



# Engage with IHI

The Institute for Healthcare Improvement is a leading innovator in health and health care improvement worldwide. For more than 25 years, we have partnered with visionaries, leaders, and frontline practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations.

## How IHI Works

IHI works intensively with a select number of health systems, governments, and regional coalitions to harvest, create, test, and spread bold, innovative ideas for the improvement of health care and health. Our unique approach to working with systems on improving quality, safety, and value in health care is called the science of improvement. Based on the work of quality pioneers including Deming, Juran, and Shewhart, IHI's work harnesses the science of improvement, an applied science that emphasises innovation, systematic rapid-cycle testing in the field, and spread in order to generate learning about what changes, in which contexts, lead to better results.

## How Organisations Can Engage with IHI

For organisations that want to improve their system, IHI offers a variety of customised support. The three main mechanisms of support described here have the greatest impact when pursued together, but individually can help to advance improvement.

### Diagnostic Support

IHI offers diagnostic assistance to organisations, systems, governments, and regional coalitions. Diagnostic support can be useful in advancing the following objectives:

- Improving quality and/or safety across the system
- Pursuing a strategy of improving the health of populations, lowering cost, and improving patient satisfaction (what IHI calls the Triple Aim)
- Establishing a national quality strategy
- Achieving delivery of high value healthcare
- Realizing system-wide improvements in the care of mothers and newborns
- Designing a large scale, results-oriented initiative

The diagnostic is a way to crystallize system-wide organisational priorities, strategies, and/or initiatives, informing a clear path forward to transforming the system. It can also serve to simultaneously clarify the role of leadership in the effort, while helping to build will and energise all leadership to move forward. The diagnostic, which involves an in-person visit by an IHI team, comprises a variety of tools and approaches that can be customised to the specific objectives of the customer.

### Building Leadership and Workforce Capabilities for Improvement

Meeting the challenge of improving quality and safety in health care requires active participation from a health care workforce that is skilled in using methods of improvement and is accustomed to multidisciplinary collaboration. IHI offers a range of in-person and virtual professional development programmes for leaders, middle managers and front-line staff. Our experience teaching improvement skills to hundreds of thousands of health professionals confirms that these methods are robust

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and can be used successfully to address a very broad spectrum of improvement challenges. Some of these programmes can be customised and delivered onsite. For further details, visit [ihi.org/Engage/CustomExpertise/Pages/Capability.aspx](http://ihi.org/Engage/CustomExpertise/Pages/Capability.aspx)

### **Support for Implementation of Improvement Initiatives**

IHI works intensively with systems, regions, and countries to drive transformational change and achieve improved performance on health-related outcomes. We have partnered with governments and large healthcare delivery systems in the United States, the United Kingdom, Ghana, Denmark, Singapore, Qatar, and South Africa, to name a few.

IHI helps systems implement large scale initiatives designed to achieve bold and sustained aims. A large-scale initiative can help a system to:

- Identify and test approaches for specific improvements;
- Realize new levels of performance in quality, safety, patient experience, or value of care within the system;
- Create a cadre of professionals equipped with improvement

and safety knowledge, who are primed to test and fuel the spread of improvement within the system; and

- Build long-term sustainability and capability to support the improvements.

Improvement initiatives feature customised support from IHI faculty, improvement experts, and staff to design the programme and implement change. A learning system is also established to facilitate the spread of knowledge and improvement across the system, region, or country.

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## Questions?

For more information,  
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