



**Five Things You Can Do This Week**

Watch Bob Lloyd teach the Science of Improvement

Get some social media tips from former hospital CEO Paul Levy

Read about the SC Patient Safety Symposium

Watch a TED Talk on social medicine

See what's going on in the Community

**Quick Links**

- [IHI Open School Website](#)
- [Online Courses](#)
- [Chapter Directory](#)
- [Start a Chapter](#)
- [Chapter Leader Toolkit](#)
- [Contact Us](#)



**Bob Lloyd's Whiteboard Videos**



Need a refresher on the fundamentals of quality improvement? Confused about your PDSA cycle? Bob Lloyd, PhD, Executive Director for Performance Improvement at IHI, is here to help.

Lloyd's "whiteboard" videos are some of the most popular features in our courses, so we've created a page on our website solely dedicated to them. From Deming's System of Profound Knowledge to driver diagrams, Lloyd explains the Science of Improvement in short, engaging presentations.

[Watch them here.](#)

**Using Social Media in Health Care: An Interview with Paul Levy**



Paul Levy, the former CEO and President of Beth Israel Deaconess Medical Center in Boston, writes a blog called *Not Running a Hospital* that gets about 10,000 visitors every day. What are his secrets? What is his advice?

In the first of a two-part video series, Levy discusses how he got involved in blogging, the dangers of social media, and five tips for success for anyone in health care.

[Watch the interview here.](#)

**Blog Post: SC Patient Safety Symposium**



The 5th annual SC Patient Safety Symposium, held April 25 in Columbia, SC, proved to be a valuable experience for Clemson University IHI Open School Chapter members Susie Robinson and Amanda Hobbs.

On our blog, they describe their experience learning from leading experts in the field of patient safety, including Maureen Bisognano, President and CEO of IHI, and Dr. Atul Gawande.

[Read more here.](#)

**TED Talk: Jamie Heywood: The Big Idea My Brother Inspired**



When MIT-trained mechanical engineer Jamie Heywood discovered that his younger brother was diagnosed with ALS, he focused all his energy on finding health care initiatives to help.

The result? The brothers built [a website](#) where people share and track data on their illnesses--and they discovered that the data had power to comfort, explain, and predict.

[Watch here.](#)

**Community Updates**

**Welcome, New Chapters**

- United States
- Cooper Medical School of Rowan University, New Jersey
  - Indiana University - Purdue University at Columbus, Indiana
  - Rhodes College, Tennessee

- International
- National Rehabilitation Hospital, Ireland

**Don Berwick Lectureship at the Georgetown University Chapter**

On June 5, the Georgetown University IHI Open School Chapter is hosting the Inaugural Dr. Amitai Etzioni Lectureship, featuring Dr. Don Berwick and Dr. Carolyn Clancy. Berwick and Clancy will discuss "Putting the Patient First: Providing Health Care that is Patient Safe and Patient Centered." The event is free and open for all to attend at the Georgetown campus in Washington, DC. [Learn more and register here now.](#)

**Chapter Tip of the Week**

Want to integrate quality improvement and patient safety education into your curriculum? [Read our interview](#) with the University of Missouri's Dr. Les Hall and Dr. Linda Headrick to learn how to enact change at your school.

**Complete the 2012 Progress Report**

We urge all IHI Open School Chapters to complete the 2012 Chapter Progress Report!

We want to learn about what your Chapters have been doing, and what support you need from the IHI Open School team. We've shortened the Report since last year--it should take no more than 15 minutes to complete.

The deadline is June 1. [Complete your Chapter's here.](#)