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

A Quality Movement in Qatar

In a little more than two months, since the Middle East Forum on Quality Improvement, more than 2,500 staff members at the Hamad Medical Corporation (HMC) in Qatar have completed nearly 20,000 IHI Open School courses. Nearly 500 of those staff members have earned their Basic Certificate, completing 16 core courses in improvement capability; patient safety; leadership; person- and family-centered care; and quality, cost, and value.

"I'm very surprised," says Nasser Al Naimi, Executive Director of the Center for Healthcare Improvement at HMC. "Even now, as we're in Ramadan, the Islamic month of fasting, with staff fasting during the day and working reduced hours, the rate of completing courses is amazing. I'm really amazed and delighted at the dedication with which our staff have pursued this wonderful learning opportunity."

More than 20,000 employees work at HMC, which has provided unique opportunities and challenges for rolling out the educational initiative. HMC is one of more than 450 organizations that are using the online modules to train staff. Read more about how HMC has integrated the courses on the IHI Open School website.

What We're Reading: "Slow Ideas" by Atul Gawande

A new article by Atul Gawande investigates two puzzling questions, which are familiar to any student interested in quality improvement. Why do some innovations spread quickly, and how can we speed the ones that don't?

In the 19th century, Gawande explains in *The New Yorker*, surgeons faced two significant obstacles to their mission: the pain of surgery, and the prevalence of post-surgical infection. Thanks to scientific innovation, solutions emerged for both. One (anesthesia) offered readily apparent benefits to all, and the other (antiseptics) worked invisibly, with some prerequisite discomfort for the surgeon. You can guess which good idea saw immediate, widespread adoption -- and which went ignored for years.

For a fascinating look at case studies in innovation from today and centuries' past, and important lessons learned, read Gawande's full article here.

Community Updates

Welcome, New Chapters

Riaz Medical Centre**, Sharja, United Arab Emirates**

Join the First Global Chapter Call on August 9 at 12 PM EST

In response to your feedback in the 2013 Chapter Progress Reports, the IHI Open School Regional Leaders will now be hosting quarterly global Chapter calls. These calls will serve to highlight the work Chapters are doing around the world, orient new Chapters to the community, and answer any questions. All Chapter Leaders, members, and Faculty Advisors are invited to dial in and participate!

The first IHI Open School Global Chapter call will take place on **August 9 at 12 pm EST** and be hosted by Southwest Regional Leader Tyler Williams and West Coast Regional Leader Jessica Schwartz. The discussion will feature Chapter members from the University of Oklahoma, who will be speaking about the lessons they learned as they planned for the new academic year.

Follow these instructions to connect to the call:
1. Go to https://ihi.webex.com/ihi/k2/j.php?ED=221095847&UID=0&HMAC=10c150c034fa8becebe109b27e0fbc786d5d9566&RT=MiMxMQ%3D%3D
2. Enter your name and email address.
3. Click "Join Now" and follow the instructions that appear on your screen.

Apply for Chapter Event Sponsorship

Whether you're planning informational sessions to recruit new members or planning an expert speaker panel, the IHI Open School team understands that finding the funds to host Chapter activities can be difficult. That's why each semester, we set aside a small amount of funds to assist Chapters such as yours with the important work you're doing. Share your planned activities for the fall semester on this form to be considered for event sponsorship. The deadline to submit your Chapter's event is October 1.

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!