



YORK U

MASTERS CERTIFICATE IN
Healthcare Management

Embrace health-sector challenges to deliver better care and lead people more effectively

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Grow your career.
Level up for the future.





Program Insights

- Enhance your capacity to lead in a complex, ever-changing healthcare system.
- Examine innovative business models that can be applied to healthcare to improve efficiency and effectiveness.
- Learn to manage workers' changing expectations, as well as the breakthrough medical advances and new technologies needed to lead in today's healthcare sector.

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**Become an effective leader
in healthcare by cultivating
a set of specialized skills**

Serving more and more patients with less and less funding is just one of the many serious issues facing the healthcare sector.

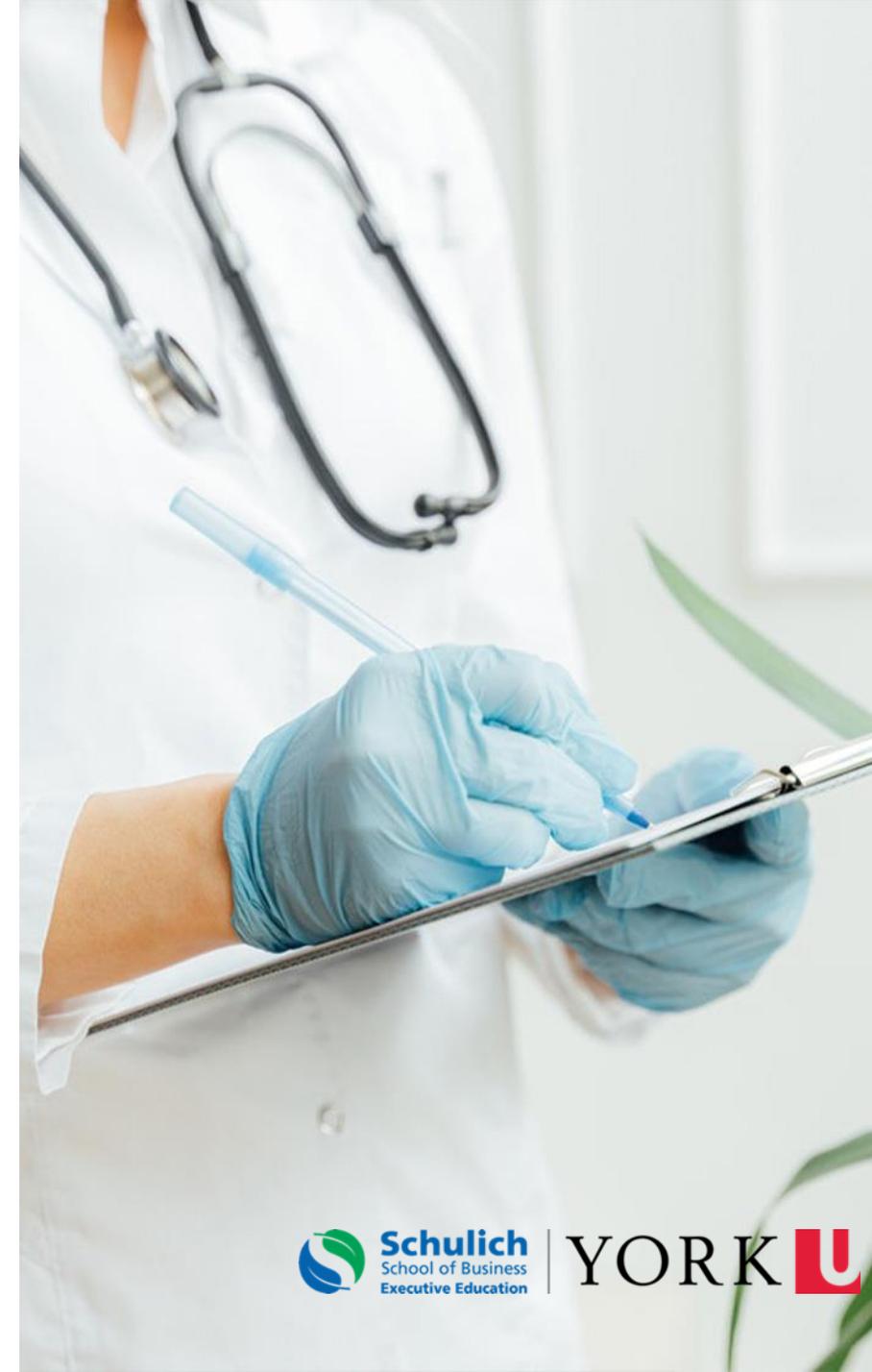
Shortages of skilled professionals, major demographic shifts and continuously-changing technology also pose significant challenges for professionals seeking to provide the highest quality care with limited resources. Leadership excellence in this complex and rapidly-changing environment demands a unique combination of healthcare-focused business management acumen, and sector-specific skills and knowledge.

Effective leaders must apply proven management principles and embrace effective new approaches to develop a balance of capabilities across three critical areas: leadership skills like critical thinking and problem solving, project management and leading change initiatives; softer 'people' skills like emotional intelligence, communicating effectively and resolving conflict; and specialized management skills like implementing Lean methodology, and aligning IT with organizational strategies.

The Masters Certificate in Healthcare Management – the first comprehensive certificate program of its kind in Canada – addresses the unique leadership issues facing healthcare professionals, providing tools, techniques and best practices to effectively lead in the complex world of Ontario's healthcare sector.

Unique Program Features

- World-class instruction by accomplished healthcare, business and academic experts
- Applied learning through an individualized anchoring project that can be used in your workplace immediately
- Respects your busy schedule: one work-day matched with, one weekend day demonstrates personal commitment and avoids multiple work absences
- Network with peers from different parts of the healthcare spectrum and share experiences for valuable insights into the whole system
- Learning is practical, interactive and healthcare-sector focused with many take-away tools





Seven modules spread over 3 months:

- Advanced Leadership in the Healthcare Sector
- Critical Thinking and Project Management
- Communication and Problem Solving
- Leading Change & Innovation in Healthcare
- Collaboration and Appreciative Leadership
- Information Technology and Lean
- Finance, Strategy and Authentic Leadership

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Participant Profile

This program has been designed for:

- Professionals in leadership positions in private or public healthcare, including hospitals, CCACs, LHINs, long-term care facilities, etc.
- Individuals seeking to increase their leadership capacity and influence within the system
- Managers, directors, physicians, researcher's administrators, team leaders and other senior officials in healthcare organizations
- Any individual seeking to consolidate and certify their leadership and management skills in preparation for career advancement

Continuing Education Credits

10 CCHL MoC Cat. II
28 PDU - PMI Technical
14 PDU - PMI Leadership

7 PDU - PMI Strategic
25 Royal College - MOC Sect. 2



Program Faculty

Learn from the best.



Emma Pavlov
MBA
Program Director

Venita Indewey
BAS, MIR

Sandra Harris
Principal of Synergy Management
Consulting

Rob LaJoie
MBA
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Jeff Woods
Lean and Six Sigma Professional

David S. Weiss
PhD, ICD.D. CHRE, CHSPC
President & CEO of Weiss
International Ltd.

Program Content

2-DAY MODULE **Advanced Leadership in the Healthcare Sector**

The Role of the Healthcare Leader

Start the program by diving into a conversation about what it takes to lead in a system undergoing profound change.

- ✓ Introduction to the Healthcare Management program
- ✓ Explore the changing role of the leader in healthcare

System Integration in Healthcare

Learn to optimize the Local Health Integration Network environment for your organization.

- ✓ Understand the healthcare system and learn strategies for influencing the process
- ✓ Learn to build horizontal and vertical partnerships for seamless patient care

Excelling with Emotional Intelligence

Understand your personal leadership style so that you can most effectively influence your work environment.

- ✓ Assess your personal leadership style, including strengths and limitations
- ✓ Gain insight into your level of emotional intelligence (EI)

2-DAY MODULE **Critical Thinking and Project Management**

Thinking Skills for a Turbulent World: The Art of Framing and Reframing

Develop thinking skills that will enhance your effectiveness in the ever-changing field of healthcare.

- ✓ Learn how to anticipate emerging changes in healthcare
- ✓ Improve your critical thinking by recognizing and challenging taken-for-granted assumptions
- ✓ Develop the seeing and thinking skills to recognize opportunities

Practical Project Management

Drive corporate and departmental strategies in times of tight resources and competing priorities with the tools of professional project managers.

- ✓ Gain approval and sponsorship for your projects
- ✓ Manage risk to deliver high quality results

Program Content

2-DAY Communication and Problem Solving

MODULE

Successful Communication

Effectively influence others: express your preferences the first time.

- ✓ High-impact techniques to deliver your spoken and written communications
- ✓ Proven strategies to build collaborative, professional relationships

Resolving Conflicts – Your Own and Others’

Explore common sources of conflict in healthcare and your role as a leader.

- ✓ Assess your preferred conflict style and how it impacts your ability to resolve disputes
- ✓ Learn a five-step process for managing conflicts

2-DAY Leading Change & Innovation in Healthcare

MODULE

Leading Change in Healthcare

Prepare for your role as an effective change agent.

- ✓ Learn best practices for implementing change in healthcare organizations
- ✓ Apply the eight-step change and transition process to cases

Innovative and Creative Thinking

Make innovation part of your core competencies with practical tools to advance your organization beyond entrenched ideas.

- ✓ Identify and overcome obstacles to individual and team innovation
- ✓ Lead teams to be more innovative

Program Content

2-DAY MODULE Collaboration and Appreciative Leadership

Collaboration in Cross-Functional Teams

Learn to address cross-functional team collaboration in a continually changing environment

- ✓ Define and identify the characteristics of cross-functional teams
- ✓ Use the Integrated Team Effectiveness Model (ITEM) to identify areas for improvement
- ✓ Understand and implement concepts of team balance

The Power of Appreciative Leadership

Establish highly-effective and motivated care teams using the processes of appreciative leadership.

- ✓ Understand employee engagement strategies and how to enhance staff commitment to quality care and to the organization
- ✓ Develop highly-effective teams and individuals, using appreciative inquiry methodology

2-DAY MODULE Information Technology and Lean

Information Technology

Improve your understanding of the many changes technology and various types of integration can bring to a healthcare organization, to help ensure better adoption and outcomes for your organization.

- ✓ Different types of changes that technology and integration can bring to a healthcare organization
- ✓ How to embrace an information driven culture
- ✓ The importance of extraordinary and sustainable service delivery

Lean – A prescription for Healthcare

Explore Lean, a proven problem solving, process improvement strategy that enables the delivery of consistent, high-quality outcomes.

- ✓ Understand the fundamentals of Lean – and the key ingredient for its success
- ✓ Discover eight sources of waste and inefficiency in hospitals and master the tools to eradicate them

Program Content

1-DAY Finance, Strategy and Authentic MODULE Leadership

Authentic Leadership

Prepare for your role as a courageous healthcare leader.

- ✓ Understanding the concepts of authentic leadership
- ✓ How to apply these concepts to your own leadership style

Learnings Consolidating / Program Closure

Registration Details

Masters Certificate Program Fee

Full program: \$9,850 CDN + applicable taxes

- Fee includes program tuition and refreshments.
- A deposit of \$1,000 CDN is required to secure your place in the program.
- Full program fee is payable prior to start of program.
- Our liability is limited to reimbursement of paid tuition fee.
- Contact us about multiple registration discounts from one organization, or a convenient tuition payment plan.
- Modules, speakers, topics, dates and fees are subject to change.

Completely Online

See: seec.online/FAQ

Technical Requirements

See: seec.online/techreq

Administrative Inquiries

Tel: 416.736.5079

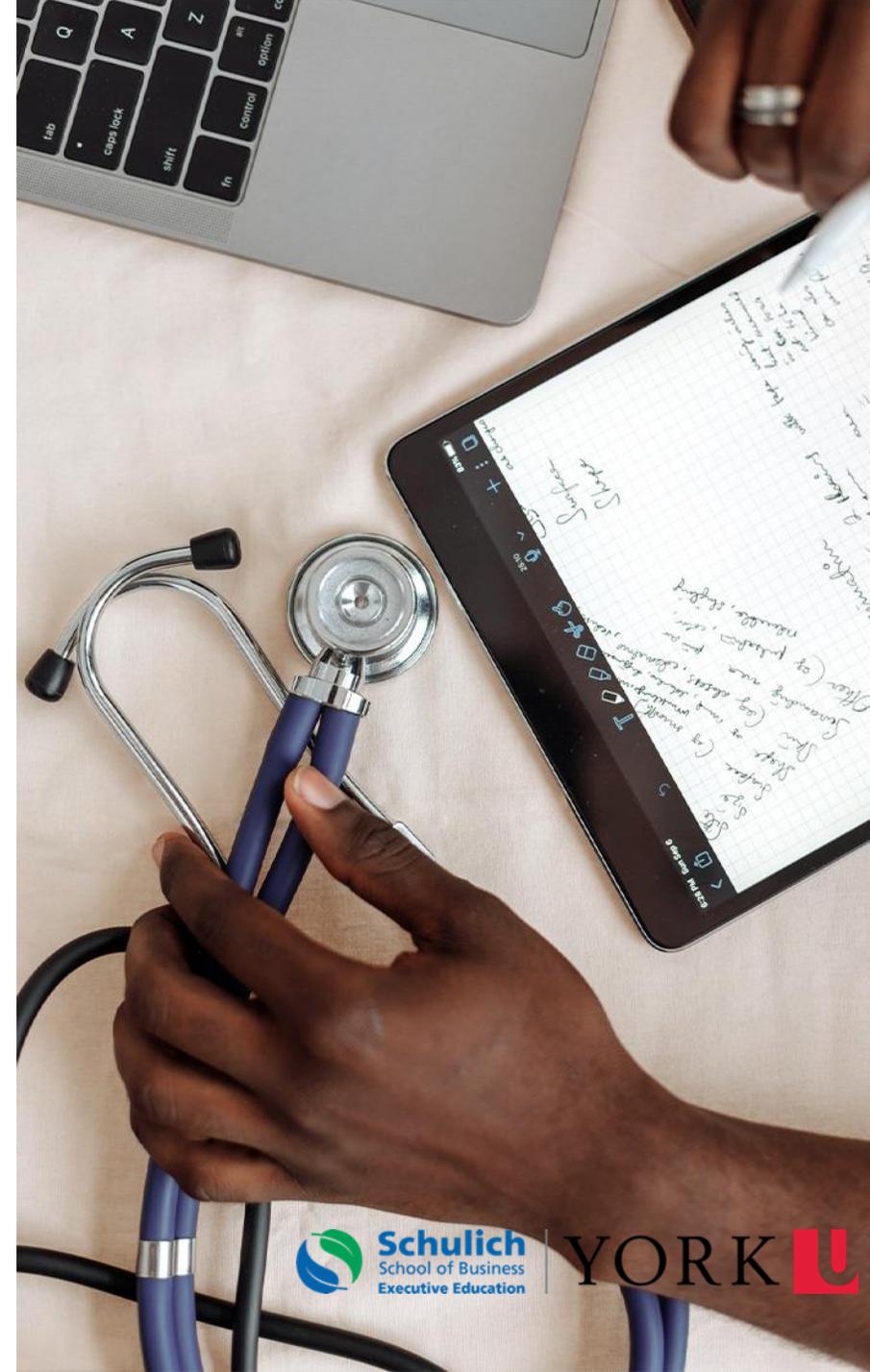
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Find Out More Today!

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