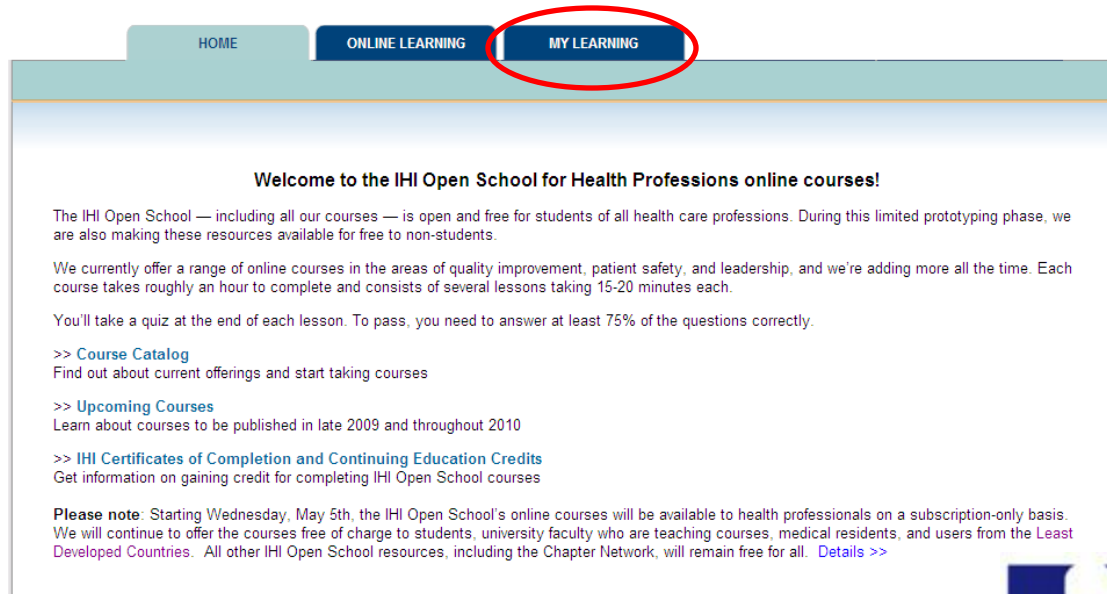# Certificate of Completion Instructions

This guide illustrates the steps required to generate your printable IHI Open School Basic Certificate of Completion for the Basic Level Courses:

- o Quality Improvement 101, 102, 103, 104, 105, 106
- o Patient Safety 100, 101, 102, 103, 104, 105, 106
- o Leadership 101
- o Patient- and Family-Centered Care 101
- o Managing Health Care Operations 101

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Step 1

- Go to www.ihi.org/lms

- Click the **My Learning** tab.
  - Note: You may be instructed to log in if you had not done so already. Please use your email address and password to log in and continue on to your *My Learning* page.
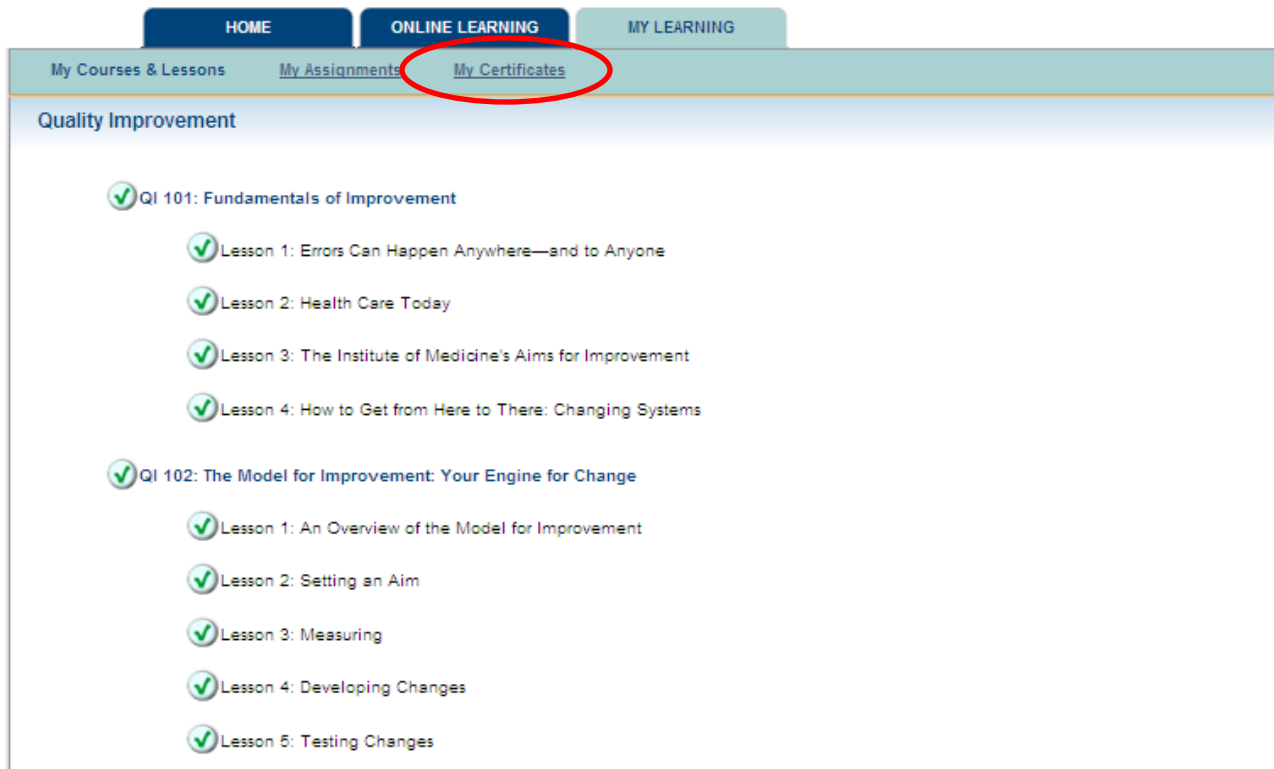
Step 2

Your *My Learning* page shows you which courses you have completed and which courses are in progress. A course is not considered complete if you have not filled out an online evaluation for it.

To complete an evaluation, click on the course title and you will be prompted to complete the course evaluation. Please do this before proceeding to Step 3.
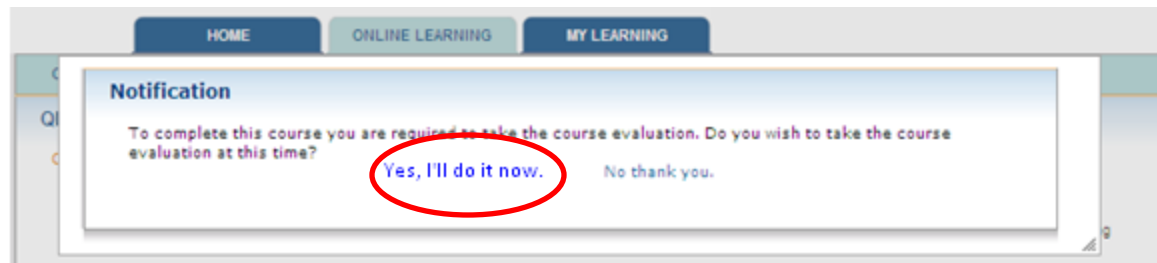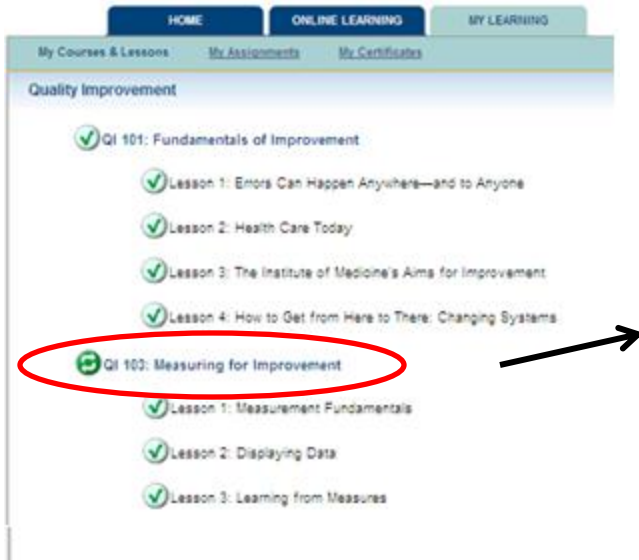
Step 3

Click the **My Certificates** link.

Step 4

If all 16 courses are checked off and completed, you will be able to generate your certificate. Click the link that says **Click here to generate your certificate** to obtain your certificate.

Step 5

- In the new window, click Create Certificate.
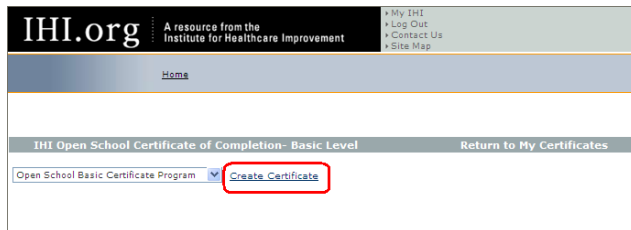
- Click the blue Generate Certificate button.

- A dialog box will open directing you to open or save the file. Choose the option that suits you best – and you're done!

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Additional Information

You can return to the Certificate Center at any time to view your existing certificates.
http://app.ihi.org/certificatecenter

Please email info@ihi.org or call (617) 301-4800 if you have any questions.

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Check back for additional new courses throughout the year.

Thank you for your commitment to quality improvement and patient safety.