Starting an IHI Open School Chapter
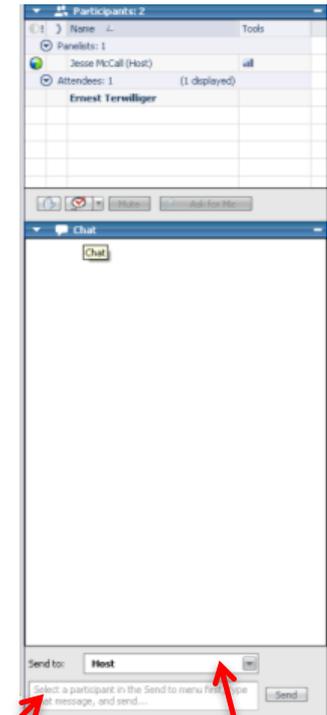
Tuesday, December 4

Type into the chat box:

Select "All Participants" as the recipient:

1. Name
2. Chapter Name (University/Organization)
3. What motivated you to start your Open School Chapter?
4. What would you like to learn from today's call?

Enter Text   **Select Chat recipient**

Objectives

- Learn about the IHI Open School and the resources available to all Chapters

- Discuss challenges often faced by new Chapters and steps your Chapter can take to overcome these challenges

- Build your Open School Network, connecting with others starting Chapters of their own, too!

Today's Agenda

- Welcome and Introductions
- IHI Open School
- Launching your Open School Chapter
- Common Chapter Challenges and Recommendations
- Discussion

On today's call

Gina Deitz
Senior Program
Manager, IHI Open
School

**Hannah Flath**
Program Coordinator, IHI
Open School

Meghan Cowden, RN
Chapter Network Coach
Former Chapter Leader at
Purdue University

Global Chapter Leader Team Structure

Seasoned Chapter Leaders who support and coach Chapters to expand their capacity and create a sense of identity and belonging to the community:

- **New Chapter Coaches**: Welcome, guide, and support new Chapters

- **Global Chapter Coaches**: Support, coach, and strengthen established Chapters

- **Chapter Network Coaches**: Build capacity and opportunities for collaboration across the Chapter Network
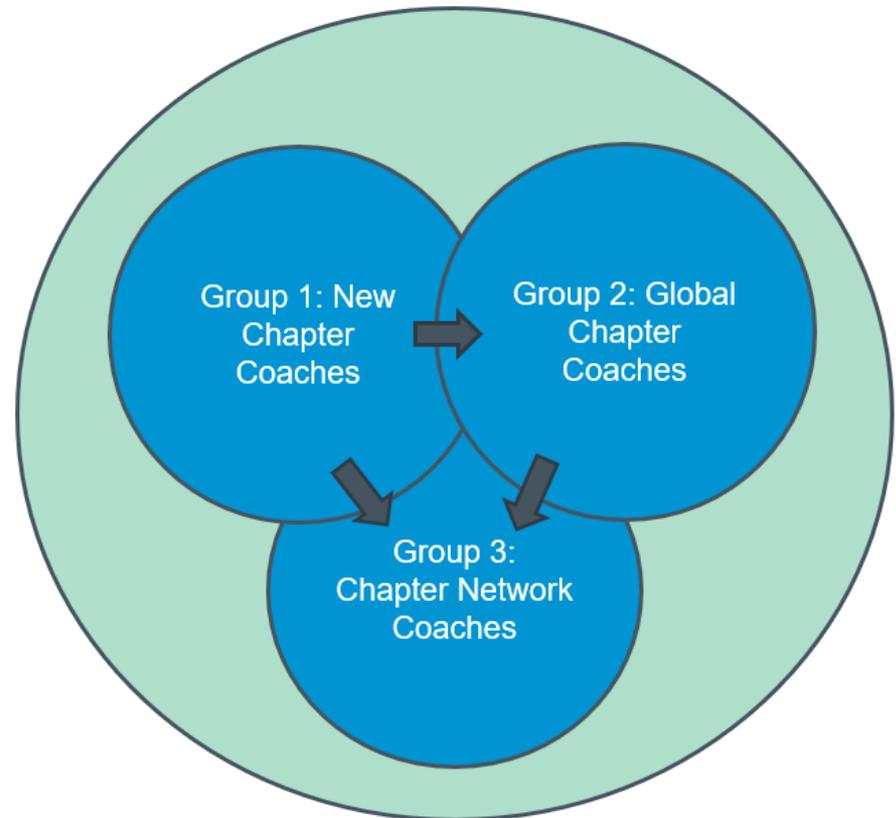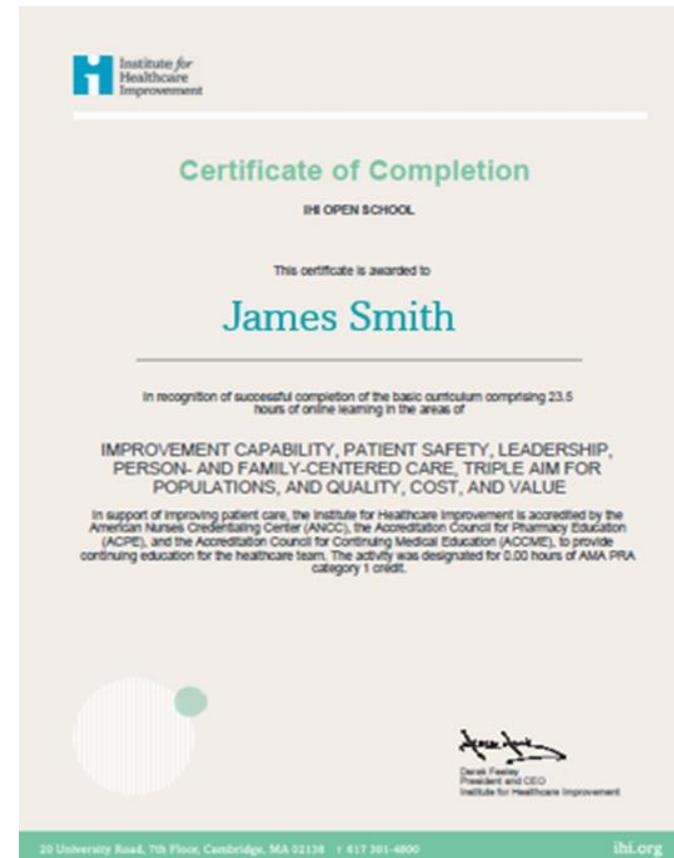
Open School Mission and Strategy

"Advance quality improvement, patient safety, and leadership competencies of current and future health and health care professionals worldwide."
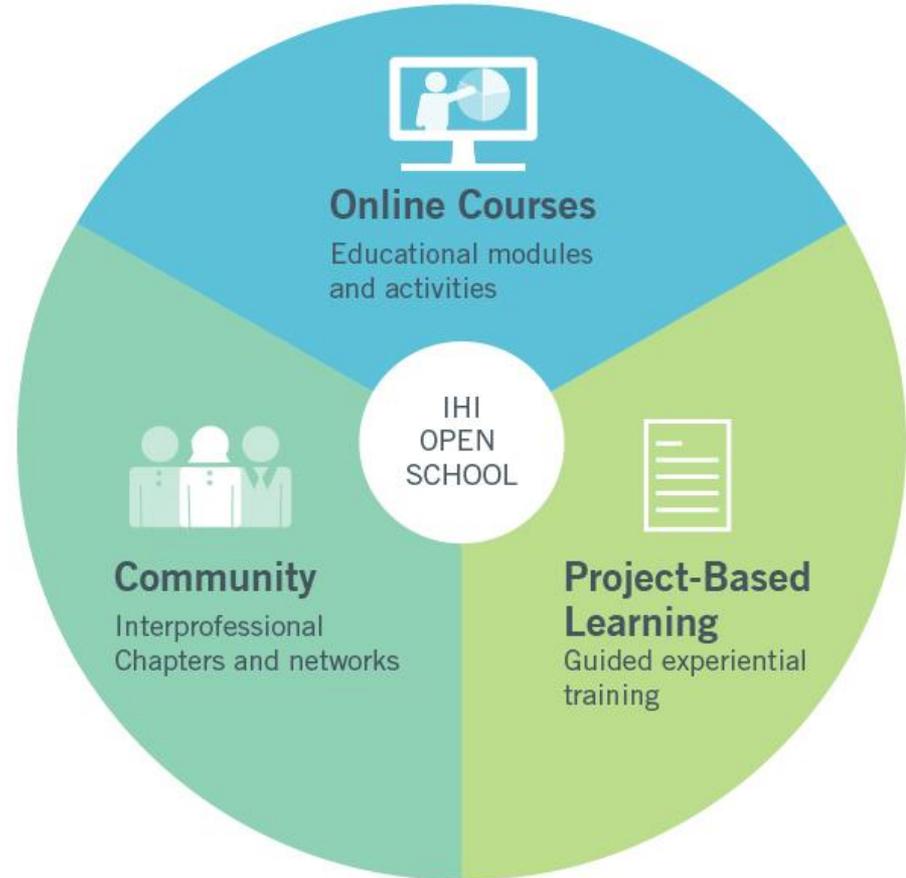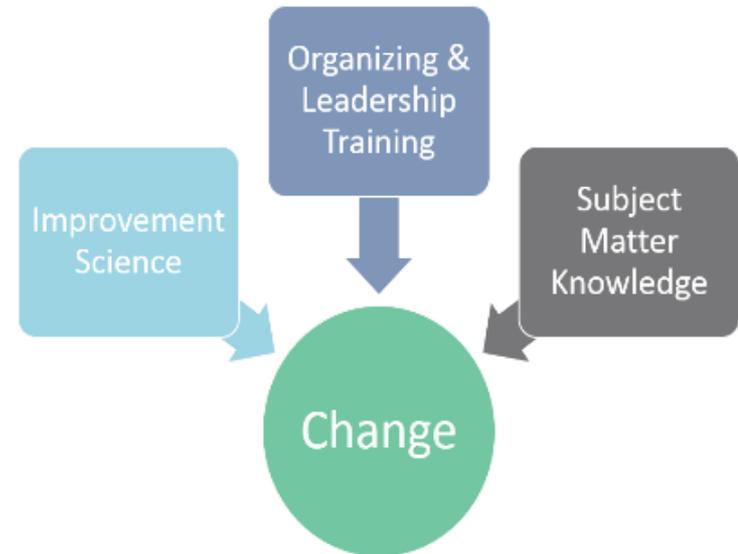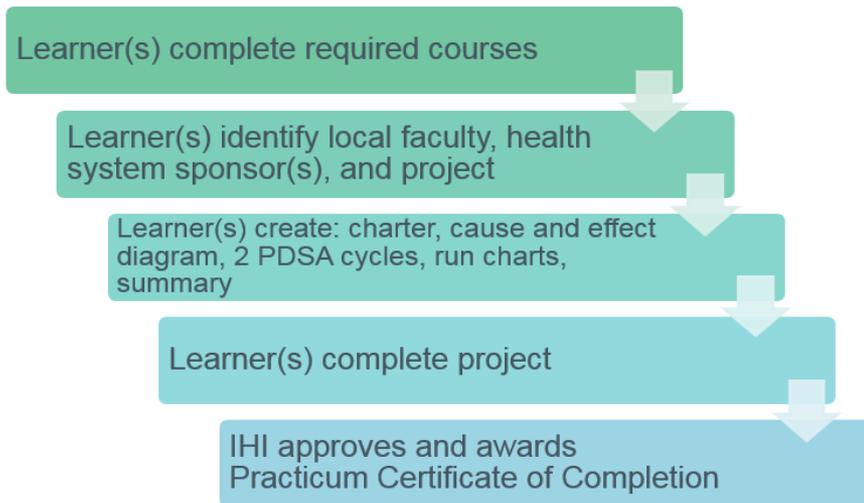
Courses

- 32 online courses – all free to students, residents, and faculty
- More than 700,000 students and residents registered on IHI.org and taking courses
- More than 5.5 million course completions
- More than 1,500 Chapters and institutions use the courses as a core part of their training programs or curriculum
- *Would love to hear how your Chapter is currently using them!*

Project Based Learning

Quality Improvement Practicum　　**Leadership & Organizing for Change**

Learner(s) complete required courses

Learner(s) identify local faculty, health system sponsor(s), and project

Learner(s) create: charter, cause and effect diagram, 2 PDSA cycles, run charts, summary

Learner(s) complete project

IHI approves and awards Practicum Certificate of Completion

Improvement Science

Organizing & Leadership Training

Subject Matter Knowledge

Change

Community

- More than **920** Chapters started in **94** countries
- Over 50% of our Chapters are interprofessional
- Leading work to:
  - Train peers in quality and safety
  - Lead educational reform to incorporate quality and safety into their formal curriculum
  - Host events and facilitate activities and learning sessions
  - Conduct local QI project work
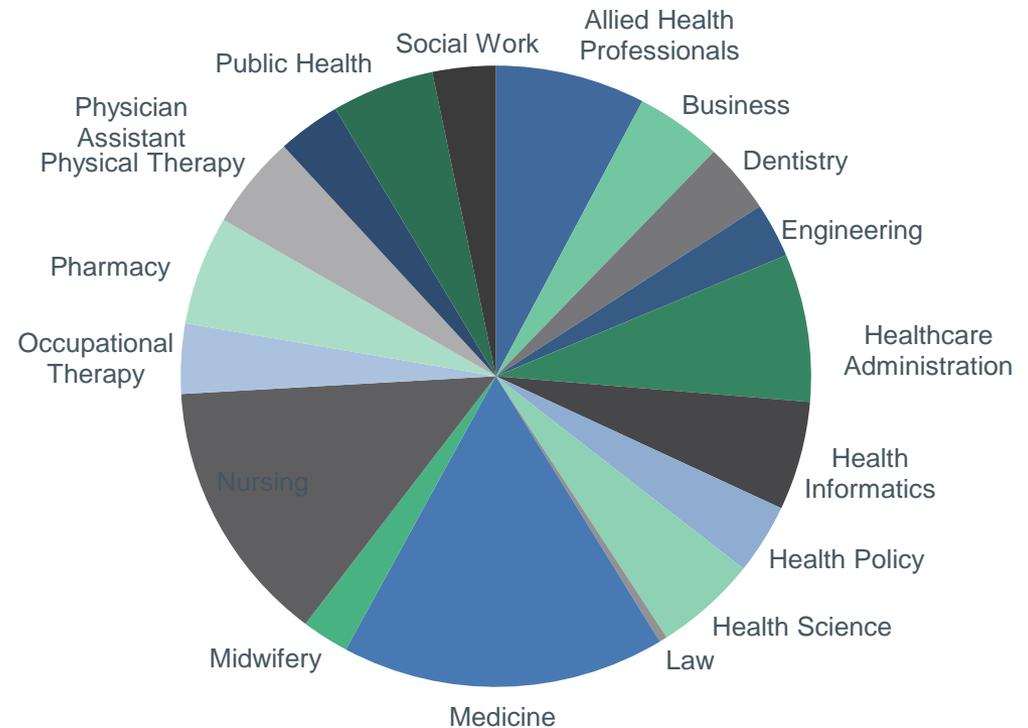
Launching your Open School Chapter

So you've made the decision to get more involved with the IHI Open School. Congratulations, you're one step closer to improving the lives of patients and families, and changing the dialogue around system-wide change!

Now, what comes next?

Building your Leadership Team

- Start small and go where the energy is! Find at least 1-2 people who share your vision for starting an IHI Open School Chapter, or for improving health care
- Identify institutional support – from faculty or other administrators
- Running a Chapter is challenging but rewarding work
  - Find people who are 1.) enthusiastic about this work and are 2.) willing to put in the time commitment needed for your Chapter to succeed
- An interdisciplinary approach, when possible, is beneficial from the start

Secure a Faculty Advisor

- Students graduate, who knew?!
- Faculty advisors are necessary for your Chapter to grow and thrive for greater than a 2-4 year period
- Find advisors who care about patient safety and systems improvement; engage them in your vision for starting a Chapter
- When recruiting an advisor, consider discussing:
  - Opportunities for students to improve patient lives and health systems
  - Educational and professional development opportunities that will benefit your program/ institution.

Make it Official

- IHI Open School: Register your Chapter through the enrollment form on our website.
- Institutionally: what do you need to make your Chapter official at your institution?

IHI Open School Chapter Enrollment Form

Thank you for your interest in the IHI Open School! To formalize your involvement with us and launch a Chapter, fill out the form below and we'll follow-up with important information and key resources to help you get started.

Prior to completing this form, we recommend that you visit our Chapter Map to see if your university/organization already has a Chapter - http://www.ihi.org/IHIOpenSchool/Chapters/Pages/ChapterDirectory.aspx. If so, you can connect with them directly through the map.

Questions? Let us know at openschool@ihi.org.

* Required

University/Hospital/Organization Name *

Your answer

City/State/Province/Country *

Your answer

Identify your mission

- What is your Chapter trying to accomplish?
- Focus on overarching purpose of your Chapter; while a mission can change, they tend to be a more permanent identity and purpose of your group
- Mission Example: Our mission is to foster interdisciplinary community and educational initiatives for all undergraduate and graduate students at Health University.

mission noun

mis·sion | \ˈmi-shən 🔊 \

: a specific task with which a person or a group is charged
// Their *mission* was to help victims of the disaster.

: a preestablished and often self-imposed objective or purpose
// statement of the company's *mission*

Identify your AIMs

- Can be both short-term and long-term.
- Aims are measurable, attainable goals that are set and revised as needed through trial and error.
- How good? By when? For whom?
- Examples:
  - Our IHI Open School Chapter will have 10 members attend our Chapter meeting by January 2019 in order to clarify our goals and roles for the year.
  - Our IHI Open School Chapter at Beantown University will advocate for integration of the Basic Certificate into the nursing school curriculum by September 2020 to strengthen students' preparedness to lead improvement efforts before graduation.

# What's your Chapter's mission or AIM statement?

Solidify your Chapter Infrastructure

- Consistent lines of communication
  - How does your team communicate?
  - How do you communicate with members?
- Financial infrastructure
  - Does your Chapter have a treasurer?
  - What sources of funding are available to your Chapter?
- Standard work for event planning and recruitment
- Annual Chapter timeline

Leadership Team Structure(s)

- Identify leaders and their role within the team
- Team structure should be flexible but defined, anticipating your Chapter's needs as you grow and change
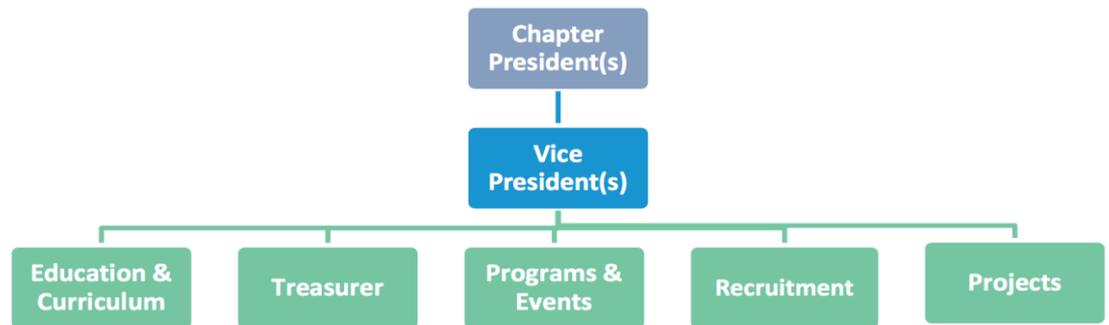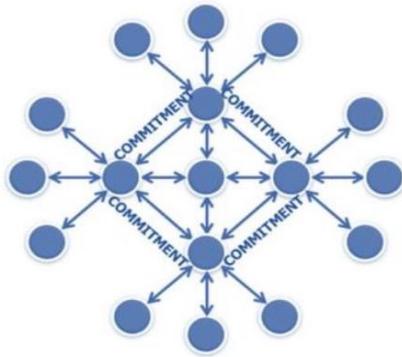
Originally adapted from the works of Marshall Ganz at Harvard University and modified by the IHI Open School.

Recruit Members & Host Event

- **Member Recruitment**
  - Targeted recruitment
  - Planned, interdisciplinary approach
  - Create recruitment materials
  - Elevator speech: Why should they care?
- **Event Planning**
  - Host an event that meets the needs of your Chapter/ community
  - Recruit for events specifically, make sure event is well advertised

Exploring Common Chapter Challenges

Katie Carnegie, Cardiff University

- **Challenge:** Sometimes just getting started can be the hardest part as you consider how to recruiting new members, identifying faculty members and identifying a group project all at the same time.

- **Solution:**
  - Don't get stuck in the planning phase! These initial steps are very important however there comes a point where leaders just have to take a stab at it and be assured that people will admire their bold actions rather than act negatively about them."
  - Break down the tasks to be tackled one by one and create a time frame for what you want to achieve.
  - Consider others schedules and when they might be most willing to get involved and start something new, as well as the amount of time they can commit.

Katie Carnegie
New Chapter Coach
Chapter Leader at Cardiff University

Amar Lachtman, Ryerson University

Challenge: "The biggest challenge I found is creating engagement on campus or in the community."

Solution: "I recommend looking for experts or neighboring groups that have a high impact and consider collaborating with them to spread their voice and outreach."

Amar Lachtman
New Chapter Coach
Former Chapter Leader at
Ryerson University

Sara Moraes, UFMG (Brazil)

Challenge: Recruitment, involvement of new members and how to keep their interest in participating over time.

Solution:

- Help people get to know your Chapter! Bring in multiple elements to your launch events – a Chapter presentation, as well as a speech from a recognized professional. Plan ahead and hold events during periods where people are more likely to start a new project.

- Share responsibilities. Make each member feel like an important part of the Chapter! The more they feel involved in the decisions and actions of the Chapter, the more motivated they will be to continue.

- Consider ways to recognize members' involvement - such as a certificate, but what will continue to motivate them most, will be the heart! Always remember to help members return to what makes us all work together for the safety of the patient and the quality of the care: the mission, aim, and results for the health of the populations.

Sara Moraes, MD
New Chapter Coach
Chapter Leader at Hospital das Clínicas da Federal University of Minas Gerais

Don't reinvent the wheel!

Utilizes the resources that already exist:

- IHI Open School Website
- Chapter Leader Toolkit
- Games, activities
- Global Chapter Network Calls
- Open School courses
- Connect with faculty and professionals in your community
- Take OS 101: Introduction to the IHI Open School
- Connected with the New Chapter Coaching Team
- Each other!

Discussion

We want to hear about your experience!

- What has been your Chapter's biggest challenge since starting?
- What has been your Chapter's biggest success since starting?
- What is one word that would describe your first year (or months!) as a Chapter and why?
- What are you most excited to take back from this call to your Chapter?

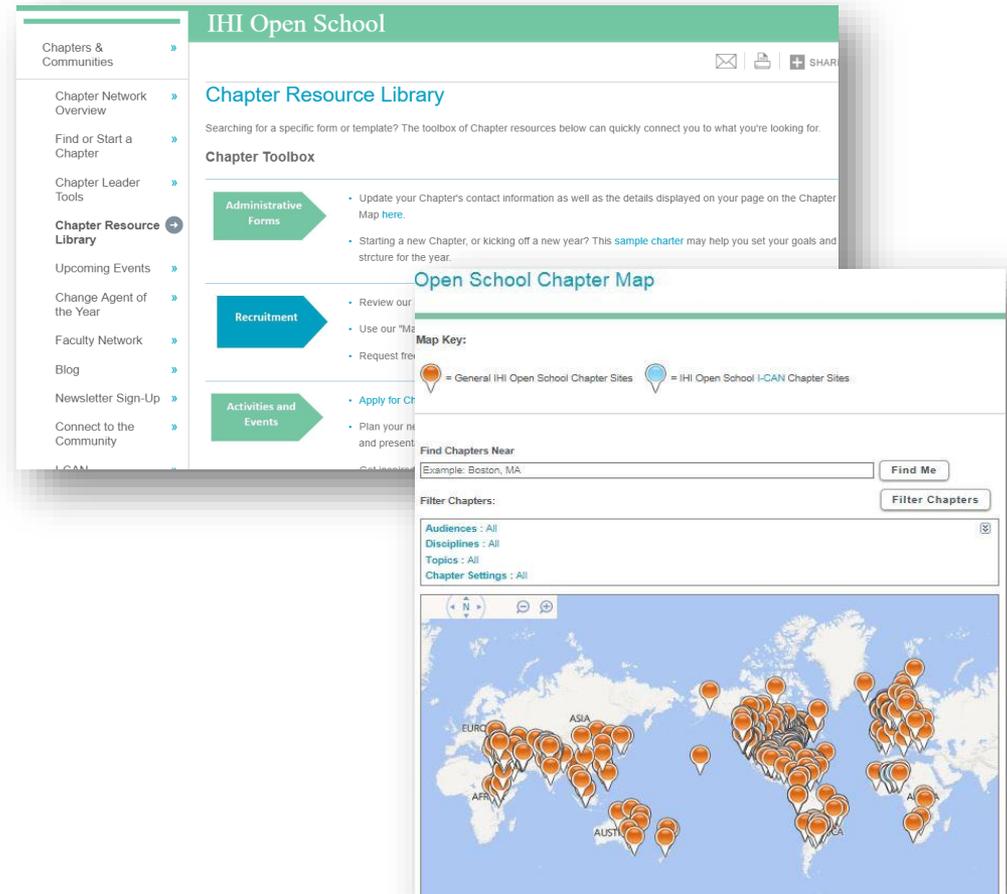Feel free to unmute yourself, or share your reflections in the chat!

Wrap Up

New updates to our website

- Quicker navigation to key Chapter resources

- List of upcoming events and opportunities

- Find and collaborate with other local Chapters through the Chapter Map

Connect with a Global Chapter Leader

- New Chapter Coaches: newchaptercoach.ihi.os@gmail.com

- Chapter Network Coaches: chapternetworkcoach.ihi.os@gmail.com

Feedback for us!

- What worked well on this call?
- Was anything missing?
- What would you like to see on a follow-up call?