

The IHI Open School is an online learning community where you can take free courses, earn a certificate, network with peers and experts, and gain confidence and skills in quality and safety to change health care.

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## IHI Open School Courses Find a Home in Home Care Association



Home care nurses in New Hampshire [are using the IHI Open School courses](#) to increase their quality improvement and patient safety knowledge. Gina Balkus, CEO of the Home Care Association of New Hampshire, is pioneering this effort in the Associations' 40 member agencies.

The value, Balkus said, is that the courses are very accessible to professionals, and allow the Associations' nurses, therapists, and clinical directors to learn at their own pace and apply it to their own priorities. Successes are popping up around the state, and there's already talk about a potential second phase starting this summer.

## Colleen's First QI Project: Lessons Learned and Moving Forward

Colleen, the medical student working on her first quality improvement project, has been blogging about her progress as a student trying to make a change in the health care system over the last two months.



In her final post, [she discusses the lessons she's learned](#), the results she's seen, and how she plans to keep her improvement project moving forward.

## Community Updates

### Welcome, New Chapters



#### United States

St. David's School of Nursing at Texas State University,  
Texas

#### International

Taiba Care, Saudi Arabia

## There's Still Time To Apply For the Student Quality Leadership Academy

Have you submitted your application to attend the 4th Annual IHI Open School Student Quality Leadership Academy? Friday, April 12 is the application deadline for the free two-day event that helps students and residents build leadership competencies within all health professions. That's only nine days away!



Dr. Donald M. Berwick, President Emeritus and Senior Fellow at IHI and Former Administrator of the Centers for Medicare and Medicaid Services, will lead the Leadership Academy. Other speakers include Julian Harris, Director of the Office of Medicaid for Massachusetts, and John McDonough, Professor of Public Health at Harvard University. [Click here](#) to learn more and submit your application.

**What is the cost to attend?** The IHI Open School Student Quality Leadership Academy is generously sponsored by the Robert Wood Johnson Foundation and made free to attendees. Complimentary hotel rooms are available to those willing to share a room with another attendee. Participants are responsible for travel to the event and dinner on both nights, but all other meals are provided at no cost.

## Improving the Patient Experience in Scotland



The IHI Open School Community team traveled to Dundee, Scotland, to attend the 7th Annual Reducing Harm, Improving Care (RHIC) Conference, which was led by the University of Dundee Chapter. The theme of the conference was about the patient experience, which was driven home by the keynote speakers and workshop sessions. Read more about [the team's experience in Scotland here](#).



In addition to the exceptional keynote speakers who spoke about the need for quality improvement in health care, students led workshop sessions, including the IHI Open School favorite, The Paper Airplane Activity. This activity, which introduces and practices system design, showed the participants the importance of collaboration and communication in solving problems. Read about the [student leaders' experience](#) in facilitating this activity here.

Interested in using the Paper Airplane Activity with your IHI Open School Chapter? Find the [full description and instructions here](#).

Keep the IHI Open School team in the loop! Tell us what your Chapter is planning at [openschool@ihi.org](mailto:openschool@ihi.org) and you may be featured in our next newsletter!