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CONFÉRENCE NATIONALE

EDMONTON, AB  
JUNE 15-17, 2025

## CONCURRENT SESSION #8

# Getting better at getting better: Revisiting the levers of transformation for high-performance healthcare organizations

Monday, June 16, 2025  
13:45 - 15:15

CANADIAN COLLEGE OF  
HEALTH LEADERS



COLLÈGE CANADIEN DES  
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# Getting better at getting better:

## Revisiting the levers of transformation for high-performance healthcare organizations

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Healthcare Excellence Canada



# Land Acknowledgement



Source: [Downtown Edmonton](#) | [City of Edmonton](#)



Disclosure of conflict of interest:

Jennifer Zelmer and Jérôme Ouellet work for Healthcare Excellence Canada.







# Chatham House Rule

## Creating Conditions for Safe Conversations

- Participants can use the information received
- But neither the identity nor the affiliation of any participant may be revealed.

# Learning Objectives

1. Reflect on how foundational levers and leadership competencies required to create high performing health systems can accelerate progress towards high-quality, safer care
2. Assess your organization's strengths and areas for improvement to enable transformation
3. Crowd-source pan-canadian priorities for supporting leaders to drive change

# Excellence in healthcare: What does it mean to you?

# Let's connect!

- Over the next **10 minutes**, we invite you to reflect on:

***“What does excellence in healthcare mean to you”?***

- Gather in groups of 2-3.
  - Begin by introducing yourself
  - Share your reflections to this question



# **Case studies: Learning from lived experience**

A map of Canada is shown in the background, rendered in a light blue color. Overlaid on the map is a large, rounded teal rectangle. Inside this rectangle, the text "Healing Hospitals" is written in white, followed by a horizontal line, and then "Glenrose Rehabilitation" is written in white.

Healing Hospitals

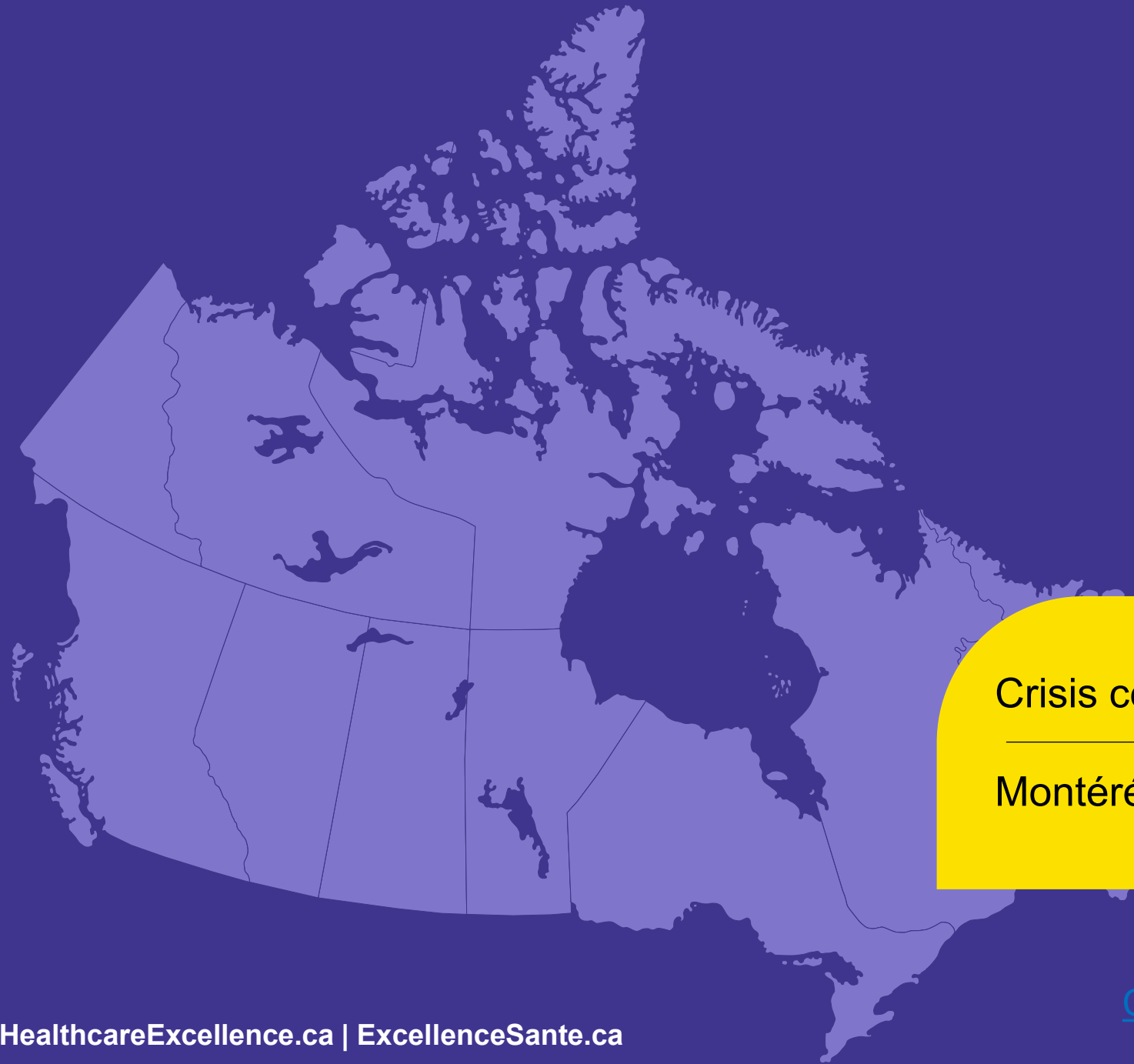
Glenrose Rehabilitation



New models of care

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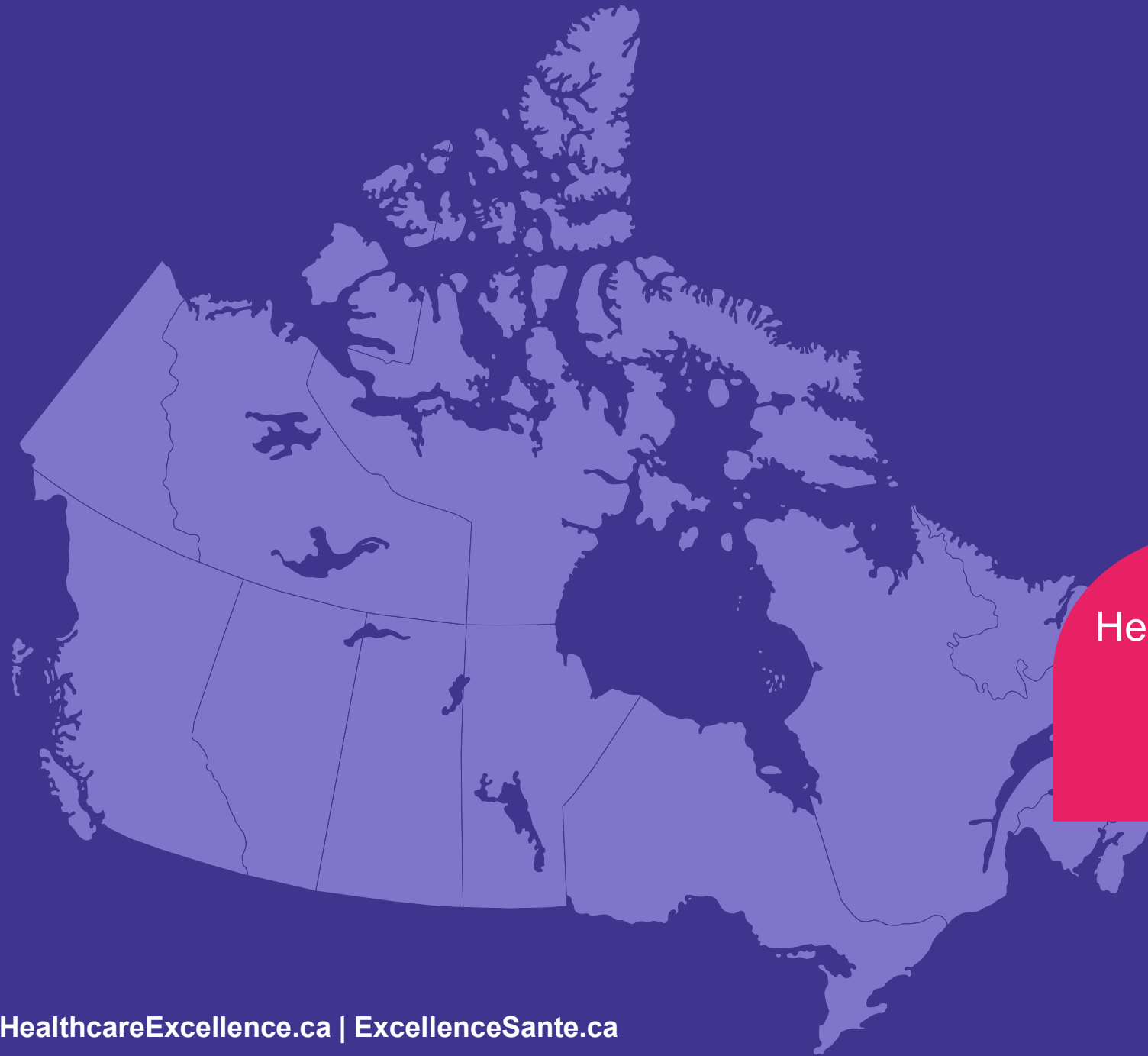
Nunavut



Crisis centre

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Montréal-Est



Helping older adults stay at home

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New Brunswick

# Partnering Meaningfully

**1,087** Teams  
**14,886** Health Leaders  
**924,146** Patients/Caregivers





**What these teams and other  
folks achieving improvement  
have in common?**

# Evidence shows that high-performing health systems share 6 key levers for improvement

Equitably address the needs of people and communities

Partner meaningfully with patients, caregivers, and communities

Enable supportive policies and structures for improvement

Strengthen organizational capacities

Engage health workers and teams

Use relevant evidence

# Where are you?

Think of a context in which you are pursuing excellence in healthcare.

Where you work. A partnership you're involved in. Or an organization whose Board you sit on.

How would you rate each lever in this context? Where do you want to be?

-  Beginning
-  Emerging
-  Established
-  Excellence

Context: \_\_\_\_\_

**Equitably address the needs of people and communities**

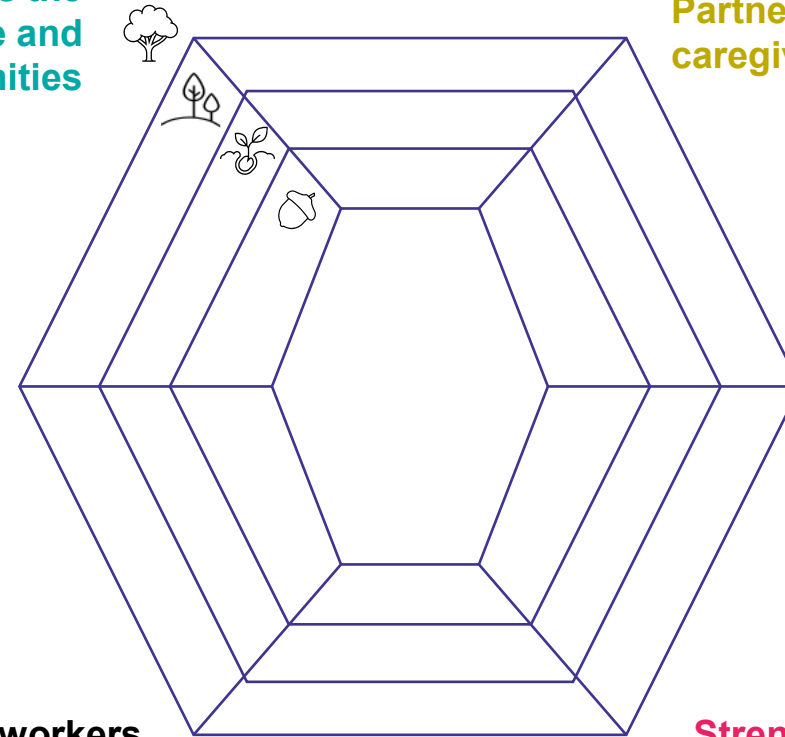
**Partner meaningfully with patients, caregivers, and communities**

**Enable supportive policies and structures for improvement**

**Strengthen organizational capacities**

**Engage health workers and teams**

**Use relevant evidence**



# Evidence shows that high-performing health systems share 6 key levers for improvement

Equitably address the needs of people and communities

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Strengthen organizational capacities

Engage health workers and teams

Use relevant evidence

# 25 will get you 10

## QUESTION

What is the most important competency leaders *must develop* to transform healthcare?

**So what? Now what?**

**Let's build this ...  
together!**



# Let's Build This Together!

## QUESTIONS

What can you contribute to the solution?

What is your first step?

# Care → Forward

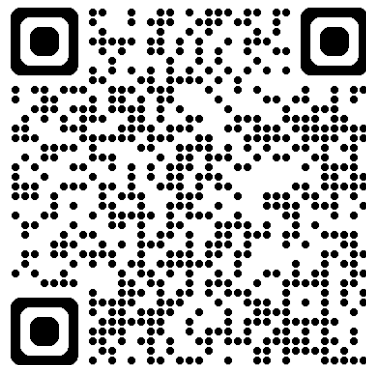
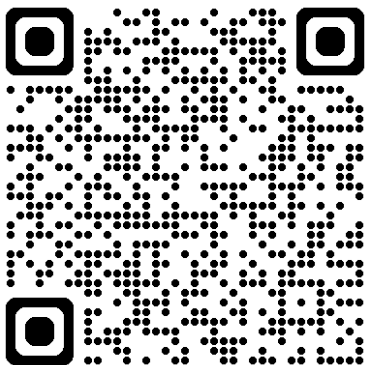


A pan-Canadian movement of people sharing knowledge, applying proven approaches, and making healthcare better—faster.

Driving lasting local impact and collectively improving care for at least one million people.

EN

FR



# Care Forward

## Four key priorities



Expanding access to care and easing pressure on emergency departments



Advancing safe, person-centered long-term care



Helping more people age where they call home



Supporting the health workforce

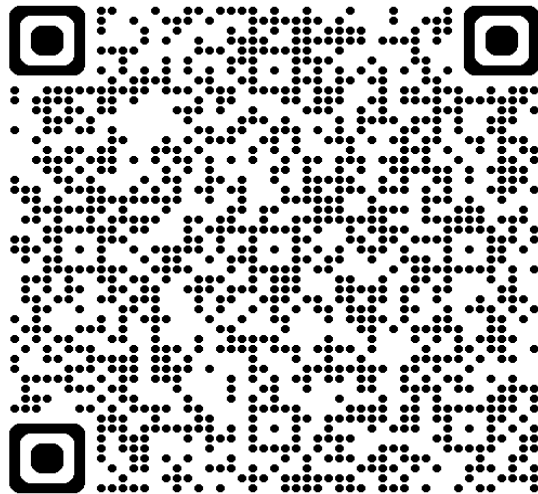
**Foundational skills for sustaining excellence** that help us become high-performing health systems.

**Supported by HEC and 29 organizations** with funding, resources, expert coaching and a network of peers.



# EXTRA

- **20** years running
- **180** organizations have participated
- **648** fellows
- **287** improvement projects



# Let's Build This Together!

## QUESTION

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What is your first step?