

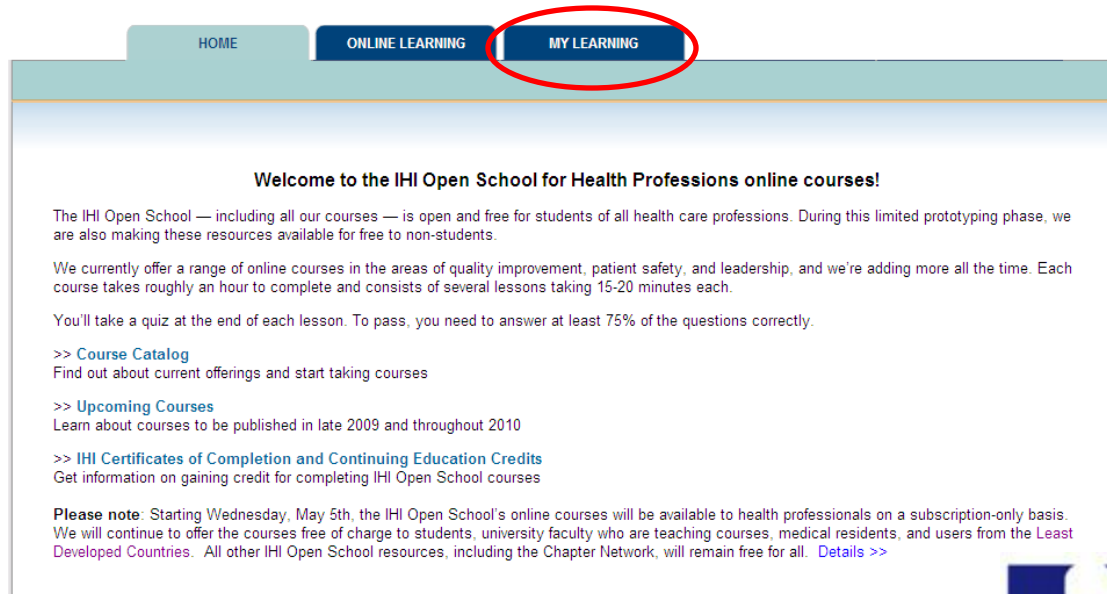
Certificate of Completion Instructions

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

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

Step 1

- Go to www.ihl.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.



The screenshot shows the top navigation bar of the IHI Open School website. The 'MY LEARNING' tab is highlighted with a red circle. Below the navigation bar, the page content includes a welcome message and several links for course information.

HOME **ONLINE LEARNING** **MY LEARNING**

Welcome to the IHI Open School for Health Professions online courses!

The IHI Open School — including all our courses — is open and free for students of all health care professions. During this limited prototyping phase, we are also making these resources available for free to non-students.

We currently offer a range of online courses in the areas of quality improvement, patient safety, and leadership, and we're adding more all the time. Each course takes roughly an hour to complete and consists of several lessons taking 15-20 minutes each.

You'll take a quiz at the end of each lesson. To pass, you need to answer at least 75% of the questions correctly.

>> [Course Catalog](#)
Find out about current offerings and start taking courses

>> [Upcoming Courses](#)
Learn about courses to be published in late 2009 and throughout 2010

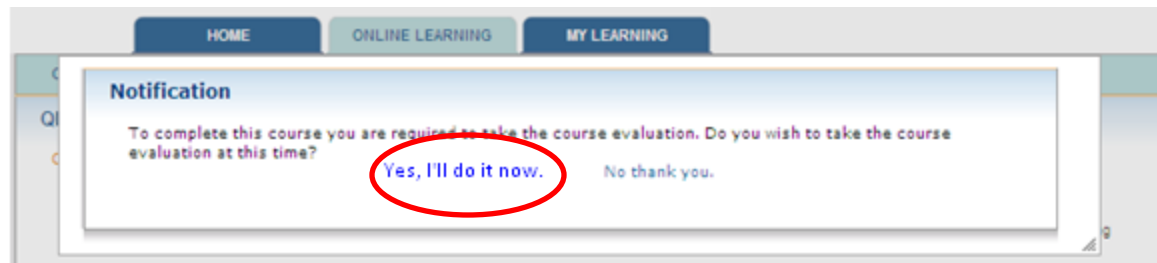
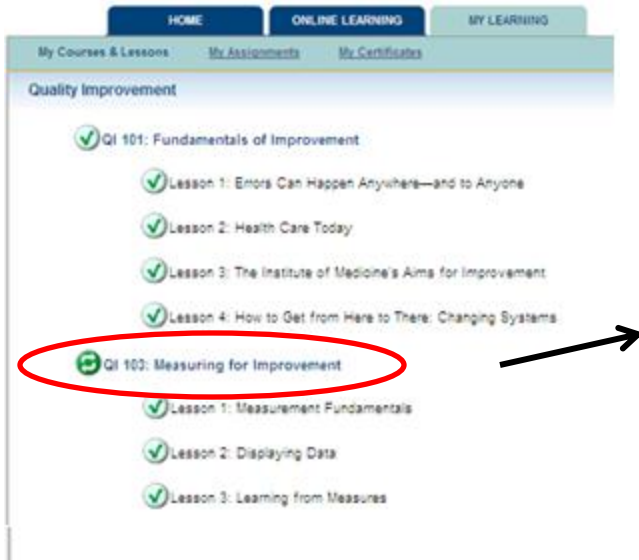
>> [IHI Certificates of Completion and Continuing Education Credits](#)
Get information on gaining credit for completing IHI Open School courses

Please note: Starting Wednesday, May 5th, the IHI Open School's online courses will be available to health professionals on a subscription-only basis. We will continue to offer the courses free of charge to students, university faculty who are teaching courses, medical residents, and users from the [Least Developed Countries](#). All other IHI Open School resources, including the Chapter Network, will remain free for all. [Details >>](#)

Step 2

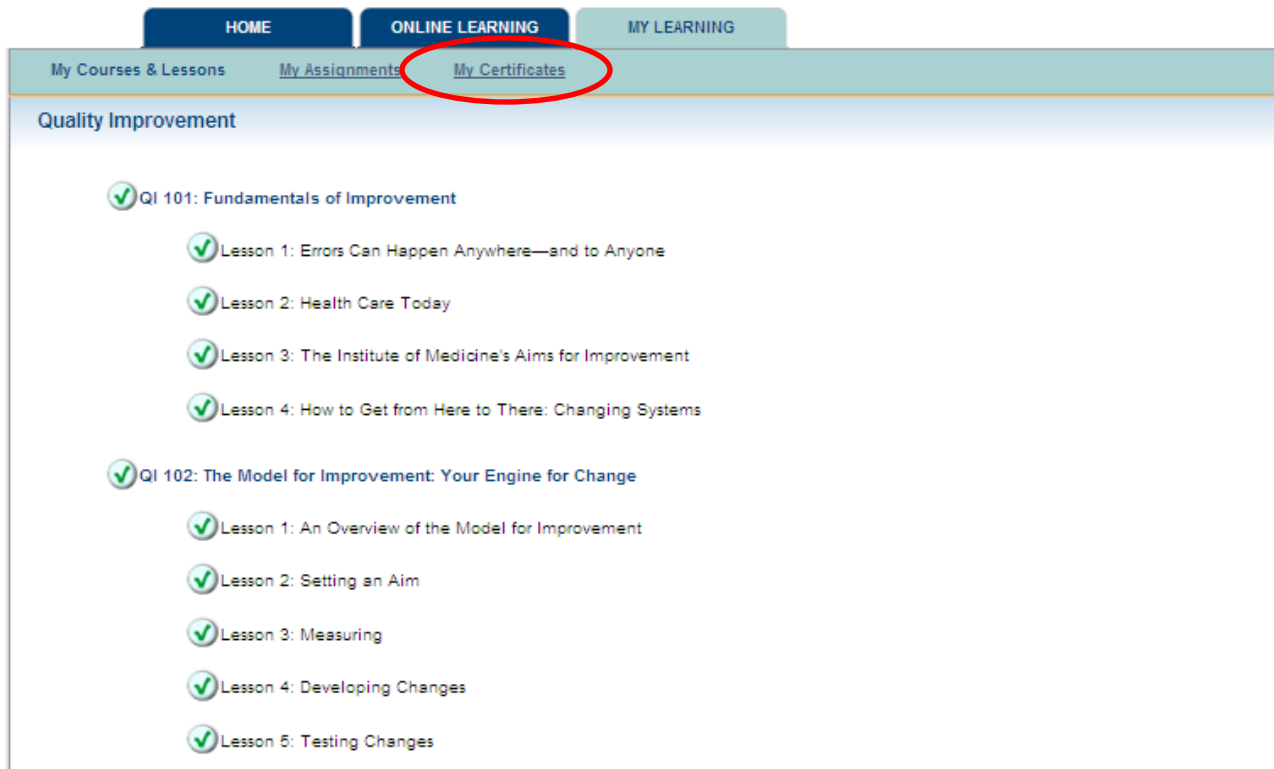
Your *My Learning* page shows you which courses you have completed and which courses are in progress. A course is not considered complete if you have not filled out an online evaluation for it.

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.



The screenshot shows a user interface with three main navigation tabs: HOME, ONLINE LEARNING, and MY LEARNING. Under the ONLINE LEARNING tab, there are three sub-links: My Courses & Lessons, My Assignments, and My Certificates. The My Certificates link is circled in red. Below the navigation, the page title is 'Quality Improvement'. The content area lists two main courses, each with a green checkmark icon:

- ✓ QI 101: Fundamentals of Improvement
 - ✓ Lesson 1: Errors Can Happen Anywhere—and to Anyone
 - ✓ Lesson 2: Health Care Today
 - ✓ Lesson 3: The Institute of Medicine's Aims for Improvement
 - ✓ Lesson 4: How to Get from Here to There: Changing Systems
- ✓ QI 102: The Model for Improvement: Your Engine for Change
 - ✓ Lesson 1: An Overview of the Model for Improvement
 - ✓ Lesson 2: Setting an Aim
 - ✓ Lesson 3: Measuring
 - ✓ Lesson 4: Developing Changes
 - ✓ Lesson 5: Testing Changes



INSTITUTE FOR
HEALTHCARE
IMPROVEMENT

Step 4

HOME ONLINE LEARNING MY LEARNING

My Courses & Lessons My Assignments My Certificates

IHI Open School Certificate of Completion- Basic Level

The IHI Open School offers a basic certificate of completion for users who want formal recognition for their participation. Earning a certificate boosts your own skills — and proves to employers that you're serious about changing the system for the better.

Required Courses:

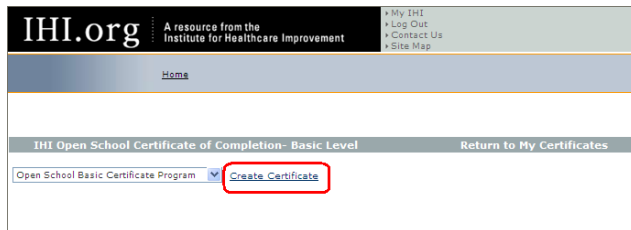
- Leadership**
 - L 101: So You Want to Be a Leader in Health Care
- Patient Safety**
 - PS 100: Introduction to Patient Safety
 - PS 101: Fundamentals of Patient Safety
 - PS 102: Human Factors and Safety
 - PS 103: Teamwork and Communication
- Quality Improvement**
 - QI 101: Fundamentals of Improvement
 - QI 102: The Model for Improvement: Your Engine for Change
 - QI 103: Measuring for Improvement
 - QI 104: Putting It All Together: How Quality Improvement Works in Real Health Care Settings
 - QI 105: The Human Side of Quality Improvement
 - QI 106: Level 100 Tools

[Click here to generate your certificate](#)

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!

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.

Check back for additional new courses throughout the year.

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