This intensive two-month program provides a firm grounding in the concepts, tools, and methods you’ll need to effectively drive your organization’s improvement initiatives.

Improvement Science in Action
Professional Development Program

A hands-on approach to applying improvement science at your organization

April 22-24, 2009
Boston, Massachusetts
This intensive two-month professional development program is specially designed for people actively involved in health care improvement projects. A unique hands-on approach will provide a firm grounding in the concepts, tools, and methods you’ll need to effectively drive your organization’s improvement initiatives.

Whether you are new to quality improvement or looking to deepen your experience and skills, this program will change your perspective on improvement science and advance your capabilities as a leader in this critical discipline.

This program begins with a rigorous three-day face-to-face meeting, during which you will learn and apply the principles and tools of improvement science, better equipping you to elaborate, refine, and execute on your improvement project. After this face-to-face meeting, you’ll participate in bi-weekly, web-based sessions which provide opportunities to extend your learning and gain feedback from faculty and colleagues as you put your new skills to work.

WHO SHOULD ATTEND

This intensive program is for those who are actively engaged, or soon will be, in improvement projects at health care organizations and desire deeper skills in order to ensure project success, including the following:

- Leaders and members of improvement teams
- Quality improvement professionals
- Clinical staff
- Senior leaders

Group enrollment is highly recommended and will result in better quality ideas and heightened motivation after the program. Participants do not need extensive knowledge of improvement science, although familiarity with basic concepts will be helpful. Each team or participant must have an improvement project, new or already underway, in order to participate.
COMPREHENSIVE CURRICULUM

The program features a mix of conceptual and practical learning, all focused on increasing the effectiveness of you and your team. Topics include the following:

- Developing a *project charter* that clearly justifies and focuses the work
- Framing a challenging yet realistic *project aim*
- Understanding *organizational dynamics* of change and the *psychology of improvement work*, and use them to build an effective team
- Using *systems thinking*, *driver diagrams*, and *change concepts* to generate effective process changes
- Using *PDSA cycles* to identify promising ideas for change, then developing and refining the changes to achieve more reliable and effective processes
- Creating a comprehensive *measurement plan*, including operational definitions, data collection methods, reporting, and training
- Distinguishing between *common* and *special cause variation* to identify successful process changes and avoid common misinterpretations of the data
- Applying analytical tools, including *run charts*, *Pareto diagrams*, *scatterplots*, and *control charts* to analyze, interpret, and respond appropriately to data
- Understanding and applying important principles of *reliability science* to the design of processes
PROGRAM OBJECTIVES

As a result of this program, participants will be able to:

• Plan and execute an improvement project
• Shape and frame an improvement project to increase the probability of success
• Define and apply a set of measures to analyze and assess project success
• Utilize the Model for Improvement to develop, test, and sustain reliable improvements
• Use the organizational and human dimensions of change to plan and execute an improvement project

SAMPLE PROJECTS

Participants will organize their learning in this program around a specific project at their organization. Each team or participant must have an improvement project, new or already underway, in order to participate. Some examples of appropriate project topics from inpatient, outpatient, and long-term care settings include:

• Eliminate neonatal deaths from central line bloodstream infections
• Improve pharmacy flow and efficiency
• Improve the design of a nurse’s work day to allow for more time in direct patient care
• Improve handoffs to reduce risk for patients moving from in-home teams to the hospice care inpatient unit and vice versa
• Implement a shared decision approach with patients in an office practice
• Reduce HgAlc in a panel of people with diabetes
• Reduce nursing home resident falls by 20% in nine months

EXPERT FACULTY

Sandra Murray, MA, Principle, Corporate Transformation Concepts, is an independent consultant who concentrates her work in the area of effectively using process improvement methods to get strategically vital results. She has been an Improvement Advisor with the Institute for Healthcare Improvement (IHI) since 2002, working in the area of patient safety, and served as faculty for IHI’s Breakthrough Series College and as Director and faculty for IHI’s Improvement Advisor Professional Development Program.

Richard P. Scoville, PhD, Adjunct Assistant Professor in the School of Public Health, University of North Carolina at Chapel Hill, is also an Improvement Advisor for the Institute for Healthcare Improvement. He serves as IT Director for Improving Performance in Practice, a national primary care collaborative sponsored by the American Board of Medical Specialties.
**ENROLLMENT FEES**

**Regular Rate:** $2,950 per participant  
**IMPACT Member Rate:** $2,500 per participant  
**Group Rate for 3 or more:** $2,500 per participant

Enrollment fees do not include hotel and travel accommodation expenses for the on-site meeting. For details about the program hotel location please refer to the back of this brochure, or visit www.IHI.org.

**CHANGING HEALTH CARE TOGETHER**

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.

IHI offers a wide variety of programs and activities for health care professionals to learn from expert faculty and collaborate with experienced colleagues around the world. This particular professional development program is part of a family of programs designed for leaders who need to develop or hone the improvement skills required for an organization to succeed in its improvement agenda. Additional learning opportunities include world-class conferences and seminars, web-based programs, and professional development programs exploring critical leadership roles.
Are you ready to improve care systems and need to advance your improvement skills for the work ahead?

Then this program is for you.
SCHEDULE

This program begins with a rigorous three-day face-to-face meeting, during which you will learn and apply the principles and tools of improvement science, better equipping you to elaborate, refine, and execute on your improvement project.

FACE-TO-FACE MEETING:
April 22-24, 2009
The Charles Hotel*
One Bennet Street
Cambridge, MA 02138
Toll-Free: (800) 882-1818

In addition to this face-to-face meeting, you’ll participate in biweekly, web-based sessions which provide opportunities to extend your learning and gain feedback from faculty and colleagues as you put your new skills to work.

WEB-BASED SESSIONS SCHEDULE:
Prework
Thursday, April 9, 2009 from 1:00 PM – 3:00 PM ET

Review of PDSA Cycles and Measures
Thursday, May 7, 2009 from 1:00 PM – 3:00 PM ET

Project Planning and Principles of Reliable Design
Thursday, May 21, 2009 from 1:00 PM – 3:00 PM ET

Implementing and Sustaining Change
Thursday, June 4, 2009 from 1:00 PM – 3:00 PM ET

ACCOMMODATIONS:
*Reservations for overnight accommodations should be made through the hotel by calling (800) 882-1818. To receive the reduced rate of $269 per night, please book your accommodations by March 15, 2009, and identify yourself as part of the IHI group.
Enroll online or call
(866) 787-0831 • (617) 301-4800

For more information
visit www.IHI.org

NEED PERFORATED EDGE AT FOLD. THIS FLAP IS 4” WIDE

TRIM HERE. 4” FLAP