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**THE INSTITUTE FOR HEALTHCARE IMPROVEMENT UNVEILS
NEW “IMPROVEMENT MAP” TO HELP HOSPITALS ACHIEVE
BETTER PATIENT CARE**

**One-of-a-Kind Resource Provides the Guidance for High-Quality,
Cost-Effective Care Delivery that Health Care Reform Envisions**

Cambridge, MA – September 21, 2009 – Against the backdrop of a national debate on health care reform, the Institute for Healthcare Improvement (IHI) has unveiled a comprehensive resource to help hospitals improve quality while reducing costs. The “IHI Improvement Map” is a free, web-based tool that distills the best knowledge currently available on the key process improvements that will lead to better outcomes for patients.

More than 100 hospitals across the United States participated in testing the prototype of the Improvement Map and are already using it as a guide in their quality improvement efforts. IHI is now beginning a broad-scale roll-out, believing that the Improvement Map will become an invaluable resource for hospital leaders throughout the world.

The Improvement Map builds on the success of IHI’s 100,000 Lives and 5 Million Lives Campaigns, in which thousands of hospitals turned their resources and attention to a handful of changes that reduce needless deaths and injuries. Many of the hospitals that were active in these Campaigns requested that IHI expand its focus to a wider, more comprehensive set of process improvements to help them make sense of the many complex and competing demands they face in setting their improvement agendas and priorities.

Based on this feedback, the Improvement Map provides best practice knowledge on 70 essential processes that lead to exceptional hospital care, 40 of which will help hospitals manage costs.

In keeping with the spirit of the IHI Campaigns, the Improvement Map offers valuable knowledge, guidance, and support to hospitals at no cost. For hospitals that desire additional assistance, IHI is offering an array of programs, including virtual courses, collaborative improvement projects, on-demand resources, and more, available through low-cost memberships.

As the nation seeks a way to improve the quality of health care services while lowering costs, hospitals have a major role to play in redesigning the system by demonstrating new and better ways to deliver acute care.

“This is an historic moment for health care. Those of us who are committed to health care improvement must regain focus on what matters most – providing safe, effective patient care at a reasonable cost,” said Donald M. Berwick, President and CEO of IHI. “Hospital leaders face a confusing landscape of requirements and priorities. The Improvement Map will help bring focus to their work and guide them toward the highest levels of performance in areas that matter most to patients.”

Comments from hospitals that are using the IHI Improvement Map include:

“We are using the IHI Improvement Map to stay abreast of best practices and national improvement recommendations to create our health care quality and patient safety agenda,” said Evan Benjamin, MD, Vice President Healthcare Quality at Baystate Health (Springfield, MA). “The Improvement Map puts into one location the resources necessary to have the appropriate infrastructure, processes and support functions required to have a state-of-the-art quality improvement program. If we can get everything on the Improvement Map right, we will be on our way to significantly improving quality and safety for our patients.”

“The Improvement Map makes it easy to prioritize,” said Christine McMullan, Continuous Quality Improvement Director for Stony Brook University Medical Center (Stony Brook, NY). “You can look at your own strategic goals and identify what improvements support them and then use the Map to decide where to start. We can’t possibly improve everything all at once, but now we can approach it strategically.”

As part of IHI’s introductory activities, Donald Berwick, along with other IHI leaders, will host a free national teleconference call from 3:00 - 4:00 PM Eastern Time on September 24, 2009. The panel will introduce the Improvement Map, describe how hospital leaders can use this resource to customize and prioritize their own change agenda, and discuss linkages to other national improvement efforts. Members of the media are welcome to join and will have an opportunity for Q&A.

The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization helping to lead the improvement of health care throughout the world. Founded in 1991 and based in Cambridge, Massachusetts, IHI works to accelerate improvement by building the will for change, cultivating promising concepts for improving patient care, and helping health care systems put those ideas into action.

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