

Your Guide to IHI's

Upcoming Programs

2018



Institute for
Healthcare
Improvement





We can help you in 2018

Your mission to improve health and health care is our mission, too. In any community or clinical setting that you work in, we can help you make measurable and continued progress. The Institute for Healthcare Improvement's (IHI's) programs are designed to provide you with new ideas, a plan to get results, and the opportunity to take your organization to the next level of performance.

In this guide, you'll find virtual trainings, global conferences, and in-person programs on many critical topics that can help you achieve your aims.

Upcoming Programs

- **Career Development and Skill Building 4–5**
- **Conferences 6–7**
- **Quick Courses 8**
- **Virtual Programs 9–10**
- **Memberships 12–14**

Career Development and Skill Building

Improvement Advisor Professional Development Program

Begins January 15, 2018 · Belfast, UK · ihi.org/IA

Begins April 3, 2018 · Boston, MA · ihi.org/IA

This hands-on, 10-month program teaches you to identify, plan, lead, and spread system-wide improvement. You will apply your learning throughout the program by directing substantive improvement projects at your own organization to become a highly effective leader while accomplishing your organization's strategic improvement plans.

The International Leadership Development Program for Physicians

February 12–22, 2018 · Boston, MA · ecpe.sph.harvard.edu/ILDLP

The Harvard T.H. Chan School of Public Health and IHI offer this program for physicians from around the world to learn skills that make them more effective and efficient institutional leaders. You will visit high-performing hospitals and clinics during the program and meet with top executives to experience how highly effective leadership can improve care and value. You will also build a roadmap to effect significant change in your own organization.

Patient Safety Executive Development Program

March 1–7, 2018 · Boston, MA · ihi.org/PtSafetyExec

Medical errors harm millions around the globe and cost billions of dollars every year, and no health care organization can afford being without a strong patient safety program. In this demanding, week-long program, you will create individualized, organization-specific strategies to ensure that patients receive reliable, safe care. You will also learn to work effectively with senior leadership and advise them on implementing these strategies.

Improvement Coach Professional Development Program

Begins April 9, 2018 · Boston, MA · ihi.org/Coach

This 12-week program features both in-person and virtual sessions, and will help hone your quality improvement skills so that you can effectively execute improvement projects and coach improvement teams toward better outcomes.

Breakthrough Series College

March 27–29, 2018 · Boston, MA · ihi.org/Breakthrough

For years, IHI's Breakthrough Series (BTS) Collaborative model has helped organizations achieve rapid, dramatic improvement in a focused area — both inside and outside of health care. The Breakthrough Series College provides you with everything you need to know about the BTS model, including selecting and developing a topic, organizing a team to lead a Collaborative, selecting and preparing participants, and designing Learning Sessions and Action Periods to accelerate improvement.

Advanced Measurement for Improvement

April 24–25, 2018 · Boston, MA · ihi.org/Measurement

Are you struggling with advanced data analysis and measurement? Advanced Measurement for Improvement helps you develop and implement an effective set of measures to track the performance of the systems and processes you deal with every day. This unique program emphasizes the conceptual understanding and application of measurement in the context of the Model for Improvement.

Chief Quality Officer Professional Development Program

June 2018 · Boston MA · ihi.org/CQO

Health care organizations need dedicated leaders to achieve system-wide quality. Will you be one of them? If you already have — or are ready to take on — top-level responsibility for quality, attend this NEW course from IHI. This program will include project-based learning and tools to help you establish an effective quality management system, engage your Board, and drive a culture of quality and safety. Today's leading CQOs will provide tips and tactics they've used, and you'll gain a unique network of CQO peers for support at the course and after you return home.

Hospital Flow Professional Development Program

May 7–10, 2018 · Boston, MA · ihi.org/HospitalFlow

This four-day program provides an in-depth examination of high-leverage strategies to improve hospital flow. Working closely with expert faculty and hospital leaders who have achieved exemplary patient flow outcomes, you will develop or refine customized action plans to address your own organization's unique opportunities for improvement. Areas of focus include preventing diversions and overcrowding in EDs; smoothing surgical scheduling and downstream patient flow to ICUs and inpatient units; reducing the need for regular surge plans and excessive overtime; utilizing case management strategies to reduce length of stay for "outliers" with medical conditions; and calculating the return on investment.

Conferences

Africa Forum on Quality and Safety in Healthcare

February 19–21, 2018 · Durban, South Africa · ihi.org/AfricaForum

Featuring presenters from throughout Africa and across the globe and offering 17 CPD points, this bold new conference has been specifically designed to address the unique challenges faced by the health care community living and working in Africa. Whether you are working in the private or public health care sectors, you'll benefit from the skill-building educational sessions, stories of real change from within Africa, inspirational keynotes, and networking that this conference offers.

2018 IHI Change Conference: Radical Redesign in Complex Systems

April 19–20, 2018 · Washington, D.C. · ihi.org/IHIChangeConference

The IHI Leadership Alliance sought to build on the shoulders of the Institute of Medicine's *Crossing the Quality Chasm* report by developing 10 Radical Redesign rules for high-level leaders. The aim? Use powerful change concepts to solve seemingly intractable problems in their health systems. In this two-day conference, join other senior leaders to learn how these innovative principles, such as changing the balance of power; making it easy; moving knowledge, not people; assuming abundance; creating joy in work, and others, are used to break from the status quo in complex health systems.

2018 IHI Summit on Improving Patient Care

April 26–28, 2018 · San Diego, CA · ihi.org/Summit

Join hundreds of health improvers from around the world in an intimate and dynamic conference setting to energize one another, co-create solutions to similar challenges, and gain practical tools for transformative change across health and health care. Through workshops, learning labs, Quick Courses, inspirational keynote presentations, dozens of storyboards, and a myriad of networking opportunities, you'll have the chance to explore cutting-edge improvements.

International Forum on Quality and Safety in Healthcare

May 2–4, 2018 · Amsterdam, The Netherlands · internationalforum.bmj.com

Join BMJ and IHI for this annual gathering of professionals in quality improvement and patient safety, now in its 23rd year. Connect with more than 3,000 health care leaders and practitioners worldwide, and share local knowledge in improving quality and safety for patients and communities across the world.

2018 IHI/NPSF Patient Safety Congress

May 23–25, 2018 · Boston, MA · ihi.org/PatientSafetyCongress

The 2018 meeting is the first planned since the National Patient Safety Foundation (NPSF) merged with IHI. Join 1,000 health care practitioners at the only annual conference with a singular focus on patient safety. The meeting offers 30 breakout sessions in six tracks, four compelling keynote presentations, and a selection of optional full-day Immersion Workshops. The Learning & Simulation Center features exhibitors and live health care simulations to promote learning.



Save the Date
December 9–12,
2018

2018 IHI National Forum

on Quality Improvement in Health Care

Believe it or not, the next amazing IHI National Forum on Quality Improvement in Health Care is less than a year away. Want to officially RSVP for the **December 9–12, 2018**, event held in **Orlando, FL**? Sign up ASAP to get the lowest price possible:

\$899 for the General Conference!



Register at ihi.org/Forum

Use code **Forum18** (expires Jan. 12, 2018)

December 9–12, 2018

Orlando, FL, USA

REGISTER TODAY • ihi.org/Forum

Quick Courses

Better Quality Through Better Measurement

This hands-on workshop will walk you through the steps needed to successfully build a quality measurement plan.

You'll walk away with tips for selecting measures, specifying operational definitions, and building data collection plans. You'll also learn conceptual and statistical approaches to understanding variation in your data. You'll leave this course with a firm grasp of how to create and interpret run charts, and how to decide which control chart is most appropriate for your data.

ihi.org/QuickCourses · Spring 2018
Atlanta, Georgia, USA
Boston, Massachusetts, USA
Los Angeles, California, USA

High-Impact Leadership: Developing Core Leaders

As a core leader, you're the manager or clinical team lead responsible for the day-to-day delivery of clinical care

and support services. While most organizations recognize the need to invest in developing leadership skills, they struggle with what to teach and how to implement training. This one-day course will help you further develop your own leadership skills. You'll also hear practical case studies from organizations who are currently exploring new ways of developing middle-managers.

ihi.org/QuickCourses · Spring 2018
Houston, Texas, USA
Philadelphia, Pennsylvania, USA
Seattle, Washington, USA

Back to Basics: Building Essential QI Skills

So, you can explain what the letters PDSA mean.

Great! (That's an acronym for Plan-Do-Study-Act, if

you didn't know.) But, are you able to successfully run multiple PDSA tests in one day, know when a change concept is ready for implementation, and then sustain the improvements? Built around the Model for Improvement, this course will demonstrate how to link the three questions related to aim, measurement, and change concepts to the sequence for success. This one-day course will provide a jump start for those who are new to quality improvement, and a refresher for those who are feeling stalled in their improvement efforts.

ihi.org/QuickCourses · Spring 2018
Calgary, Alberta, Canada
Chicago, Illinois, USA
Toronto, Ontario, Canada

Virtual Programs

Root Cause Analyses and Actions (RCA²)

Begins January 10, 2018 · Virtual Training · ihi.org/Expeditions

Root cause analysis (RCA) is a process widely used by health professionals to learn how and why errors occur. This IHI Virtual Expedition will explore RCA², which is used to drive improvement when it comes to reviewing events that cause or may cause serious harm, and in developing and implementing sustainable and measurable actions that prevent future harm to both patients and staff.

Redesigning Care for Patients with Complex Needs

Begins January 11, 2018 · Virtual Training · ihi.org/Expeditions

People with complex health needs face challenges such as chronic conditions, behavioral health issues, trauma history, food insecurity, and homelessness. When high-need patients require medical services, they often encounter a health care system that is poorly coordinated, inefficient, and expensive. This IHI Virtual Expedition can help your organization improve care and costs for high-need patients by teaching you the key elements to redesigning care.

Leading Quality Improvement: Essentials for Managers

Begins January 23, 2018 · Virtual Training · ihi.org/LQI

As the link between senior leadership and the front lines of care, managers serve a vital role in converting strategic goals into action. Turning high-level goals into results requires a strong foundation in improvement. This five-month, in-depth virtual program will provide you with the improvement skills you need to meet your organization's goals and take your managerial skills to the next level.

Leadership and Organizing for Change

Begins February 15, 2018 · Virtual Training · ihi.org/Lead

This ten-week virtual IHI Open School program draws on the Leadership and Mobilization teachings of Harvard Kennedy School's Marshall Ganz. With health care and community professionals at all levels being asked to lead change, there's a need for skills in mobilizing around new initiatives. Through weekly video lectures, group coaching calls with experts in the field, and support from peers, you will learn to apply skills and knowledge in leadership, community organizing, and the science of improvement.

Taking on the Opioid Crisis

Begins February 28, 2018 · Virtual Training · ihi.org/Expeditions

In 2015, 33,091 deaths in the US involved opioids. Despite significant attention and resources devoted to curbing the crisis, opioid misuse and abuse has only led to more deaths across the country over the years. Get the information and skills needed to impact the multiple drivers of the opioid crisis in your community.

Finding & Creating Joy in Work

Begins March 1, 2018 · Virtual Training · ihi.org/JoyInWork

An epidemic of burnout among health care professionals is affecting quality, safety, and health care system performance. To help reverse the worrying trend, IHI has partnered with experts around the world to create this 12-week virtual training. The live coaching calls and video modules throughout the course are full of new thinking, resources, strategies, frameworks, and solutions, and will help workforces truly thrive — not just survive.

IHI/NPSF Patient Safety Curriculum

Ongoing · Virtual Training · npsf.org/PScurriculum

The Patient Safety Curriculum is a comprehensive 10-module, self-paced, online course that provides you with the context, key principles, and competencies associated with the discipline of patient safety.



CONVENED BY



If together, we could help

100 million people live healthier lives by 2020

what would you do?

Join the movement at 100MLives.org

WIHI: An Audio “Talk Show” from IHI

WIHI is an exciting and energetic online audio program. It’s free, it’s timely, and it’s designed to help health care improvers worldwide keep up with some of the freshest and most robust thinking and strategies for improving health and patient care.

>> Learn more at ihi.org/WIHI



IHI Open School: Professional Online Training

The IHI Open School offers online courses for professionals to build fundamental skills in improvement, safety, leadership, person- and family-centered care, and population health. The Open School is cost-effective, easy to roll out, and the group subscription includes a built-in Dashboard and Educator’s Toolkit that enables you to lead trainings and monitor staff progress. Each member of your team can also earn a certificate and more than 30 continuing education credits. The Open School also offers training for GME faculty and residents and has been approved for maintenance of certification for select medical specialty boards.

>> Explore a free sample course at ihi.org/QualitySkills



Memberships

Passport to IHI Training

Ongoing · ihi.org/Passport

Passport is the IHI membership that guides your improvement journey. It's the one organizational membership that offers all staff at your facility discounts on IHI trainings, special access to publications and events, and added support on your improvement journey. *Benefits include:*

- **FREE IHI Virtual Expeditions**
- **FREE Leading Quality Improvement: Essentials for Managers**
- **25% off IHI Open School group subscription rate (up to \$3,450)**
- **\$200 off IHI National Forum**
- **15% off IHI Change Conference**
- **Members-only calls, events, and resources**

IHI/NPSF Stand Up for Patient Safety Program

Ongoing · npsf.org/StandUp

Accelerate your work to keep patients and health care colleagues free from harm with an organizational membership in the IHI/NPSF Stand Up for Patient Safety Program. Stand Up program membership is a cost-effective way to educate your entire organization. Special rates are available for hospitals, physician practices, ambulatory facilities, health systems, government agencies, and not-for-profit organizations. *Membership provides complimentary access to:*

- **Timely information: Get regular updates on patient safety research and industry trends.**
- **Educational resources: Learn best practices from leading experts**
- **Engagement opportunities: Receive ready-to-use materials for engaging patients and providers.**

IHI Leadership Alliance

Begins October 2018 · ihi.org/LeadershipAlliance

This year-long learning community is a dynamic collaboration of health system executives and their teams committed to working with patients, workforces, and communities to deliver on the full promise of the Triple Aim. The group's vision is: Care better than we've ever seen, health better than we've ever known, cost we can all afford — every person, every time. Join the Alliance and your organization will join a learning community characterized by generosity, curiosity, and courage.

Patient Safety Awareness Week

UnitedforPatientSafety.org

March 11–17, 2018 · Worldwide and online

Patient Safety Awareness Week is an annual recognition week that serves as a platform to increase awareness about patient safety among health professionals and the public. Educational materials and activities offered throughout the week are designed to spark dialogue and promote action to improve the safety of the health care system for patients and the workforce. Take the pledge and commit to safer health care.

Become a Certified Professional in Patient Safety

ihi.org/CPPS

Earn the CPPS credential

Certify your knowledge and demonstrate your expertise in patient safety.

The CPPS credential is conferred by the Certification Board for Professionals in Patient Safety.



Certified Professional in Patient Safety Review Course

npsf.org/ReviewCourses

May 23, 2018 · Boston, MA

This course is designed for experienced patient safety professionals who plan to take the Certified Professional in Patient Safety (CPPS) examination. The course can help participants prepare for the exam by reviewing domain content areas and test-taking strategies.

American Society of Professionals in Patient Safety (ASPPS)

Ongoing · npsf.org/ASPPS

ASPPS is the first and only membership organization for individuals across disciplines that focuses specifically on patient safety.

Membership in ASPPS provides:

- **Access to networking with peers, colleagues, and industry experts in patient safety**
- **Resources to increase your knowledge of patient safety practices and issues**
- **Tools to satisfy continuing education requirements and to help you achieve professional certification**
- **Notifications that keep you informed and aware of trends, research, and thought leadership in patient safety**

IHI/NPSF Patient Safety Coalition

Ongoing · npsf.org/SafetyCoalition

The IHI/NPSF Patient Safety Coalition invites membership from solutions providers, associations, advocacy groups, and all others sharing an unwavering commitment to health care safety, and is designed to accelerate visibility, opportunity, and thought leadership for stakeholders from across the continuum of care. By joining the Coalition, your organization is afforded unique and high-value opportunities for networking, learning, and knowledge sharing, aligning with the highly regarded work and reputation of IHI.

IHI Health Improvement Alliance Europe

Begins September 2018 · ihi.org/HIAE

The IHI Health Improvement Alliance Europe is a coalition of progressive leaders who are united for change, driven by collaboration, and focused on achieving health and health care results in Europe. The group aims to improve work processes, create new delivery models relevant to European health systems, and achieve the best health and best care at an affordable cost in the face of changing demographics, increasing chronic illness, escalating costs, and shrinking government and regional budgets.

Programs at a Glance

CAREER DEVELOPMENT AND SKILL BUILDING	JAN	FEB	MAR	APR	MAY
Improvement Advisor Professional Development Program	15			3	
Improvement Coach Professional Development Program				9	
Breakthrough Series College			27-29		
The International Leadership Development Program for Physicians		12-22			
Patient Safety Executive Development Program			1-7		
Hospital Flow Professional Development Program					7-10
Advanced Measurement for Improvement				24-25	
Chief Quality Officer Professional Development Program					Spring
Certified Professional in Patient Safety Review Course					23
CONFERENCES	JAN	FEB	MAR	APR	MAY
Africa Forum on Quality and Safety in Healthcare		19-21			
2018 IHI Change Conference: Radical Redesign in Complex Systems				19-20	
2018 IHI Summit on Improving Patient Care				26-28	
International Forum on Quality and Safety in Healthcare					2-4
2018 IHI/NPSF Patient Safety Congress					23-25
QUICK COURSES	JAN	FEB	MAR	APR	MAY
Better Quality Through Better Measurement				Spring	
High-Impact Leadership: Developing Core Leaders				Spring	
Back to Basics: Building Essential QI Skills				Spring	
VIRTUAL PROGRAMS	JAN	FEB	MAR	APR	MAY
Root Cause Analyses and Actions (RCA ²)	10				
Redesigning Care for Patients with Complex Needs	11				
Leading Quality Improvement: Essentials for Managers	23				
Leadership and Organizing for Change		15			
Taking on the Opioid Crisis		28			
Finding & Creating Joy in Work			1		

About IHI

IHI is a leading innovator in health and health care improvement worldwide. For more than 25 years, IHI has 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, IHI is 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.



Let us help
you enroll

We're your connection to IHI

The IHI Customer Service and Systems Improvement Team has the answers you need.

You may have a question about enrolling in a program or creating a profile on [ihio.org](https://www.ihio.org). You may want to know about the Open School or available scholarships. Or you may just want to know who does what at IHI and who can address your questions on quality improvement, patient safety, and many other important topics.

Give us a call at **(617) 301-4800** between the hours of 8:30 AM–5:00 PM ET, Monday–Friday, or email us anytime at info@ihio.org.

We'll be happy to help!



Learn more at [ihio.org](https://www.ihio.org)