Improvement Advisor
Professional Development Program

Begins March 20 2017
Cambridge, MA
“The [Improvement Advisor] program has been a genuinely life-changing experience for me. Learning to apply the Model for Improvement to an important project in our hospital has led to unprecedented improvement in the quality of care, length of stay, and experience for our spinal surgery patients. The quality of teaching, range of topics covered, and educational techniques were the best I have encountered in 25 years as a doctor.”

Michael Walburn, MBChB, Consultant Anesthetist, Taunton & Somerset NHS Foundation Trust, England
Improvement Advisor

Professional Development Program

Improve your ability to lead, impact, and forge ahead.

Improvement Advisors are a rare breed. They are the change agents who align teams and provide the powerful leadership needed to identify, plan, and execute improvement projects throughout the organization.

But to remain effective in their roles, Improvement Advisors must strive for improvement. They must continuously build on their knowledge and skills in improvement work and strengthen their abilities to guide and coach front-line teams in their quests to implement and maintain successful changes.

The Institute for Healthcare Improvement (IHI), in conjunction with Associates in Process Improvement (API), offers the Improvement Advisor Professional Development Program to help individuals in this critical role build and hone such skills. This richly-packed, 10-month program is an “all teach, all learn” experience that offers:

- The advanced knowledge and skills needed to excel in the art and science of improvement
- Instruction on how to use a framework comprising practical skills and theory to drive whole system changes
- A collaborative learning environment and actionable ideas to help you achieve maximum results
Program Design

Each participant is required to direct one or more improvement projects (connected to his or her organization's business plan) during the program. The project provides a double benefit — a chance to achieve results in an active improvement project and a living laboratory to apply learning. The improvement project may be in any one of three categories:

- Improving quality of care and services
- Reducing costs while maintaining or improving quality
- Expanding patient or customer satisfaction with the development of new services or innovative ways of providing existing services

The design of this program allows participants to achieve maximum results by immediately applying the skills they learn to everyday work situations. It is this combination of theory applied to daily work that makes the Improvement Advisor Professional Development Program unique and provides a foundation for making improvements long after the program is completed.

Join other Improvement Advisors for this one-of-a-kind learning experience.

*Apply now at ihi.org/IA*
Schedule

This 10-month professional development program includes three four-day, face-to-face workshops and a series of monthly Web-based sessions that occur in between the face-to-face workshops. The monthly webinars provide an opportunity for participants to receive feedback on their projects, not only from the faculty but also from fellow participants.

This program begins in February 28, 2017 with a pre-work call.

The three four-day, face-to-face workshops are scheduled for:

- March 20–23, 2017
- June 26–29, 2017
- November 6–9, 2017

Agenda

Topic areas include:

- The science of improvement
- The Model for Improvement
- Scoping improvement efforts
- Understanding systems and processes
- Using data for improvement
- Developing powerful ideas for change
- Testing changes
- Implementing changes
- Spreading changes
- Decision making
- Collaboration and teamwork
- Planned experimentation
Who Should Attend

Those who attend the program seek to build their foundation of improvement knowledge, develop new skills and approaches for planning and leading improvement, and acquire road maps for accomplishing improvement initiatives. Titles of attendees typically include:

- Director or VP of Quality Improvement
- Quality coach/facilitator
- Chief Quality Officer
- Quality improvement specialist

Others who benefit from this program include clinical leaders (such as physicians, nurses, and allied health professionals) undertaking substantial improvements in the care of individuals, population health, and health care costs.

Fees

Regular rate: $16,200 per person

This fee includes:

- Twelve days of face-to-face workshops
- All program materials, tools, and literature
- Continental breakfasts and lunches for the 12 workshop days
- Monthly webinars and coaching
- An Extranet site and listserv to connect with an active community of colleagues and continue to collaborate after the program (with IHI facilitation)

Scholarships & discounts available — for details visit: ihi.org/IA

Apply now at ihi.org/IA
Expert Faculty

A team of expert Improvement Advisors working with IHI has designed this rigorous program. This core group of expert faculty are intimately involved in the overall design, implementation, training, and participant coaching. To view the complete list of faculty that will take part in this offering, please visit ihi.org/IA.

GERALD (JERRY) LANGLEY, MS, is a statistician, author, and consultant with Associates in Process Improvement. The main focus in both his consulting work and his research is helping organizations make improvements more rapidly and effectively. He has published articles on sampling and survey design, modeling, and fundamental improvement methods, and he’s coauthor of The Improvement Guide. As a Senior Fellow of IHI, Mr. Langley has served as faculty for numerous improvement initiatives on improving medication safety, innovations in planned care, improving service in health care, and the Triple Aim initiative. He has also supported a number of large-scale improvement initiatives, including the Health Disparities Collaborative sponsored by HRSA and Improving Patient Care for the Indian Health Service. He is currently designing and guiding the implementation of several pilot collaborative projects directed at improving care and outcomes for mental health services in California.

RICHARD SCOVILLE, PHD, is an independent consultant specializing in health care quality improvement and performance measurement. He is an Adjunct Professor in the School of Public Health at the University of North Carolina at Chapel Hill. He serves as an improvement advisor to IHI, Cincinnati Children’s Hospital Medical Center, and the Dentaquest Institute, on a range of collaborative improvement, data management and systems design projects.
BRANDON BENNETT, MPH, Principal Advisor, Improvement Science Consulting, began his career as a US Peace Corps volunteer working to improve microfinance repayment rates for people living with HIV and struggling to overcome their impoverished circumstances. In his work as an improvement advisor for IHI in the fields of health care and education, he led and advised on a variety of initiatives, from disease-specific processes to countrywide, multi-sector improvement programs. Mr. Bennett is a Fellow at the Carnegie Foundation for the Advancement of Teaching and Chairman of the Board for the Asaph Children’s Education Fund, a nonprofit organization dedicated to providing scholarships to children who would otherwise have no access to primary, secondary, or tertiary education.

REBECCA STEINFIELD, MA, Improvement Advisor, IHI, currently serves as an IA for a variety of internal and external IHI projects. She has been with IHI since 1996 and teaches IHI courses on improvement methods.
Continuing Education

In support of improving patient care, the Institute for Healthcare Improvement is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.

Please visit ihi.org/IA for the number of credit hours that IHI designates for this continuing education activity.
About IHI

The Institute for Healthcare Improvement 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. To advance our mission, IHI’s work is focused in five key areas: Improvement Capability; Person- and Family-Centered Care; Patient Safety; Quality, Cost, and Value; and Triple Aim for Populations. Learn more at ihi.org.

Apply now at ihi.org/IA
Questions?

Contact us at (617) 301-4800 or info@ihi.org.

For more information or to enroll, visit ihi.org/IA
“The [IA] program has significantly changed the way I approach and manage projects and process improvements… I have learned that data is the key to any endeavor, it tells the story. I have learned to gather a diverse team and pull them into planning, to test changes at every corner, and to have the courage to try new methods. Stay connected with the front line — this is where the wisdom and the answers reside.”

Roberta Mori, RN, MSN, Moore Grant Director, Sutter Health