An exciting continuing education opportunity in...

**Health Services Management**

**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**

Obtain 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 Regional Health Authority OSD Department for seat placement.

Due to some seat limitations, some applicants who are approved for sponsorship by their employer may be ‘waitlisted’ for a brief period. Once a seat has been assigned, applicants will be notified and will be required to forward a $50.00 cheque (for 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/Red River College HSM Collaborative Program at 787-8945

or visit www.wrha.mb.ca/OSD and go to Management & Leadership Development.

For more details regarding Red River College Health Services Management Certificate Program go online:

www.rrc.mb.ca

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**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 the evenings (approximately 1700 to 2200) with the exception of a few courses which will be delivered over the course of a couple of weekend days.

**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 the first $50.00 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 management positions.
The Opportunity

In Winnipeg’s dynamic and evolving health care environment, pursuit of a management career represents a challenging opportunity...to make a difference...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 our patients and clients, 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. 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 Collaborative Program was expanded to 10 courses. This expansion will provide participants with the opportunity to attain a Red River College HSM Certificate.

Benefits

• Develop a broad conceptual knowledge base that will build competence as a Health Services Manager.
• Achieve a RRC Health Services Management 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 Winnipeg Regional Health Authority’s succession planning.

The Program

The Health Services Management Certificate Program offered through Continuing Studies at Red River College is based on the core management competencies identified by the Canadian College of Health Service Executives.

The Winnipeg Regional Health Authority/RRC Collaborative Program provides the opportunity to complete the full RRC HSM Program and receive a College HSM Certificate.

Courses Descriptions

Canadian Health Care
Discuss the historical content that has defined and shaped health services of Canada. Case studies and presentations will include topics such as community capacity building, health care sustainability and the drivers of change in health care.

Customer Relations
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. Discuss how the differences in context of human values (psychological, social, cultural, economic and political) affect an individual’s healthcare needs.

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
Learn about 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. Discuss the relationship of financial planning and accountability models.

Human Resource Management
Develop an understanding 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). The course also examines performance management strategies.

Issues and Trends
Explore current issues and trends that affect the future direction of health services. Discuss issues regarding sustainability, government and provider accountability, leadership challenges and retention and recruitment of medical staff.

Management Concepts
Acquire the skills to develop strategy and manage people systems and processes within health care organizations. Discuss the role of managers in motivation, ethics, organizational change, leadership and safety and risk management. Apply health care case studies in the context of management philosophies, practices and concepts. This course is a prerequisite to Leadership Concepts.

Leadership Concepts
Explore the role of leadership in personal and organizational capacity building in health services. Concepts of Personal and Change Mastery, intellectual and emotional intelligence, mental models and shared vision within health care organizations will be discussed.

Organizational Behaviour
Examine the implications of individuals, groups and organizational structure in achieving strategic goals. Explore organizational behaviour concepts and application, including group dynamics, leadership and team building. Discuss managing change in complex health care environments.

Quality Strategies
Learn about 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 Red River College, Princess Street Campus.