

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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**Please note:** Because of the Fourth of July holiday, the IHI Open School team will not publish a newsletter next week. Our newsletter will return on Wednesday, July 10, 2013. Have a safe and happy holiday!

## Spotlight on St. Charles: Using Stories to Create Lasting Lessons



When we last heard from administrative fellow Kyle Johnson, St. Charles Health System in Oregon was focused on [creating a sense of urgency](#) to motivate their staff around an organizational culture change. The goal? To become a high-performing health system. In a new blog post, Johnson explains the power they've found in senior leaders pairing personal stories along with traditional instruction.

"Despite a successful period of technical instruction, there is nothing that compares to the power of a story that connects with an audience or class through emotion," writes Johnson. Johnson also notes how leaders' personal stories can set an example of transparency. [Read the full blog post here.](#)

## This Week's WIHI: An Engagement with Safety

When it comes to patient safety and reducing harm, one of the biggest challenges US hospitals face day-to-day is how to maintain a relentless focus on everything that needs to be improved and worked on, simultaneously. [Join the next WIHI](#)



**Thursday at 2 PM EST** to find out how the Partnership for Patients, launched by the US Centers for Medicare & Medicaid Services (CMS) in April 2011, is attempting to help some 3,700 hospitals, keep the pressure on, commit to stretch goals, and benefit from coaching and continuous learning.

## Community Updates



### Welcome, New Chapters

#### International

Primary Health Care Corporation, **Qatar**

## Publish Your Health Care Story -- Visually!



Since 2008, [Pulse magazine](#) has been sharing poems and stories from patients and health care professionals that show the emotional and personal sides of medicine. With the launch of its new website, the magazine will also begin accepting visual submissions, including sketches, paintings, photographs, or any other type of artwork. Inspired to provide a platform for expression of the shortcomings and triumphs of our health system, the online magazine has also become a forum for all health disciplines and patients [which you can join](#). Check out the [Pulse submissions page](#) to learn more about how to contribute your artwork or writing.

## Farewell from the IHI Open School Spring Interns

"There once were two girls from NU,  
interns for the Open School crew!  
And so for half a year,  
they wrote this newsletter with cheer,  
and now sadly must bid you adieu."



All limericks aside, it's been a pleasure working with the IHI Open School team and contributing to this newsletter for the last six months. We'll return to Northeastern University with unique experiences such as [writing patient stories](#), [connecting with the Chapter network](#), [creating Chapter resources](#), [managing a blog series with Dr. Don Berwick](#), and [attending the Student Quality Leadership Academy](#).

Thank you to our readers, and thank you to the IHI Open School team for all that you do.

All the best,  
Madeline Heising & Lexy Von Keszycki

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!