to modify or cancel any program at any time.

Go the Distance with CHA Learning >>>

CHA Learning has been developing the health leaders of tomorrow for almost 60 years by providing them with the knowledge and skills to be successful today. As the professional development branch of the Canadian Healthcare Association, we uniquely understand our pan-Canadian health system and the learning needs of those who work in this challenging but rewarding sector. And since most of our students are already working within healthcare, our flexible part-time studies allow students to *learn online wherever and whenever*... while continuing to work and maintain their personal and professional lives.

CHA Learning is proud to have helped tens of thousands of health professionals be successful in their health leadership careers from communities large and small. In our programs, students will experience the richness of this whole country – and learn from the experience of those who work in health care.

CHA Learning has a program designed for you, whether you're seeking training in health services management, long-term care, quality improvement and patient safety, food service management, health information management, or governance. Our online, collaborative learning environment means students are supported by healthcare experts and professionals from across Canada. Explore our online course catalogue and visit our website regularly, as we continue to add new program offerings throughout the year.

CHA's vision is for an innovative, accountable and sustainable health system designed for the people of Canada. CHA Learning is similarly dedicated to developing leaders who will lead this vision and make a difference. Throughout your studies, you will be supported by CHA's professional, friendly and committed staff... because we're all here to make a difference too.

Discover CHA Learning... and let us help you go the distance.



Health Information Management

Health Information Management (HIM) is the perfect fit for anyone looking for an exciting career in a unique administrative healthcare discipline. Graduates of the CHA's long-standing HIM program will continue to be in high demand as experts who provide valuable health information that meets the needs of healthcare decision-makers, clinicians and patients and who play an essential role in cost-effective, high quality health care.

Students of the HIM program achieve national learning objectives set by the Canadian Health Information Management Association (CHIMA) and graduates are eligible for national certification. Students will learn about:

- Methods and challenges of collection, use and disclosure of health information
- The legal and ethical risk of information management
- The evolution of electronic health information
- Biomedical sciences
- Leadership and management skills for HIM professionals.

Online

2 years

\$2,390.00

Introduction to Medical Terminology

Do you work with clinicians in an administrative or support role in any area of health care? Being able to understand the language of medicine will make you a more confident and effective team member. This introductory course will help you understand basic medical term composition and usage, and how to relate them to anatomy, physiology, pathology and pharmacology. Graduates of the Medical Terminology course will come away with a working knowledge of medical terminology and a deeper understanding of the information they deal with daily in any healthcare environment, including acute care, community care, and private medical care. Through the course, you'll have an opportunity to:

- Analyze the composition and meaning of common medical terms
- Learn about acceptable medical abbreviations
- Gain an understanding of language used to document pathological conditions, diagnostic techniques and treatment modalities

Online

1 year

\$ 495.00



Governance



Governance Development Program

New to the Board of Directors? Want to transform your Board into a highly functional board of governors that can make a real difference? CHA Learning's new Governance Development Program (GDP) will allow you to shape your view from the top and acquire the new skills, insights, competencies and confidence it takes to be an effective health-system director. This program is led by health governance experts who will guide you to better understand your new responsibilities, help you effectively communicate your ideas, and inspire you to be a valuable and influential member of the board.

Designed for busy professionals, The Health Governors' Foundation Series, the first course in the GDP, is only 15 hours long and will teach you:

- Examples of good and poor governance in the Canadian healthcare context
- Fiduciary, strategic and generative governance: how and when to employ them
- How to stimulate creative thinking at board meetings
- The crucial role that a board's culture plays in its effectiveness

Online

15 hours

\$ 400.00

Food and Nutrition



Food Service and Nutrition Management

Nutrition has a huge impact on care and comfort, but it takes specialized knowledge to provide quality, economical meal service in a hospital or long term care facility. One of the CHA's most established programs, the Food Service and Nutrition Management program is fully accredited by the Canadian Society of Nutrition Management (CSNM) and graduates are eligible for membership with the CSNM.

What's on the menu? This challenging program is designed for those currently working in health care food services, who wish to pursue a rewarding career in food service management. In year one, students focus on fundamental concepts of food management. In year two, students build on this knowledge with a focus on nutrition, diet therapy and clinical applications. Specific topics covered include:

- Cost control
- Menu planning
- Patient counseling
- Safe food handling

Online

2 years

\$1,900.00



Quality and Safety



Continuous Quality Improvement

Have you been given the responsibility to find efficiencies in your organization? Do you want to learn how to incorporate ongoing quality improvement processes into your work environment? Are you interested in how quality improvement programs can also improve efficiency? The Continuous Quality Improvement (CQI) program provides health service managers and staff with essential knowledge about CQI concepts and techniques that are applicable to all healthcare environments, including hospitals, home and community care, and residential care. Through this course, you will improve the scope of your knowledge on topics such as:

- The basic concepts of CQI
- Improvement tools and approaches
- Measurement and national indicators
- Evaluation methods

Online

1 year

\$1,795.00

Risk Management and Safety in Health Services

Don't miss out on the skills you need to become a confident healthcare risk manager. Discover leading practices and approaches to risk management and be rewarded with a certificate in Risk Management and Safety issued by the Canadian Healthcare Association—plus gain the confidence to deal with any workplace threat.

Created for working professionals, this program will give you the skills and knowledge you need to identify, assess, manage and mitigate risk in your health care organization. The course covers a range of topics including:

- The financial costs of risk management in health care
- A brief history of risk management in health care
- Enterprise risk management
- How risk affects critical health care management functions

Online

1 year

\$1,795.00



Quality and Safety



Canadian Patient Safety Officer Course

The responsibility for patient safety rests on the shoulders of all health professionals. An effective patient safety program is one of the greatest ways a healthcare organization or professional can reduce risk and improve quality of care. The comprehensive Canadian Patient Safety Officer Course is designed especially for healthcare professionals who want a thorough understanding of effective development and implementation of successful patient safety programs. This highly interactive course brings experts from across North America to share leading safety practices and provide you with relevant and exciting learning experience in areas such as:

- The tools and techniques used to develop a patient safety program
- How human factors like fatigue relate to patient safety
- High-risk clinical processes
- How to influence and build a patient safety culture

Workshop

4 days

\$3,975.00

Lean Healthcare Green Belt Certification

Designed by the Leading Edge Group, participants in the Lean Healthcare Green Belt Certification program will gain a comprehensive overview of Lean Thinking and its advantages for healthcare. This is your chance to discover the Lean Tools and practices that can reduce costs, increase efficiency and quality of service, improve patient and employee satisfaction and create an ongoing culture of continuous improvement. Created for hospital executives, department directors, healthcare and service staff, the program will cover:

- An introduction to Lean Thinking and how it applies to healthcare
- Lean Healthcare Tools and Practices
- Value Stream Mapping, Kaizen and 5S approaches
- Implementing Lean and Six Sigma in healthcare

Online

3-6 months

\$2,660.00



Long-Term Care



Long-Term Care Management

Are you an ambitious long-term care professional aspiring to advance into a management role? Do you have a desire to become a leader in your residential care organization? If so, the Long-Term Care Management program will provide you with a full breadth of knowledge about the evolution, standards and conceptual pillars of long-term care. This program will prepare you to effectively manage the challenges of providing high quality care to an aging population. You'll gain the management competencies you need while you cover topics like:

- Evolution and funding of the long-term care system
- Issues and trends in long-term care
- Community-based and home care services
- Controlling and quality management
- Managing organizational change

Online

2 years

\$1,795.00

Long-Term Care Administrator

Are you a new or aspiring long term care administrator? CHA Learning's Long-Term Care Administrator course will prepare you for this vital health care position. Designed to expand your knowledge of long-term care and enhance your leadership capabilities, this one hundred hour course will give you the skills to:

- Understand the evolution and funding of long-term care in Canada
- Recognize the issues long-term care faces today
- Manage the challenges related to mental health in long-term care
- Communicate effectively and make evidence-based decisions

Online

100 hours

\$1,495.00



Health Management



Health Services Management

Being a manager in the health care system has never been more challenging... and never more rewarding. The Health Services Management program can put you on the path to an even greater range of opportunities and provide you the knowledge and skills to make a difference.

Created for experienced managers in health service organizations, this program will provide you with a solid foundation for further professional and career development, and covers:

- The evolution of professionals in health services
- Development and scope of community-based services
- Home care models
- Current challenges in facility-based long-term care
- Staffing and financial management

Online

2 years

\$1,795.00

Modern Management

Are you a new or aspiring program coordinator, supervisor, team leader, or manager? You need to acquire knowledge of today's best, most current management practices in order to be successful and progressive. CHA's Modern Management program provides a solid introduction to contemporary management practices. When your fresh ideas and new energy meet modern management principles, it's a match that can't fail. Through the program, you'll cover:

- Management as a profession
- Ethical decision making and strategic planning
- Leadership development
- Managing human resources

Online

1 year

\$1,795.00



Health Management



Cultural Competence and Cultural Safety in Health Services

Do you provide health services to First Nation, Inuit or Métis peoples? If so, whether you provide direct care or manage healthcare programs, the Cultural Competence and Cultural Safety in Health Services program will help you gain the specialized skills and cultural sensitivity to increase your effectiveness in caring for unique cultural groups. By integrating cultural awareness into your daily interactions, you'll gain your clients' trust and create a climate of openness. While the course focuses on the needs of Canada's Aboriginal peoples, the knowledge gained is pertinent to any professionals caring for diverse cultural populations. The program encourages diversity awareness and invites participants to:

- Gain an overview of Cultural Competence and Safety practices
- Learn more about the post-colonial viewpoint of native cultures
- Recognize the value of communication, inclusivity and respect for diversity
- Develop basic indigenous knowledge to help you better relate to patients and clients.

Online

1 year

\$ 995.00



Continuing education in food service and nutrition management!



The Food and Nutrition Management Continuing Education Series

delivers timely webinars on the hot topics you need to provide quality, economical food service in health care facilities

✓ CE points available for CSNM members

Visit www.cha.ca/learning/ to learn more and to register.

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² Ramsey et al., Comparison of the Effects of Antimicrobial Wound Dressings on Cell Viability, Proliferation, and Growth Factor Activity, SAWC 2008
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2013 Guide to Canadian Healthcare Facilities

Volume 20

Your Complete Source for Comprehensive Information
on Canada's Health System



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- ▶ Find key information on Canada's health delivery system

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De la rhétorique
à l'action :
des systèmes
de santé centrés sur
la personne et
la famille

June 10 -11, 2013
Niagara Falls, Ontario

Les 10 et 11 juin 2013
Niagara Falls (Ontario)



Canadian Healthcare Association
Association canadienne des soins de santé



**Visit www.cha.ca/learning/
to start your journey today!**

CHA Learning is the recognized distance learning provider of the Canadian Healthcare Association. Founded in 1931, the Canadian Healthcare Association leads informed and continuous health system improvement.

CHA is a federation. Our members are the provincial and territorial health organizations that serve the people of Canada across the continuum of care. Together we:

- influence decision makers
- are a catalyst for innovation
- develop leaders and leadership

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