

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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Ask Berwick: What one trait is most important for a young leader?



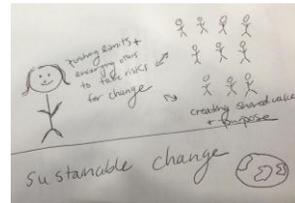
In our series "Ask Berwick" on the IHI Open School blog, Dr. Don Berwick, President Emeritus and Senior Fellow at IHI and Former Administrator of the Centers for Medicare and Medicaid Services, answers your questions. This week, Dr. Berwick tells us the [one trait he thinks is most important for a young leader](#).

Be sure to check back next week when Dr. Berwick answers a question from @sasanof about accelerating global change for health care quality and safety.

Do you have a question? Join the conversation and "Ask Berwick." Tweet [@IHIOpenSchool](#) using [#AskBerwick](#), email openschool@ihi.org, or comment on [Facebook](#).

Becoming a Leader at the International Forum

Last week, more than 80 students from around the world got together at the International Forum for deep discussion and shared learning among those charged with leading improvements in health care. One student, Ariella Camera, was inspired to write about one particular session that changed her view on leadership.



"I am learning quickly that the more I sit around and wait for someone to label me a leader, valuable time is being wasted that could be dedicated to making an impact," Camera writes.

[Read more about her experience on the IHI Open School blog.](#)

Empathy: The Human Connection to Patient Care

In her opening keynote at the International Forum on Quality and Safety in London last week, IHI CEO and President Maureen Bisognano emphasized seeing the whole system, which includes all the assets patients and families bring, beyond the walls of the care setting. She shared this powerful video from the Cleveland Clinic on empathy, which reminds us that patient care is more than just healing -- it's building a connection. Take a few minutes to step into someone else's shoes, see what someone else sees, and [watch the video here](#).



Community Updates

Welcome, New Chapters



International

Instituto de Pediatría, **Mexico**

Looking for a Chapter Activity? Try the Emergency Department Flow Game

How would you set up an emergency room? Last week, some IHI staff members led the IHI interns through the IHI Open School's [Emergency Department Flow Game](#), which gets participants thinking about systems and communication. This fast-paced group activity simulates moving patients from admission, to treatment, and to discharge as efficiently as possible, and provides for discussion on topics from transfer processes to an emphasis on quality.

Lead your Chapter members through this game to bring awareness around quality and efficiency.

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