

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](#)



Sue, Can You Smile?

No one -- neither a patient, nor a doctor -- expects a medical error to occur. But sometimes, they do. In the IHI Open School's newest patient story, we meet Sue, a nurse who notices a lump behind her ear and goes through two procedures to have it removed, one of which results in an adverse event. We also meet her surgeon, Dr. Rae. [Check out their story](#), discuss it with your chapter, and hear both a doctor's and a patient's perspective on this adverse event.



Spotlight on St. Charles: Establishing a Sense of Urgency

When we last heard from administrative fellow Kyle Johnson, St. Charles Health System in Oregon had decided to use the IHI Open School as its [framework for improvement training](#). In a new blog post, Johnson explains the challenge of now motivating an entire organization to embrace systems-level change.



"If we whisper our message, then no one will hear," writes Johnson. "But if we constantly yell, then no one will listen." [Read the full blog post here.](#)

Ask Berwick: What would happen if health care was open seven days a week?



Since illness and illness burden are 24/7, health care should be, too. In this week's edition of "Ask Berwick," Dr. Don Berwick discusses [ways to manage the supply and demand of health care](#), to answer a question from Cathy Ellis, PT, about the safety issues that arise from a health system that largely shuts down on the weekends.

For the past eight weeks, Dr. Berwick, President Emeritus and Senior Fellow at IHI and Former Administrator of the Centers for Medicare & Medicaid Services, has answered a question each week in our blog series. We'll feature one more question next week (will it be yours?) before taking a break for the summer.

Submit your questions and "Ask Berwick." Tweet [@IHIOpenSchool](#) using [#AskBerwick](#), email openschool@ihi.org, or comment on [Facebook](#).

Community Updates

Welcome, New Chapters



United States

Baystate Medical Center, MA

International

Campos Biomedico Unisabana, Colombia

Another Progress Report Complete!

With the deadline come and gone, the IHI Open School team would like to thank all the Chapters that submitted their 2013 Progress Reports. This great feedback will give us a sense for how our community is moving and growing, and help us create new resources to meet your Chapter's needs. Keep your eyes out for the annual Progress Report Results, which are soon to come.

Even though we ask for these surveys once a year, the team is always available at openschool@ihi.org for your questions, ideas, and leadership updates.

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!