

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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## Case Study: An Extended Stay

A 64-year-old man with a number of health issues comes to the hospital because he is having trouble breathing. The care team helps resolve the issue, but forgets a standard treatment that causes unnecessary harm to the patient. A subsequent medication error makes the situation worse ...



Ross Hilliard, MD, a resident in internal medicine and the IHI Open School Northeast Regional Chapter Leader, fills in the details of the story and poses a number of discussion questions in a new case study for the IHI Open School community. [Check it out](#) now or save it for your next Chapter meeting.

The IHI Open School team is developing a new structure for the resources on our website, making them easier for faculty members, Chapter leaders, and team leaders to use in a group setting. As always, [we'd love to hear your feedback](#).

## NEW! CEUs for the IHI Global Trigger Tool White Paper



Understanding performance data is essential to improvement; you can't improve what you can't measure. In health care, among the most important data to measure and understand is your organization's rate of adverse events -- incidents that result in harm to patients. The IHI Global Trigger Tool for Measuring Adverse Events is a tool used around the world to better understand when a patient suffers harm, what the harm was, and what the rate of harm is over time. We are pleased to announce that health professionals can now receive [continuing education units \(CEUs\) for the Global Trigger Tool white paper](#), which provides comprehensive information on the development and methodology of the IHI Global Trigger Tool and step-by-step instructions

for how to use it.

## What We're Reading: 'How Useful Are Medical School Rankings?' By Joshua Liao, MD

Every year when *U.S. News and World Report* releases its medical school rankings, much debate ensues. In a new article, IHI Open School Chapter Leader Joshua Liao -- a physician at Brigham and Women's Hospital in Boston and a clinical fellow at Harvard Medical School -- adds his two cents.

In "How Useful Are Medical School Rankings?," an opinion piece for WBUR, National Public Radio's Boston affiliate, Liao discusses recent research calling the value of medical school rankings into question and how his own experience -- in discovering his true calling as a primary care physician -- has done a bit of the same. "The best marker of a school's quality," Liao writes, "...may not be the ability to shuttle students down preset pathways. Rather it may be the ability to cultivate passion within its learners; to offer experiences that inform, challenge and deepen their most vital motivations..." [What do you think?](#)

## Community Updates



### Welcome, New Chapters

Brigham Young University, **Provo, UT**  
University of Wisconsin, **Madison, WI**

## The IHI Open School Community Welcomes its 600th Chapter!

Now in its fifth year, the IHI Open School is significantly changing education and health care around the world -- and we're excited to announce that as of this week 600 Chapters have been started on campuses and organizations across the world! Join us in celebrating this enormous achievement and [spread the word about the IHI Open School](#) to your friends and colleagues.

Check the Chapter directory to [join an existing IHI Open School Chapter or start a new Chapter](#) at your institution.

## New Offering from IHI on Graduate Medical Education

Accreditation, regulatory, and payment requirements for academic medical centers and their graduate medical education programs are changing rapidly to include much more intense focus on quality improvement and patient safety. To help academic medical centers respond to growing demands in these areas, IHI is offering a two-day program, [Graduate Medical Education: Focusing on Quality and Safety in a Clinical Learning Environment](#).

This program will take place on November 18-19, 2013, in Cambridge, MA. Academic medical centers are strongly encouraged to send a leadership team that includes a designated institutional official, institutional quality leader, residency program director or key faculty member, and resident.

Keep the IHI Open School team in the loop! Tell us what your Chapter is planning at [openshool@ihi.org](mailto:openshool@ihi.org) and you may be featured in our next newsletter!