



Change Leadership Certificate

This program equips you to successfully lead change by integrating leadership with best practices in change management. You'll be prepared to create winning conditions to foster change through essential information and tools, analysis of a real-life case study, and hands-on experience creating a change plan.

For this program you'll choose one of the following case studies that is of most interest to you.

Case Studies

01

Quality Improvement Antipsychotic Optimization in Long-Term Care

This case study describes Perley Health's multi-year quality improvement journey to optimize antipsychotic (AP) use among long-term care residents without a diagnosis of psychosis.

In 2017, Perley Health recognized that APs were being overprescribed in older adult populations, particularly those living with dementia. AP use is frequently associated with poor health outcomes, such as increased risk of complications resulting in hospitalizations and death. The organization made a commitment to decrease the percentage of residents using APs without a diagnosis of psychosis.

An improvement of this nature required more than a change in process. It required a fulsome cultural change, interdisciplinary collaboration, and ongoing leadership engagement.

Despite challenges, including a global pandemic, the team was able to demonstrate meaningful reduction in the use of APs without a diagnosis of psychosis at Perley Health.

02

Clinical Implementing an Antimicrobial Stewardship Program

This case study describes how Mount Sinai Hospital (MSH) and the University Health Network (UHN) developed and implemented an Antimicrobial Stewardship Program (ASP) to improve the appropriate use of antimicrobials.

Two separate programs, one at each hospital, were established, and then eventually merged. Merging required navigating the needs of each organization while allowing the ASP to function as a single entity. This meant negotiating and understanding different funding and human resource structures, as well as hospital priorities and cultures.

Bringing about change in an effective manner requires a deliberate step-wise approach. This type of approach was used as MSH-UHN ASP expanded to become Canada's largest and most experienced ASP.



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Case Studies

03

Digital Health

Implementing a Consumer Health Portal

This case study presents the implementation of a consumer health portal at Holland Bloorview Kids Rehabilitation Hospital; Canada's largest pediatric rehabilitation teaching hospital, located in Toronto. The portal, called connect2care, provides clients (children and youth) and their families with access to their appointment schedule and clinical information, and provides a secure way to communicate with their care team.

The implementation of a consumer health portal represents a significant change initiative affecting clients and families, as well as clinicians and other staff in the organization.

We still have much to learn about the real impacts of the portal on engagement and activation, but the early signs are very positive.

Holland Bloorview
Kids Rehabilitation Hospital

04

Organizational Development

Implementing a New Performance Management System

This case study presents the development and implementation of a new performance management system at the Champlain Community Care Access Centre (CCAC) in Eastern Ontario. The Champlain CCAC is one of 14 CCACs in Ontario which provide a variety of home and community health services.

In 2010 a new leader in Organizational Development saw the need for a redesign of the performance management strategy. Through quick exploration and engagement, a burning platform for change rapidly emerged. The early enablers for change were the generalized dislike and disengagement with the current process.

The result? - a new system which enabled broader strategic performance and talent management that was more accepted across the organization. Proudly, we were the first CCAC in Ontario to successfully implement a technology-based performance and talent management system and lead the sector in integrating the LEADS in a Caring Environment Leadership Framework into the system.

