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.

Online Courses   **Chapters**   **Resources**   **Contact Us**

IHI in the Middle East: Forum and Fundamentals

Last week at the Middle East Forum on Quality Improvement in Healthcare, leaders of the Hamad Medical Corporation (HMC) in Doha, Qatar, announced that the IHI Open School courses would be used for training within the organization. IHI Open School Operations Director, Carly Strang, helped launch the initiative by explaining how the courses will help staff to continue learning about the fundamentals of improvement and safety beyond the conference.

More than 2,000 people from the region joined the first-ever event to learn about the basics of improvement and today's pressing issues, including creating cultures and systems of safety and innovation, and the crucial need for effective leadership.

Check out this article to learn more about the Forum and how HMC plans to build a culture of safety and quality improvement.

University of Texas Medical Student Leads Successful QI Project

Brian Blaugrund, a medical student at the University of Texas Medical School at Houston, set out to increase physical and occupational therapy activities in the Transplant Surgery Intensive Care Unit (TSICU) at a local hospital. Using the IHI Open School Practicum as his guide, he and his team implemented several changes that increased mobilization and consultations. Additionally, patients are now spending less time in the TSICU -- a welcome change to any health care system.

Brian's project has been one of the most impressive we've seen so far in the Practicum. Learn more about how you can get started on your own project today!

Ask Berwick: How Can I Improve Communication With My Patients?

In this week's edition of "Ask Berwick," Dr. Don Berwick offers tips on how to sharpen a skill health professionals use every day: communicating with patients. "Take your cookie cutter," he says, "and leave it outside the door."

Berwick, President Emeritus and Senior Fellow at IHI and Former Administrator of the Centers for Medicare and Medicaid Services, answers a question every week in our blog series, "Ask Berwick." Next week, he'll answer a question submitted via Twitter by @K_Ensor on how medical students can drive improvement.

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

Community Updates

Welcome, New Chapters

International

Simon Fraser University, **Canada**

Chapter Event Sponsorship Reminder

Hey, IHI Open School Chapters: Are you looking to get sponsorship for an event this quarter? Whether you're planning informational sessions to recruit new members or an expert speaker panel, the IHI Open School team wants to hear about your activities. Share your plans on this form by May 31 to put your Chapter in the running for this support.

The IHI Open School reimburses Chapters up to $100 per event. Chapters will be notified about funding by June 15, and receipts must be received by September 15 for reimbursement. Only Chapters that have submitted their annual Progress Report qualify to receive event funding.

Reminder: Submit Your 2013 Chapter Progress Report. This is your chance to let us know what your Chapter has been doing and what support it needs from the IHI Open School team. Be sure to add the Progress Report to the agenda of your next meeting, or designate a Chapter Leader to complete it by May 31!

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!