

# Member Handbook

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# Passport to IHI Training



The IHI Membership Guiding Your  
Improvement Journey



## Welcome to Your Passport to IHI Training!

*“Expeditions are all about showing you a path... [Before the IHI Virtual Expedition], we knew the evidence-based guidelines and we knew what we needed to do, but what we got from the Expedition was how. We learned how to structure our processes differently. We listened to what was said about simplifying and getting down to basics.”*

*Robert Merrick, MD,  
MPH*

*Medical Director of  
Quality, Blessing  
Hospital, Quincy, IL*

*(Passport member  
since 2009)*

By joining Passport, every member of your staff is eligible to receive access to — and discounts on — select IHI trainings, special access to resources and events, and support on your health care journey. These benefits will help you prioritize, deploy, and accelerate your improvement initiatives.

No matter what area of health or health care improvement your organization is working on, improvement capability is foundational and crucial to sustainable success. Passport supports you along your improvement journey with resources to help you build fundamental skills, grow leadership capabilities, develop expertise, and learn from others facing similar challenges. Each of these components is essential to building science-based improvement capability at the individual, team, and organizational levels.

Passport is designed to meet your organization’s unique improvement needs as you continue your health and health care improvement journey.

### I’m the key contact for Passport at my facility – what does that mean?

As the key contact, you are the link between IHI and your facility. You are our first point of contact regarding membership updates, usage, and renewal. It is helpful for the key contact to have an understanding of your organization’s strategic goals, a sense of the current improvement initiatives, and authority to approve the use of funds to renew the membership. In most facilities, key contacts report to or work for the quality improvement or training/education departments.

They key contact is responsible for:

- Internally publicizing your facility’s status as a Passport member
- Disseminating information about Passport benefits to the appropriate people in your facility
- Reporting to senior leaders about your facility’s utilization of Passport benefits
- Making connections between ongoing improvement initiatives at your facility and upcoming Passport benefits
- Utilizing information gained through the Passport membership to influence change at your facility
- Deciding whether to renew at the end of your membership year

Our [Passport member toolkit](#) includes templates, tools, and resources to assist key contacts. And, as you know, the Passport team is always willing to help at [Passport@ihi.org](mailto:Passport@ihi.org).

## What membership benefits are available with my Passport to IHI Training?

### Build Fundamental Skills

#### Unlimited IHI Virtual Expeditions

[IHI Virtual Expeditions](#) are three-to-four-month interactive, virtual programs for teams. IHI offers Expeditions on a variety of improvement areas. Expedition participants practice the basic skills of improvement through on-the-job small tests of change with expert coaching along the way. Passport members have access to all Expeditions offered during their member year. Members also have access to session recordings and materials from [past Virtual Expeditions through the Passport website](#). To enroll in an Expedition, click on the “Enroll” button for the Expedition of your choice and use the passcode “passport123” on the rate page. Expeditions are approved for 6 hours of Continuing Education credits on average.

#### Open School Group Subscription Discount

The IHI Open School includes an ever-expanding catalog of online courses in quality improvement, patient safety, system design, leadership, value, and population health. Facilities can roll out this convenient training with all staff to build fundamental skills prior to working on real-time improvement projects during Expeditions. The Open School offers:

- The foundation for a common improvement language among staff
- 35+ continuing education credits for nurses, pharmacists, and physicians
- MOC Part 2 Activity points for select medical specialty boards
- A tracking tool to monitor staff progress

The Open School offers a cost-effective training option for groups (\$28-\$72 per person depending on subscription size). Passport member facilities get an additional 25 percent off an [Open School group subscription](#). To purchase an Open School group subscription, go to [www.IHI.org/ProfessionalCourses](http://www.IHI.org/ProfessionalCourses), click “organization subscription,” and enter the passcode “passport123” on the rate page.

### Grow Leadership

#### Leading Quality Improvement: Essentials for Managers

[Leading Quality Improvement: Essentials for Managers](#) is an in-depth, nine-session virtual program that gives middle managers improvement tools and frameworks to more effectively achieve their organizations’ strategic goals. Passport member facilities can enroll an unlimited number of participants in Leading Quality Improvement during their member year. Leading Quality Improvement runs at least once per year. To enroll in Leading Quality Improvement, click on the “Enroll” button from the webpage and use the passcode “passport123” on the rate page.

## **Change Conference Discount**

The [IHI Change Conference](#) convenes leaders from health systems, hospitals, health insurance plans, and government agencies to prepare for the unique leadership challenges health care organizations face. Passport members are eligible for a 15 percent discount on the conference fee. To enroll in the Change Conference, click on the "Enroll" button from the webpage and use the passcode "passport123" on the rate page.

## **Develop Expertise**

### **Professional Development**

Gain advanced access to limited seats for Professional Development Programs, including the [Improvement Advisor Professional Development Program](#), the [Patient Safety Executive Development Program](#), and the [Population Management Executive Development Program](#). New offerings of these high-demand trainings are announced in the monthly Passport member newsletter.

## **Learn from Others and Get Support**

### **IHI National Forum on Quality Improvement in Healthcare Discount**

The [IHI National Forum on Quality Improvement in Healthcare](#) is an annual gathering of health care professionals who are passionate about improvement. Passport members are eligible to receive a \$200 discount on the general conference registration fee. To enroll in the National Forum, click on the "Enroll" button on the webpage and use the passcode "passport123" on the rate page. Passport members are also eligible for a 15 percent discount on the Live Stream Broadcast of the National Forum. To enroll, visit the [Live Stream Broadcast](#) page, click on the "Enroll" button on the webpage, and use the passcode "passport123" on the rate page.

### **Members-Only Calls, Events, and Resources**

IHI invites Passport members to free quarterly calls where improvement experts cover the elements of key steps on your health care journey. Find the [schedule and connection instructions for members-only calls on the Passport Member Resources webpage](#). Through our newsletter, members receive the latest membership updates and resources. The key contact automatically receives the Passport monthly newsletter. If you want others to receive it, please send their email addresses to [Passport@ihi.org](mailto:Passport@ihi.org).

### **Added Support for Members**

The IHI Passport team is available to help chart the course and assist with planning, monitoring membership usage, and gaining continuing education credits. You can reach the team at [Passport@ihi.org](mailto:Passport@ihi.org).

## **Global participation**

All Expeditions are recorded for those unable to attend or in different time zones. Although IHI hosts them in Eastern Time, the recordings allow the flexibility for our international members to gain the knowledge throughout the program. We also make use of listervs, or email distribution

lists, where participants ask questions and gain advice from faculty. Our international attendees find the listserv a vibrant source of information and connection to the ongoing series.

## Where can I find the most up-to-date information about Passport to IHI Training?

[The Passport Member Resources webpage](#) is your best resource for the most current information about member benefits, including upcoming Expeditions and members-only calls. Additionally, the website has members-only protected pages with information exclusive to Passport members.

### Accessing Members-Only Protected Web Pages

*To access members-only protected webpages, the organization name listed on your IHI.org personal profile must match exactly the organization name of your facility's key contact.*

Everyone at your facility gains access to the Passport protected content on the IHI website (denoted with a padlock icon) as long as they register on [ihi.org](#) using your facility's name as it appears on your membership.

When you register as an [ihi.org](#) user, identify your facility by selecting an organization from IHI's database. Your [ihi.org](#) username is linked to the facility you identify, so it is crucial that it appears *exactly* as it does on the [Passport Member List](#). In order to change or link to your organization, follow these [Step-by-Step Instructions](#).

## How do I spread the word about Passport to IHI Training at my facility?

Help your facility make the most of your membership by copying and pasting the language below into emails or other communications:

I am pleased to announce that **[insert your facility's name]** has joined the [Institute for Healthcare Improvement](#) (IHI) [Passport to IHI Training](#) to support our organization's quality improvement and patient safety work. By joining Passport to IHI Training, every member of our staff now has discounts on IHI trainings, special access to publications and events, and support when we need it. Please look at the great resources we now have available to us, including [IHI Virtual Expeditions](#) and [Leading Quality Improvement: Essentials for Managers](#).

To help us make the most of our Passport membership, create or edit your account using the instructions found [here](#).

Thank you for taking the time to look into this new resource available to us, and get ready to join our great quality improvement journey!

## What is IHI's cancellation policy?

If you choose to discontinue your membership at any time, you must send an email to [Passport@ihi.org](mailto:Passport@ihi.org). If IHI receives notification in the first month of your membership, we will cancel it with no penalty. If IHI receives a cancellation request more than one month after your membership start date, your facility is responsible for a pro-rated fee.

## How do I renew my membership?

Renewing your membership is simple. As the end of your membership year approaches, IHI will send your facility's key contact a renewal reminder. All you need to do is reply to that email with confirmation of your facility's wish to renew.

If your key contact or billing contact changes at any point during your membership, please notify us at [Passport@ihi.org](mailto:Passport@ihi.org) with the new contact's name and email address. Moving forward, we will notify that person about updates to the membership, including renewal.

## Questions? Comments?

As an organization dedicated to improvement, we greatly value your feedback. If you have any suggestions about how we can improve your Passport experience, please do not hesitate to contact us at [Passport@ihi.org](mailto:Passport@ihi.org) or 617-301-4800.

## Institute for Healthcare Improvement

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with visionaries, leaders, and front-line practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. Recognized as an innovator, convener, trustworthy partner, and driver of results, we are the first place to turn for expertise, help, and encouragement for anyone, anywhere who wants to change health and health care profoundly for the better. Learn more at [ihi.org](http://ihi.org).

IHI is a non-profit organization whose work is sustained primarily through fees that cover the cost of producing its programs. Each paid membership in this program entitles you to access for your organization. Enrollment information for programs may not be shared with individuals outside of your organization. To do otherwise would be a breach of your license and penalties may apply if an IHI audit indicates unauthorized sharing of your access information. We appreciate your understanding.