



# Learning

a division of  HealthCareCAN

## People-Centred Care Leadership Program

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### Moving from Philosophy to Action...

The People-Centred Care Leadership Program will enable healthcare professionals at all levels to lead healthcare change and improvement in partnership with patients, families and providers. This comprehensive program combines leading research and knowledge about people-centred care, engagement and experience available in Canada and worldwide—with concrete, evidence-based and practical tools that learners can apply locally.

**After completing this certificate program, learners will have demonstrated the capability to lead the design and implementation of healthcare quality, safety and experience improvements and initiatives in partnership with patients and families.**

This innovative program is supported by faculty teams, made up of a health system expert and a patient partner. Each learner in the program will benefit from coaching and feedback from both members of their assigned team, bringing a new level of experiential learning and mentorship.

This program is for individuals or teams at all role types and levels, working across the healthcare continuum.

#### Program at-a-glance

- Enrol and start anytime, learn online on your own schedule
- Applied, practical learning designed with the working professional in mind
- Interact with and receive support from expert faculty coaches and patient partners
- Connect with other professionals across Canada and the healthcare continuum
- Developed in collaboration with patient advisors and Canadian experts in people-centred care
- Approximately 120 hours of learning to be completed in up to 12 months  
Includes real patient, family and stakeholder stories throughout the program

#### Program Outline:

- Course 1: Foundations of People-Centred Care
- Course 2: Enablers of People-Centred Care
- Course 3: Applications of People-Centred Care
- Course 4: Final Project



Developed in partnership with:



People-Centered  
Care

**Program Length:**  
120 hours

**Cost:** \$1,995

**Enrol Today  
Start Anytime**

[www.CHALearning.ca](http://www.CHALearning.ca)



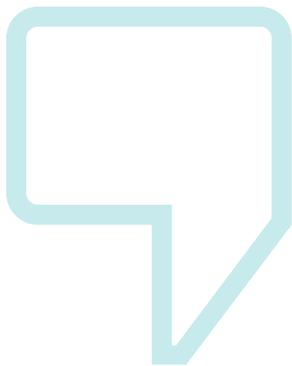


## CHA Learning is **Canada's only online healthcare learning provider**

We **empower professionals** with knowledge, skills and relationships to **lead health system improvement**. For more than 65 years, our programs and courses have helped tens of thousands of health professionals across Canada **be successful in their health leadership careers**. We are committed to excellence in: Learning, Collaboration, Innovation, Flexibility, and Caring.

### We deliver

- ✓ Online education
- ✓ Healthcare expertise
- ✓ Flexible programs
- ✓ Practical skills
- ✓ Leading practices
- ✓ Quality content
- ✓ Affordable solutions
- ✓ Canadian focus



I would strongly recommend the PCCL course to others in health care because it goes beyond theory and challenges you to think about people-centred care differently and put your learning into practice. The knowledge and experience I have gained through this course so far is both invigorating and humbling.

- *Cassandra Millen, PCCL Graduate 2020*

CHA learning is very in depth, the curriculum is very well designed and put together. My faculty member was there for any questions I had or any other concerns. I truly feel prepared now for the advancement in my career. Highly recommend it!

- *CHA Learning Alumni*

### Contact Us

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**Enrol yourself or register a team. Contact us for information on group and member rates.**

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