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**INSTITUTE FOR HEALTHCARE IMPROVEMENT LAUNCHES NEW ONLINE
RESOURCE TO IMPROVE HEALTH CARE WORLDWIDE**

**QualityHealthCare.org Is The First Non-Profit Site, Available Free Of Charge,
Designed To Enable Health Care Professionals To Collaborate On The Latest
Strategies And Techniques For Health Care Improvement**

World-renowned Expert, Dr. Lucian Leape, To Host Patient Safety Content Area

BOSTON, MA – March 13, 2003 – The Institute for Healthcare Improvement (IHI) today announced the launch of the first, non-profit, online resource available free of charge and designed to enable health care professionals around the world to collaborate on the latest strategies and techniques for health care improvement. At a time when the quality of health care is a prominent concern in all parts of the world, and communications technology provides opportunities for the exchange of knowledge globally, this new resource will be an invaluable tool for accelerating improvement.

QualityHealthCare.org will offer the latest improvement ideas, make leading experts accessible to practitioners throughout the world, connect health care professionals who are dealing with the same challenges in separate locales, enable lessons to be learned from errors of the past, and track progress over time with an online Improvement Tracker. It will enable health care professionals in all parts of the world to recommend improvements that they have implemented, discuss their use and impact, and exchange ideas on further refinements and applications.

Leading health care organizations in the United States and England have already joined in supporting this initiative. Strategic partners in this effort are the **National Patient Safety Agency (UK), The Robert Wood Johnson Foundation, and a private family foundation.** Additional philanthropic support has been received from the **Association of American Medical Colleges, Baptist Memorial Health Care Corporation, Baylor Health Care System, Christiana Care Health System, Dana-Farber Cancer Institute, Henry Ford Health System, The Humana Foundation, Kaiser Permanente, the Josiah Macy, Jr. Foundation, Mayo Foundation, The PPP Foundation (UK), and the University of Rochester Medical Center.**

“Through QualityHealthCare.org, IHI is combining its expertise with that of world experts in a variety of health care improvement areas to create the most accurate and effective web-based resource of its kind,” said **Dr. Donald Berwick, President and CEO of IHI**. “It will build upon the extraordinary potential that the Internet offers for creating global communities interested in specific topics and enabling members of those communities to collaborate in their pursuit of common goals. In the field of medicine, that potential can have revolutionary implications – enabling the latest innovations to be shared immediately throughout the world by the leading practitioners in particular fields of specialty. The generosity of our supporters has made it possible to provide this site on a non-profit basis, free of charge to users, as a public good.”

QualityHealthCare.org will focus on specific content areas. The first two of these address Patient Safety and Improvement Methods. Subsequent content areas, which will appear in coming months, include Chronic Conditions, Critical Care, Office Practices, End-of-Life Care, Leadership, HIV/AIDS, Flow, and Workforce Development. Each of these content areas will be “hosted” by a leading expert in the field who will oversee the content and moderate regular online discussions of timely and important topics. Each content area will offer diverse sources of information on such issues as: how to improve; measures; changes; improvement stories; tools; resources; literature, and frequently asked questions.

The first two content areas – Patient Safety and Improvement Methods – will be hosted by renowned experts **Lucian Leape, MD, and Thomas W. Nolan, PhD**, respectively. Dr. Leape, Adjunct Professor of Health Policy at the Harvard School of Public Health, is a leading authority on the prevention of medical errors. A pediatric surgeon, he is a member of the Board of Directors of the National Patient Safety Foundation and the Institute of Medicine’s Quality of Care in America Committee, which recently released its report, “To Err is Human.” He is the author of more than 180 medical articles, book chapters, and monographs. “QualityHealthCare.org can make a big difference in many ways,” said Dr. Leape. “Nobody else has a single source where you can find information on *all* aspects of improving patient safety.”

Thomas Nolan, Senior Fellow at IHI, is a leading authority on the measurement and tracking of process improvement in health care and other fields. As a statistician, consultant, and co-founder of Associates in Process Improvement, he has assisted organizations in many different industries in the United States, Canada, and Europe. Through his work with IHI, he has been a leader in the application of industrial improvement methods to the improvement of health care systems in the United States, the United Kingdom, and Sweden. Dr. Nolan is the author of three books and numerous articles in peer-reviewed journals on improving quality and productivity. “Whether one is seeking to learn the basics of quality improvement or attempting to develop and spread leading-edge methods, the Improvement Methods area of QualityHealthCare.org will be the place to go for knowledge, insights, and advice.”

QualityHealthCare.org was built by AGENCY.COM, a leading interactive marketing and technology agency that focuses on building world-class, customer-focused Websites, intranets and extranets, supported by interactive marketing and advertising campaigns.

For additional information on QualityHealthCare.org, including screen shots, contact Danielle Rhoades at 212-576-2700 or danielle@goodmanmedia.com.

The Institute for Healthcare Improvement (www.ihl.org) is a not-for-profit organization leading the improvement of health care throughout the world. Founded in 1991 and based in Boston, MA, IHI is a catalyst for change, cultivating innovative concepts for improving patient care and implementing programs for putting those ideas into action. Thousands of health care providers, including many of the finest hospitals in the world, participate in IHI's groundbreaking work.

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