

PROSPECTUS



Diagnositics:

Expert Analysis and Recommendations
for Achieving Organizational Transformation

Diagnostics

Let the experts at the Institute for Healthcare Improvement (IHI) provide analysis and recommendations for achieving organizational transformation across your system.

Our experience has allowed us to see trends that are common across systems that have truly and intentionally invested — strategically, financially, operationally — in safety and quality. The three main capability areas where top-tier performance is evident are Leadership, Systems & Tools, and a Learning Culture. If you are committed to embedding and ensuring a system-wide culture of continuous improvement, IHI diagnostics are a smart and effective way to initiate change. IHI will bring our expertise directly to your organization, focusing on high-value opportunities for improvement, and offering pragmatic, actionable recommendations.

Our diagnostics teams have the know-how to accelerate system-wide improvement for:

- Health Care Organizations
- Health Systems
- Payer Organizations
- Governments
- Regional Coalitions
- Communities
- Others seeking a comprehensive approach to improving system-wide performance

Customized for You

To best meet the needs of your organization, the IHI diagnostic process is customized to meet you where you are in your transformational journey.

After a tragic patient outcome and series of media articles challenging the safety in one of our regions, we reached out to IHI. They sent a team of experienced experts in safety, leadership, and improvement who spent many days interviewing our caregivers and delving into the culture of the region. IHI delivered six concrete recommendations, with both quick-win actions and strategic direction, that were embraced by all stakeholders and have helped both the region and our system become more transparent and focused on safety and value for our patients and communities.

— Joanne Roberts, MD, Chief Value Officer, Providence St. Joseph Health



A Roadmap for Improving Performance

When you engage with IHI for a diagnostic, you get the benefit of the knowledge, experience, and expertise of IHI professionals, who will provide an informed view of where your organization is in its improvement journey — as well as a clear roadmap for achieving higher levels of performance and transformation.

A team of IHI experts will visit your organization, assess the current state of performance, and work with leaders to articulate actionable recommendations for achieving system-wide improvement that are in line with your goals and objectives.

Diagnostics will help your organization or system:

- Understand and analyze your organizational transformation journey
- Leverage existing strengths to plan and execute system-wide improvements
- Learn from other leaders who have achieved transformation at their organizations
- Identify key challenges, articulate specific aims to address those challenges, and focus improvement efforts
- Determine actionable next steps to reach your goals
- Clarify the role of leadership in improving system-wide performance
- Build will at all levels to transform the system together
- Identify opportunities for capability building

A Proven Process

“Working with IHI has been a positively deep learning experience. Their initial diagnostic of our organization provided evidence-based expert opinion and recommendations. It has provided us with a road map that is helping us intelligently address our challenges and shape our aspirations.”

*–Hilary Grant,
Birmingham and
Solihull Mental
Health NHS
Foundation Trust,
UK*

IHI uses a proven diagnostic process for analyzing and understanding your organization’s strengths, weaknesses, and opportunities. First, the IHI team will conduct a virtual meeting with your organization’s leadership team in order to plan and set goals. Prior to the onsite visit, your IHI team will collect all relevant information available, and conduct a second pre-visit planning call with leadership. Once on site, the team will meet with key stakeholders and conduct field observations. Finally, IHI will present findings and recommendations in a written report and/or while still on site.

The findings and recommendations provided by IHI at the conclusion of the diagnostic are intended to be actionable and help senior leaders further shape strategy and plans for executing on that strategy. Often, the diagnostic is a starting point for an optional deeper engagement with IHI to achieve system-wide transformation.



Examples of diagnostics IHI has engaged in include:

- An academic medical center in the US merged a medical school and a tertiary hospital and IHI provided recommendations on their shared vision and strategy for a quality and safety improvement program that resulted in an increased national ranking.
- A health system engaged IHI to surface strengths and areas for improvement in their existing care model, with a refocus on measures.
- IHI performed a diagnostic for a Ministry of Health that supported the development of a sustainable quality and safety infrastructure and delivery of a system-wide Collaborative to reduce harm across its hospitals.

Learn More about IHI’s Diagnostic Services

For more information, please email customizedservices@ihi.org
or go to ihi.org/Custom.