



CANADIAN COLLEGE OF HEALTH LEADERS COLLÈGE CANADIEN DES LEADERS EN SANTÉ

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The Newfoundland and Labrador Chapter presents:

Helping managers to make better decisions: Adding elements of a complex adaptive system to a known decision make model.

December 11, 2013

12:00 Noon EST

Featured Speaker: Cathy Hoyles BScPT., RegPT., MHM, CHE

Health care in the 21st century has been described as a complex adaptive system (Plesk and Wilson, 2001). Little research has been conducted on how managers make decisions in this environment. This webinar presents a decision making framework for healthcare managers by adding the features of a complex adaptive system into a known model of management decision making. The goal of this webinar is to present a decision-making framework tool that is simple to use but can apply to complex situations, and one that can be built upon from a managers experience on the frontline.

Cathy Hoyles is the Regional Professional Practice Consultant for Physiotherapy at Eastern Health in Newfoundland and Labrador. This is a management position she has held for 10 years. Cathy works with managers, staff and physicians across the full spectrum of health care delivery, which is the basis for her keen interest in organizational architecture, behavior and decision making. Prior to this, Cathy was a frontline healthcare provider in acute care, long term care and community in both urban and rural settings. Cathy is a member of the inaugural graduating class from McMaster University's new Master of Health Management Program and a new CHE. This webinar reflects the work presented for her scholarly paper in this Masters program.

Register Online

Prices include Taxes

CCHL Member:	\$10.00
Non-Member:	\$15.00
Student:	FREE
NL Member:	FREE

***Webinar details will be provided following registration**



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MAINTENANCE OF CERTIFICATION

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **1 Category I credits** toward their maintenance of certification requirement.