

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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Spotlight on St. Charles: Learning from a Near Miss



What can you learn from a near miss involving a 2-year-old girl and her medication?

Kyle E. Johnson, PMP, Administrative Fellow at St. Charles Health System in Oregon, shares a story about how his work with the IHI Open School helped turn a potential error into a positive learning

experience. "The true power of the Open School ... derives from learning to look at the world from a perspective of improvement," Johnson writes. "The Open School teaches you that continuous improvement is really continuous learning and that, in order to improve health care, you must embrace failure as a part of the learning process. For many people, this is a fundamentally different way of seeing the world."

This is the [fourth blog](#) in an occasional series from Johnson about how the IHI Open School courses are helping to transform the culture at St. Charles.

St. Charles Health System and IHI [announced a formal strategic partnership](#) to improve health and health care within central Oregon earlier this week.

What We're Reading: A promise to learn -- a commitment to act: Improving the safety of patients in England

[An independent report](#), filled with recommendations to improve systems, safety, and culture in the National Health Service (NHS) in England, was released on Tuesday. A team of health care experts, led by Dr. Don Berwick, President Emeritus and Senior Fellow at IHI and Former Administrator of the Centers for Medicare and Medicaid Services, developed the report and complementary letters -- to senior officials, health care employees, and the people of England.

Prime Minister David Cameron appointed Berwick to head the taskforce in March after the [Francis Report spotlighted the Mid-Staffordshire tragedy](#).

Numerous media outlets and organizations have covered the report, including The Health Foundation, an independent charity working to improve the quality of health care in the UK. Jo Bibby, a director of strategy at The Health Foundation, former Head of NHS Performance, and a member of the taskforce, [wrote a blog](#) Tuesday about the opportunity the report presents.

Community Updates



Welcome, New Chapters

Workplace Improvement Services, **Lagos, Nigeria**
Instituto Nacional de Enfermedades Respiratorias, **Mexico**

Reminder to Join the Global Chapter Call on Friday, August 9 at 12 pm EST

Join the first ever global Chapter Call, hosted by the IHI Open School Regional Leaders, on August 9 at 12 pm EST. The discussion will feature Chapter members from the University of Oklahoma, who will be sharing how they developed a schedule of activities and events they'll use to maintain momentum for their Chapter throughout the upcoming academic year.

All Chapter Leaders, members, and Faculty Advisors are invited to dial in and participate! These calls serve to highlight the work Chapters are doing around the world, orient new Chapters to the community, and answer questions about the work your Chapter is doing.

To connect to the call: [Follow this link](#), enter your name and email address, click "Join Now," and follow the instructions that appear on your screen.

Free Promotional Materials for Chapter Recruitment

The fall semester is a great time to recruit new members to your IHI Open School Chapter, and we want to help set you up for success by providing you with promotional materials to pass out on campus. Request materials to distribute to potential new members today by [filling out this form](#).

Looking for more recruitment tips? Check out the [recruitment resources in the Chapter Leader toolkit](#).

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!