30TH ANNUAL CONFERENCE FOR HEALTH CARE LEADERS AND ADMINISTRATORS

March 26 & 27, 2009

“CREATING OPPORTUNITIES FOR OUR FUTURE”

NURSING LEADERSHIP NETWORK OF ONTARIO

WESTIN PRINCE HOTEL
900 York Mills Road, Toronto, Ontario
THURSDAY, MARCH 26TH, 2009

7:30 am  
Registration Desk Opens

8:00 am  
Networking Breakfast
Greetings – Minister David Caplan, Minister of Health & Long Term Care (Invited)

9:00 am  
OPENING KEYNOTE - David Foot, PhD, Footworks Consulting, Toronto
30 YEARS – WHERE HAVE WE BEEN AND WHERE ARE WE GOING?
World renowned speaker, David K. Foot, Professor of Economics at the University of Toronto, is the author of the best-selling books *Boom, Bust & Echo: How to Profit from the Coming Demographic Shift* and the updated paperback, *Boom, Bust & Echo: Profiting from the Demographic Shift in the 21st Century*.

David Foot is an outspoken and controversial demographics expert who can bring to life demographic statistics and make the aging of society relevant to any group. He explores how changing demographics, especially the aging of the massive boomer generation, and the entry of their children, the echo generation, into the market and workplace, will redefine society’s needs.

Dr. Foot contends that demographics explains two-thirds of everything — whether the subject is business planning, marketing, human resources, career planning, corporate organization, the stock market, housing, education, health, recreation, leisure, and social and global trends. Change can’t be avoided, but it can be anticipated and managed. With an understanding of demographics, a business, an individual or a government has a strong foundation upon which to build an understanding of the past and a vision for the future.

10:00 am  
Refreshment Break

10:30 am  
CONCURRENT SESSIONS A

**A1 WORKPLACE DIVERSITY: WHO’S MENTORING THE MENTOR?**
Verla Fortier, RN, BA(Hons), MHSc, Health Administration, Senior Consultant Nursing Recruitment and Retention, Hamilton Health Sciences, Hamilton, ON, Heather Hoxby, RN(EC), BScN, MHSc, CHE, Director of Nursing Practice & Education, St. Joseph’s Healthcare Hamilton, Hamilton, ON, Jennifer Blythe, PhD, Senior Scientist, Nursing Health Services Research Unit, McMaster University, Hamilton, ON
Nancy Brown, MAEd, Program Director, BIEN Program, Mohawk College of Applied Arts and Technology, Continuing Education, Health Sciences, Gail Yardy, MSW, Executive Director, CARE, Toronto/Hamilton, ON
Nancy Pyette, RN, BA, MSW, Project Manager, St. Joseph’s Healthcare, Hamilton, ON

The nursing shortage in Ontario makes it essential that internationally educated nurses (IENs) continue to contribute to health human resources. Nevertheless, there are identifiable gaps in the capacity of clinical nurse managers to provide robust leadership in the increasingly diverse workplace. Community resources can assist in promoting needed knowledge transfer.

**A2 COLLABORATIVE CARE - A NURSING MODEL TO MEET PATIENT AND STAFF NEEDS**
Amy Hallaran, RN, MScn, Professional Practice Leader, Quinte Health Care, Belleville, ON
Katherine Stansfield, RN, MN, Vice President Patient Services and Chief Nursing Executive, Quinte Health Care, Belleville, ON
Paulette Jamieson, RN, BScN, MPA, Director, Medicine & Critical Care Services
Debbie Mora, RN, BScN(c), Manager, Medicine-Telemetry

The presentation, “Collaborative Care - A Nursing Model to Meet Patient and Staff Needs” will highlight the organization’s change in its model of care related to the corporation’s assessment, identification of alternative models, planning, implementation, and evaluation.
THURSDAY, MARCH 26TH, 2009

A3 EMERGING NURSE LEADER PILOT PROGRAM

Paris Jalali, RN, BScN, MA(c), Project Coordinator, Cambridge Memorial Hospital, Cambridge, ON
Heather Cross, RN, MN, Faculty, Collaborative BScN Program
Lisa-Anne Hagerman, RN, BScN, MScN, MBA, EdD, Faculty, Collaborative BScN Program
Marilyn Kelly, RN, BN, MEd, Faculty, Collaborative BScN Program, Kim Pittaway, RN, BScN, MScN(c), Faculty, Collaborative BScN Program, Sherry Frizzell, RN, MscN, Faculty, Collaborative BScN Program, Conestoga College, Kitchener, ON
Judy Shearer, BScN, MN, CHE, Associate Vice President of Mental Health & Addiction, Grand River Hospital, Kitchener, ON
Maureen Leyser, RN (EC), BScN, MN, APN, Nurse Practitioner Cardiology, Professional Practice Lead, St. Mary’s General Hospital, Kitchener, ON; Maria Pena, RN, Local ONA President, Guelph General Hospital, Guelph, ON

The Emerging Nurse Leader program sought to engage mid-career point-of-care nurses in leadership development that promoted empowerment and succession planning. Participants self-assessed leadership skills, intention to remain in nursing, and shared their program experiences. Findings confirmed that the program enhanced leadership practices and the desire to make positive workplace changes.

A4 A LOCAL HEALTH INTEGRATION NETWORK FORUM FOR CHIEF NURSING EXECUTIVES

Maureen Taylor-Greenly, RN, BScN, MHA, VP Patient Care / Chief Nursing Officer, Queensway Carleton Hospital, Ottawa, ON
Kirsten Woodend, BScN, MSc, PhD, Director, School of Nursing, University of Ottawa, Faculty of Health Sciences, Ottawa, ON

A LHIN (Local Health Integration Network) Forum for Chief Nursing Executives - Nursing is the largest group of healthcare professionals. We feel that we can and will contribute significantly to the Ministry of Health’s transformation agenda but that we need a collective voice to influence in this new environment. Nursing Executives in the Champlain LHIN have created a forum for these discussions. We need to share our process to date with other nursing colleagues thereby encouraging similar networks to form across the province.

A5 NETWORKING CAFÉ SESSION #1 - DEEP DEMOCRACY & COMMUNITIES OF PRACTICE – OPPORTUNITIES FOR BUILDING SYSTEM CAPACITY FOR CONFLICT PREVENTION & BETTER DECISION MAKING

Facilitators: Nancy McNairn, RN, BN, MN, N&M Transitions, Brighton, ON
Barbara Jones, RN, BScN, MWS, Director, Professional Practice, Orillia Soldiers’ Memorial Hospital, Orillia, ON
Linda Adams-Best, RN, BScN, MScN, Program Manager & Interim Program Director BANFFS, Orillia Soldiers’ Memorial Hospital, Orillia, ON

Deep Democracy is a methodology and tool kit that promotes decision making and helps prevent conflict by bringing out the voices of those who want to work more effectively together. The authors will provide an overview of how the Deep Democracy methodology differs from traditional decision making and its successful application in healthcare settings in Ontario. Session attendees will explore the potential applications of Deep Democracy in their professional settings, the opportunities for sustaining this work using Communities of Practice, as well as potential road blocks and solutions for these.

11:15 am
Break

11:30 am
CONCURRENT SESSIONS B

B1 INTERPROFESSIONAL ORIENTATION: SETTING THE STAGE FOR ESTABLISHING COMMUNICATION, TRUST AND RECIPROCAL UNDERSTANDING OF ROLES

Victoria Crowder-Bansen, RN, BScN(Hons), MScN, Clinical Education Co-ordinator, St. Joseph’s Health Centre, Toronto, ON
Clint Gunn, RN, BScN (Hons), MScN(c)

With the challenges in our healthcare system it is necessary to adopt innovative strategies to enhance patient outcomes, while fostering a healthy workplace environment. This presentation will share our successes related to an Interprofessional Orientation Program. We will provide participants with a framework for implementing such a program.

B2 MAKING PROFESSIONALISM A PART OF WORKPLACE CULTURE

Jane Pickard, RN, MEd, MN, Academic Manager, University of Western Ontario, Arthur Labatt Family School of Nursing, London, ON
Karen Ferguson, RN, MHScN, Undergraduate Programs Chair, University of Western Ontario, Arthur Labatt Family School of Nursing, University of Western Ontario, London, ON

Professionalism is an expectation of all nurses and the fostering of professional attributes begins in undergraduate nursing programs. This presentation by two experienced nurse educators will focus on how one academic institution has tried to influence the development of professional behaviours consistent with the published standards of practice and best practice guidelines.

B3 THE EFFECT OF NURSING LEADERSHIP AND STRUCTURAL EMPOWERMENT ON STAFF NURSE CLINICAL LEADERSHIP

Allison Patrick, RN, MN, PhD(c), Professor, George Brown College, Toronto, ON
Heather Laschinger, RN, PhD, Professor and Associate Director Nursing Research, University of Western Ontario, London, ON
Carol Wong, RN, PhD, Assistant Professor, University of Western Ontario, London ON
Joan Finegan, PhD, Associate Professor, University of Western Ontario, London, ON

According to a report by the Institute of Medicine (2004), nurses play an essential role in keeping patients safe. This paper will describe a study designed to test a model of clinical leadership, defined as a process of leadership which operates at the point of care. Implications for practice and nursing education will be discussed.
B4 INVISIBLE TO VISIBLE: IMPACT OF ESHIFT REPORT ON THE QUALITY OF SHIFT HANDOFF COMMUNICATIONS
Christa Gross, MSN, Manager, Clinical Informatics, Markham Stouffville Hospital, Markham, ON
Safe patient care is dependent on effective communications amongst nursing staff at shift handoffs. After an electronic shift report process was implemented in order to improve communications, a survey of staff was undertaken to determine the impact on communication quality. The survey results and resulting changes will be described.

12:15 pm Luncheon

1:30 pm CONCURRENT SESSIONS C

C1 ACHIEVING EXCELLENCE IN PRACTICE - PREPARING FOR ELECTRONIC CLINICAL DOCUMENTATION
Terri LeFort, RN, BScN, Vice President, Healthtech, Toronto, ON
Johanne Messier-Mann, BScN, MA, MBA, CHE, Chief Nursing Officer, Director, Maternal Child Program & Nursing Practice, Sault Area Hospital, Sault Ste. Marie, ON
The implementation of electronic clinical documentation is one of the largest and most complex clinical initiatives the Sault Area Hospital will undertake. This presentation will illustrate the process and significance of implementing and evaluating practice changes prior to the implementation of electronic clinical documentation. The identification of lessons learned and critical success factors will also be discussed.

C2 INTERPROFESSIONAL COLLABORATION: THE REGISTERED PRACTICAL NURSE’S PERSPECTIVE
Pamela Baxter, BN, PhD, Assistant Professor, McMaster University, Hamilton, ON
Alba DiCenso, RN, PhD, Chair in Advanced Practice Nursing, McMaster University, Hamilton, ON
Sue Matthews, RN, DPH - Ontario, East & North and Chief of Practice, Victorian Order of Nurses’
Dianne Martin, RN, Executive Director, Registered Practical Nurses Association of Ontario, Mississauga, ON
Judy Burgess, RN, MN, Interdisciplinary Doctoral Candidate, University of Victoria, Victoria, BC
Over 4000 registered practical nurses (RPNs) from across Ontario were invited to participate in a cross-sectional survey and follow-up interview. The purpose of the study was to explore RPNs’ experiences with interprofessional collaboration, how they engage in it and the barriers and facilitators they encounter.

C3 THE FLO COLLABORATIVE - BRINGING CHANGE TO THE FRONT LINE
Lynda Hoffmeyer, MN, Client Services Manager, SouthWest Community Care Access Centre, Owen Sound, ON
The FLO Collaborative was a process undertaken by a Hospital and CCAC to affect the discharge process for “Flo” an 85 year old patient with multiple co-morbidities who could not return to her own home. The presentation outlines the process undertaken, the tools developed and the resulting sustainability plan created.

C4 PATIENT SAFETY SPECIALIST ROLE
Jill Green, RN, BScN, Patient Safety Specialist, Humber River Regional Hospital, Downsview, ON
There are increasing expectations from Accreditation Canada and others to deliver safe, high quality healthcare services at the same time there are greater than ever resource constraints on health care leaders. The Patient Safety Specialist provides focused expertise to provide system level strategies, tools and techniques to meet this challenge.

C5 NETWORKING CAFÉ SESSION #2: Developing Nursing Leadership Through An Innovative Nursing Residency Program – Calling All Interested Parties
Facilitators: Janice Dusek, RN, BSN, MS, MBA, CHE, CNO & VP, Professional Practice & Strategic Development, Whitby Mental Health Centre, ON; San Ng, BSc, MBA, PhD(c), Strategic Project Manager, Whitby Mental Health Centre, ON
Deborah Duncan, RN, Chief Nursing Officer, Mental Health Centre, Penetanguishene, ON; Linda Kessler, RN, MHSc, Administrative Director Geriatric Psychiatry Services & Professional Practice, Providence Continuing Care Centre, Kingston, ON; Rani Srivastava, RN, MScN, PhD, Deputy Chief, Nursing Centre for Addiction & Mental Health, Toronto, ON; Margaret Tansley, RN, BSN; MSc(A); CPMHN(C), Vice-President, Professional Practice & Chief, Nursing Practice, Royal Ottawa Mental Health Centre, Ottawa, ON
Developing the next generation of nursing leaders is critical for the long-term success of our profession. While nursing graduates’ educational preparation provides exposure to the knowledge and skills required to provide safe and efficient client care, once in a complex, fast-paced practice environment, they must also be able to develop and apply leadership skills. During this interactive Networking Café, the presenters will share the key elements of an innovative residency program for new graduates, based on a uniquely designed curriculum, protected clinical time, collaborative learning, and mentored clinical practice. Café participants will have the opportunity to share existing strategies and brainstorm opportunities for incorporating aspects of this program within their own organizations.

2:15 pm Break
The nursing leader of today is engaged in a matrix of management and professional opportunities – often so many choices to influence, master and balance. The posters are intended to stimulate you with knowledge, experiences and research in nursing leadership relating to the theme of “Creating Opportunities For Our Future” that reflect the current and future state of health care.

For a complete listing of poster presentations, please see pages 6 and 7 of this brochure.
This is a long-time NLN.ON Conference “favourite”! An excellent opportunity for you to visit the outstanding posters and network with colleagues while learning about leadership innovations and research which will increase your capacity as healthcare leaders.

1. Meeting Mentoring Challenges in a Diverse Clinical Environment Through an Innovative Educational Program
   Simonne Simon, RN, BScN, Barb Willson, RN, BScN, MN, Charissa Cordon, RN, BSc, BScN, MN, Laura Rashleigh, RN, BScN, MN(c), Anna Maria De Souza, Diana Incekol, RN, BScN, MN(c), Patricia Murphy-Kane, RN, BScN, MN, CNS
   University Health Network, Toronto

6. Preceptorship: The Impact of Preceptors’ Emotional Intelligence on the Socialization of New Graduate Nurses
   Michelle Lalonde, RN, MN, PhD Student, Linda McGillis Hall, RN, PhD, FAAN, Diane Doran, RN, PhD, Stephane Cote, PhD
   University of Toronto, Toronto

7. Medication Reconciliation at Admission, Transfer and Discharge Through Interprofessional Collaboration
   Ruth Lee, RN, BScN, MScN, PhD, Marita Tonkin, RPh, BScPhm, PharmD, ACPR, Debbie McKeown, RN, BScN, Patty McEwen, BScPhm, ACPR, Wendy Seroski, RN, BScN, Michelle Barnard, RN, BScN, Med(c), Nancy Fram, RN, BScN, Med, Janie Lucas, RN, BScN, MSc, Patti Adams, RN, Carolyn Jones, RN, BA, Audrey Lim, MD, FRCP(C), MSc, Krishna Anchala, MD, MS, FAAP, Amanda Dean Chartrand, RN, BEd, Donna LaForce, RN, BScN, MBA, Kara Neremberg, MD, FRCP(C), Deb Hutchinson, MD
   Hamilton Health Sciences, Hamilton

8. Nurses’ Experience Using Mobile Information Technology to Access and Use Research Evidence
   Kristine Newman, RN, CRN(C), MSc, Diane Doran, RN, PhD, FCAHS
   University of Toronto, Toronto

9. Something Old Becomes New Again: The NRU
   Lynn McEwen, RN, BA, BScN, MN
   Bluewater Health, Sarnia

10. Knowledge Transfer Through Mentorship
    Cecilia Yeung, RN, MN
    Yee Hong Centre for Geriatric Care, Markham

    Elana Ptack, RN, BA, BScN, MN, Rosanne Jabbour, RN, MHSc, Lori Adler, RN, BScN, MHSc
    College of Nurses of Ontario, Toronto

12. Enhancing Patient Safety by Using the Patient Care Profile at Shift Report
    D’Arcy Larson, RN, BScN, Eileen Bowers, RN, BScN, MN
    Humber River Regional Hospital, Downsview

13. A Leadership Framework for the Roles of the Chief Nurse Executive and the CNE/ Vice President Programs
    Margaret Beatty, RN, MHSc, CHE, Beatrice Mudge, RN, MBA, CHE
    Beatty & Associates, Mississauga

14. Safer for Patients—Important to Nurses: Implementation of a Post Discharge Phone Call Program
    Doreen Ouellet, RN, BA, MHSc, Joanne Fulton, RN, CAE, CNCC(C)
    Toronto East General Hospital, Toronto

15. A Collaborative Nursing Success Story
    Melanie Cates, RN, HBScN, MSN ENC(C), David Gladun, RPN
    Thunder Bay Regional Health Sciences Centre, Thunder Bay

    Colleen McKey, RN, PhD, CHE
    McMaster University, Hamilton

17. A Vision of Preceptorship
    Kathleen Lavis, RN, BScN, MN, Brenda Dusek, RN, BScN, MN
    Lakehead Health Corporation, Oshawa
18. Enhancing Collaborative Patient/Client Centered Care
Donna Rothwell, RN, BScN, Sue Payeur Grenier, RN
Niagara Health System, Welland

19. Environmentally Responsible Nursing: Turning Challenges into Opportunities
Amanda Leroux, RN, BScN, Margaret Lenny, RN, BScN, CCRN
Queensway Carleton Hospital, Ottawa

20. Transformational Leadership: Supporting Strong Nursing Practice Environments
Jan Pelletier, RN, BScN, MN, Natalia Movshovich, RN, BScN, CGN(c), Kristine Jarvi, BNSc, MBA, CHE,
York Central Hospital, Richmond Hill

21. Bridging the Gap: Investing in Nurse Internships, Investing in Care
Rhonda Crocker Ellacott, RN, HBScN, MA (CNS), EdD
Thunder Bay Regional Health Sciences Centre, Thunder Bay

22. Having an Absolute Sense of Mission-Education Resource Team
Julie Clarke, RN, BScN, MA, Manon Lemonde, RN, PhD
Lakeridge Health, Oshawa

23. Examination of a Conceptual Model of Graduate Nurse Transition
Era Ferron, RN, MN, BNSc
University of Toronto, Toronto

24. Building Robust Nursing Human Resource Strategies: Integrating Clinical Best Practice Guidelines as the Foundational Element of a New Hire Mentorship Program
Kathleen Heslin, RN, BScN, MScN, Tiziana Rivera, RN, BScN, MSc, GNC(C)
York Central Hospital, Richmond Hill

25. Review, Reduce, Rejoice
Barbara Milana Scott, RN, BScN, PN(c), MN
The Scarborough Hospital, Scarborough

26. Leadership and Space - The Transformation of a GIM Unit
Anita Low, RN, MHSMS
Mount Sinai Hospital, Toronto

27. Span of Control
Paris Jalali, RN, BScN, MA(c), Michelle Bott, RN, MN,
Sandia Hett, RN, ScN, BAS, MN, Dianne Lalonde, RN, Jan McCormick, RN, BScN, ENC(c), Deborah Snider, RN, BA
Cambridge Memorial Hospital, Cambridge

28. Collaboration in Building Evidence-Based Practice
Thom Chambers, RN, BScN, MSN, Wendy Rammel, RN, BScN,
Tracey Byrton, RN, Manon Lemon, RN, PhD
Lakeridge Health Oshawa, Oshawa

29. Nursing Human Resource Planning Best Practice Toolkit
Mary Agnes Beduz, RN MN, PhD(student), Leslie Vincent, RN, MScN
Mount Sinai Hospital, Toronto

30. Achieving EBCP in Nursing through a Strategic Partnership with the Library
Peggy O’Neil, BED, MEd, Erin Stuart, BA, MLIS,
Pam Bushell, BScN, MScN(c)
London Health Sciences Centre, London

31. Nursing Float Pools – The Solution to Staffing Challenges or Part of the Problem?
Lynn Voelzing, RN, BScN, MBA, Robinne Hauck, RN, BScN, MA(c)
Grand River Hospital - KW site, Kitchener

32. Building Bridges: An Innovative Clinical Internship in Critical Care
Delayne Haasz, RN, BA, CNCC(C), BSN(c), Nancy Merrill, RN, BFA
Halton Healthcare, Oakville

33. The Sustainability of a Patient Centered Care Delivery Model: Development, Implementation, Education and Evaluation
Mary Glavasseevich, RN, BA, MN, Rosemary Irish, RN, BScN, Anita Long, RN, BScN, Tracey Das Gupta, RN, MN, BScN, APN
Sunnybrook Health Sciences Centre, Toronto

34. Staffing Matrix: Determining Alternate Practical Methods of Patient Assignment
Doreen Armstrong-Ross, RN, HBScN, Sarah Lancaster, BScN(c)
Dryden Regional Health Centre, Dryden

35. Successfully Mentoring Newly Graduated Nurses in the Emergency Department: Generating New Possibilities
Kris Amores-Hudson, RN, ENC(C), Jennifer Van Houwelingen, RN, ENC(C), Linda Gravel, RN, BScN, ENC(C), Lisa Sullivan, RN, BScN, ENC(C)
London Health Sciences Centre, University Hospital, London
**FRIDAY MARCH 27TH, 2009**

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<tr>
<td>8:00 am</td>
<td>Breakfast &amp; NLN.ON Annual General Meeting</td>
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<tr>
<td>8:55 am</td>
<td>OPENING COMMENTS</td>
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<td>Greetings from Vanessa Burkoski, Chief Nursing Officer, Nursing Secretariat, Ministry of Health &amp; Long Term Care (invited)</td>
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<tr>
<td>9:10 am</td>
<td>PANEL: 30 YEARS OF LEADERSHIP &amp; ACHIEVEMENT – PERSPECTIVES FROM THE FIELD</td>
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<td>This distinguished panel of nursing leaders have followed differing career paths. They have amassed a wealth of experience to come together to share wisdom, insights and perspectives. They will respond to some key nursing leadership themes and challenges that the NLN.ON Board have put together as well as include some audience participation.</td>
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<td>Wendy Fucile, RN, BScN, MPA, CHE, is a Past President of NLN and the current President of RNAO. She is a former Vice President and CNO and is currently is the Acting Dean of Trent/Fleming School of Nursing at Trent University in Peterborough.</td>
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<td>Ella Ferris, RN, has had a long career at St Michael’s Hospital in Toronto where she began as a student through progressive leadership positions to her current position as Senior Vice President and CNO.</td>
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<td>Sue Matthews, RN, MHScN, DPH, is a former Provincial Nursing Chief Nursing Officer, and CNO of several organizations where she has been involved regionally, provincially, nationally. She is currently the Vice President Patient Services and Chief Nurse Executive at the Niagara Health System in Welland.</td>
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<td>Mary McAllister, RN, BScN, MHSc, is a well known Advanced Practice Nurse involved with research and implementation of new roles. She has remained close to the practice setting and Sick Kids and presently the Director of Professional Practice at Bridgepoint Health in Toronto.</td>
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<td>10:30 am</td>
<td>Break</td>
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<td>10:45 am</td>
<td>CONCURRENT SESSIONS E</td>
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<tr>
<td>E1</td>
<td>MEASURING NURSING WORK IN ONTARIO</td>
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<td>Annabelle Bandurchin, MHSc, Project Manager, Corporate Nursing, University Health Network, Toronto, ON</td>
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<td>Mary Ferguson-Paré, RN, PhD, CHE, Vice President, Professional Affairs &amp; CNE, University Health Network, Toronto, ON</td>
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<td>Learn about findings from the provincial Nursing Workload Steering Committee’s three workload demonstration projects. You will hear about work being done to - explore the correlation of HOBIC data with nursing workload; - develop an innovative methodology that will predict the cost of nursing care; and - determine the indicators that best support nursing leaders to make staffing decisions.</td>
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<td>E2</td>
<td>THE NEW GRADUATE: SUCCESSFUL INTEGRATION INTO THE PRACTICE SETTING</td>
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<td>Heather Pollex, RN, BA, BScN, MSc(T), EdD, Nursing Education Coordinator, University Health Network, Toronto, ON</td>
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<td>Carolyn McPhee, RN, BScN, MSN, Nursing Education Coordinator, University Health Network, Toronto, ON</td>
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<td>Margaret Duff, RN, BScN, MScN, Nursing Education Coordinator, University Health Network, Toronto, ON</td>
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<td>Velta Vikmanis, Coordinator of Nursing Transitions &amp; Commitment, University Health Network, Toronto, ON</td>
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<td>This presentation describes the integration of new graduate nurses into the practice setting at a multi-site quaternary care hospital. Our blended learning approach to orientation, mentoring on the unit, strategies to monitor the progress of our new graduates, outcomes achieved to date, and lessons learned will be discussed.</td>
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<tr>
<td>E3</td>
<td>THE INFLUENCE OF AUTHENTIC LEADERSHIP BEHAVIOURS ON TRUST AND WORK OUTCOMES OF HEALTHCARE STAFF</td>
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<td>Carol Wong, PhD, Assistant Professor, University of Western Ontario, London, ON</td>
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<td>Greta Cummings, RN, PhD, Assistant Professor, Faculty of Nursing, University of Alberta, AB</td>
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<td>Les Hayduk, PhD, Professor, Sociology, University of Alberta, AB</td>
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<td>In this paper, we describe the influence of authentic leadership behaviours on trust in management and work outcomes including, voice behaviour, job performance, and burnout using secondary analysis procedures in two samples of healthcare employees, clinical care providers (nurses, pharmacists, physicians, etc.) and nonclinical employees (administrative, support and research staff).</td>
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<td>E4</td>
<td>THE IMPACT OF NURSING CULTURE ON THE DEVELOPMENT AND UTILIZATION OF NURSING KNOWLEDGE</td>
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<td>Sara Lankshear, RN, PhD(c), President, Relevé Consulting Services, Penetanguishene, ON</td>
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<td>While, organizational culture has been identified as having a direct impact on the degree of successful implementation and sustainability of new knowledge or innovations, less is known about how the role of a professional’s culture plays on knowledge creation and use. This paper will explore the effects of nursing culture on the development and utilization of nursing knowledge Strategies targeted at educational, professional, and organizational domains will be discussed.</td>
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# E5 Networking Café Session #3 - Coaching as a Leadership Competency

**Mary Wheeler, RN, MEd, PCC**, Partner, donnerwheeler, Toronto  
**Gail J. Donner, RN, PhD**, Partner, donnerwheeler, Toronto

Coaching is becoming an increasingly important leadership skill that can be used in succession planning, talent management, recruitment and retention and leadership development. This session will introduce participants to the principles and practices of coaching and provide them with an opportunity to practice coaching and discuss the many opportunities for using coaching within their workplaces.

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<td>10:30 am</td>
<td>Break</td>
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## F1 Nurses for Tomorrow: Strategic Nursing Resource Analysis as an Innovative Approach to Proactive Health Human Resource Management

**Debra Bournes, RN, PhD**, Director of Nursing, New Knowledge & Innovation, University Health Network, Toronto, ON  
**Carolyn Plummer, RN, BScN, MHSc**, Innovation Project Manager, University Health Network, Toronto, ON  
**Robert Miller, Senior Analyst, Nursing Information Systems, University Health Network, Toronto, ON**  
**Mary Ferguson-Paré, RN, PhD**, Vice President, Professional Affairs and Chief Nurse Executive, University Health Network, Toronto, ON

This presentation describes the background, development, content, and implementation of a comprehensive nursing resource analysis approach. Examples of data and reports generated will be provided, and the utilization of these reports at multiple decision-making levels (from unit manager to provincial government) will be discussed.

## F2 Enhancing Patient Transitions - A Quality of Care Journey

**Maggie Bruneau, RN, BScN, MHScHA, CHE**, Director Patient Care for Complex, Transitional & Palliative Care, Providence Healthcare, Toronto, ON  
**Amanda Bjorn, BA, BSc, OT Reg (Ont)**, Practice Consultant, Providence Healthcare, Toronto, ON  
**Linda Young, RN, MScN, Med, EdD, CHE**, Quality Manager, Providence Healthcare, Toronto, ON

We will describe a complex organizational change designed to positively impact the care experience for patients and families, and to enhance team and system efficiency. Lessons learned in implementing, evaluating and sustaining the changes in the Journey of Care will be highlighted, along with recommendations for sustaining complex change.

## F3 Making the Link Between the Quality Workplaces and Quality Care in Acute Care Settings Across Ontario

**Nancy Purdy, RN, PhD(c)**, Associate Professor, Daphne Cockwell School of Nursing, Ryerson University, Toronto, ON  
**Heather Spence Laschinger, RN, PhD**, Professor and Associate Director Nursing Research, University of Western Ontario, London, ON

The purpose of the study was to examine the critical link between the quality of the work environment and the quality of patient care. Participants included 800 nurses and 1300 patients from 87 medical-surgical units within 25 hospitals across Ontario. The preliminary results will be discussed collaboratively.

## F4 Keeping Nursing Leadership "Alive" in the Home Health Care Sector

**Nancy Lefebre, RN, BScN, MScN, CHE**, Chief Clinical Executive and Senior VP Knowledge & Practice, Saint Elizabeth Health Care, Markham, ON  
**Deborah Simon, RN, BA**, Chief Nursing Officer and Vice President of Client Services, VHA Home HealthCare, Toronto, ON  
**Janis Leiterman, RN, MScN, MPA**, Director, Best Practices, Chronic Disease Management, VON Canada, Ottawa, ON

The purpose of the ALIVE Nursing Leadership Project (Actively Leading In Virtual Environments) is to create a home health care nurse leadership model and professional development program to prepare the community nursing leaders of the future.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>12:30 pm</td>
<td>2009 NLN.ON Awards Luncheon</td>
</tr>
<tr>
<td></td>
<td>(included in your conference fees)</td>
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<tr>
<td></td>
<td>An opportunity to recognize the recipients of NLN.ON's 2008 education scholarships and research awards.</td>
</tr>
<tr>
<td>1:45 pm</td>
<td>Closing Keynote - Judith Shamian, RN, PhD, CHE, President and CEO, Victorian Order of Nurses Canada</td>
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<td></td>
<td>Nursing Leadership – Creating Opportunities for our Future</td>
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<td></td>
<td>Judith is an accomplished Canadian nursing leader who is the incoming President of the CNA, Past President of RNAO, accomplished Senior Executive, active within Canada and the global nursing network. She is a sought after speaker on the topic of Nursing leadership. For NLN’s 30th Anniversary, Dr Shamian will share some personal insights from past experiences, how nursing leadership has been grounded in the health care system, what has been achieved and what we can strive for and expect. Judith will also comment on how Ontario connects nationally and globally including some of the exciting work that is going on with the Global Leadership Institute that has recently been announced.</td>
</tr>
<tr>
<td>2:45 pm</td>
<td>Wrap-up/Conference Closing</td>
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</table>
HOTEL ACCOMMODATION

For our 2009 Conference, NLN.ON will be again at the completely renovated Westin Prince Hotel

900 York Mills Rd., Toronto

Easy to reach from the 401 and the Don Valley Parkway, the Westin Prince is set in a beautiful parkland environment. Outstanding bedrooms and excellent dining facilities will combine to make this an event to remember!

Plan to stay at the hotel and increase your conference experience. Share with a friend and reduce the costs.

Please call the hotel and make your reservations directly at:

416-444-2511
or Toll Free 1-800-937-8461
and indicate you will be at the NLN.ON Conference

Special NLN.ON Conference Rate
Single or Double $165.00
(Valid until February 23, 2009)

PLANNING COMMITTEE 2009

CONFERENCE CO-CHAIRS:
Susan Roger, RN, MA, Bluewater Health
Maureen Taylor-Greenly, RN, BScN, MHA, Queensway Carleton Hospital
Kim Alvarado, Hamilton Health Sciences
Janet Anderson, RN, BScN, MEd, College of Nurses of Ontario
Elizabeth Nemeth, RN, BScN, MN, Healthtech, Inc.
Sara Lankshear, RN, BScN, MEd, PhD (c), Relevé Consulting Services
Sherri Huckstep, BScN, MPA, Victoria Order of Nurses
Rudy Pedri, RN, BScN, Humber River Regional Hospital
Peggy White, RN, BA, MN, Ministry of Health & Long Term Care
Donna Woodhams, RN, BScN, Rouge Valley Health System
Kate Zimmerman, RN, BScN (c), North York General Hospital

CONFERENCE PLANNER
Sue Munro, RN, BScN, MHSc, CHE, First Stage Enterprises

VISION

Inspiring, supporting and advocating today for nursing leadership tomorrow.

MISSION

NLN.ON is an interest group of RNAO that inspires, promotes, and influences nursing leaders and nursing leadership through innovation, integration and collaboration.

A Member Interest Group of RNAO

www.nln.on.ca

Additional Information

NLN.ON Conference
c/o First Stage Enterprises
1 Concorde Gate
Suite 109; Box 26
Toronto, ON
M3C 3N6
Tel: 416-426-7229
or fax: 416-426-7280
or email: info.nln.on@firststageinc.com

Celebrating 30 Years of Leadership & Achievement
CONFERENCE FEES

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<tr>
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<th>COST</th>
<th>GST</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>NLN.ON/RNAO MEMBER</td>
<td>$455.00</td>
<td>$22.75</td>
<td>$477.75</td>
</tr>
<tr>
<td>RNAO/NON-NLN MEMBER</td>
<td>$530.00</td>
<td>$26.50</td>
<td>$556.50</td>
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<tr>
<td>NON-RNAO MEMBER</td>
<td>$555.00</td>
<td>$27.75</td>
<td>$582.75</td>
</tr>
<tr>
<td>FULL-TIME STUDENT</td>
<td>$195.00</td>
<td>$9.75</td>
<td>$204.75</td>
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</table>

Are you a 1st Time Attendee? [ ]
Are you a “New” Leader? [ ]
Have you been in nursing for 30 years or more? [ ]

NOTES: NLN.ON GST # R128253010
STUDENTS MUST INCLUDE PROOF OF FULL TIME REGISTRATION.

Delegate registration lists (business information only) will be shared at the conference to encourage post-conference networking unless you specifically indicate otherwise.

[ ] No, I do not give permission to list my name in the program book

PAYMENT
Payment may be made by personal or institutional cheque or money order. Make payable to: NLN.ON Conference or use your credit card:

[ ] Mastercard [ ] Visa [ ] American Express

Name on Card
Account
Expiry _________ Signature ____________

CANCELLATION POLICY
A refund will be issued if requested, in writing, on or before March 13th 2009. A $50.00 administration fee will be levied on all refunds. No refunds will be given after March 13th 2009.

FINANCIAL ASSISTANCE: Bursaries may be available for Ontario RNs and RPNs from the Nursing Education Initiative, which is funded by the Ontario Ministry of Health and Long-Term Care and administered through RNAO and RPNAO. For additional details, contact RNAO at 416-599-1925 or visit www.rnao.org.
See you there!
March 26 & 27, 2009