

# Patient Safety Executive Development Program

September 8–14, 2016 · Cambridge, MA

## How to complete a conference evaluation and receive Continuing Education Credits (CEUs):

We value your feedback. Attendees of the **Patient Safety Executive Development Program** can earn continuing education contact hours online by completing conference evaluations. To complete the evaluations:

1. Go to: [ihi.org/certificatecenter](http://ihi.org/certificatecenter) and login if necessary.
2. Click on the link for the program for which you would like to create a certificate.
3. Select the credit type you would like to receive, then click the "Submit" button.
4. Review the currently selected session(s). If sessions are incorrect or missing, please click the "Edit Enrollment" button to update your sessions. Follow the instructions to return to the Certificate Center, and click the "Continue" button.
5. Complete the online survey(s).
6. When all surveys are completed, click the blue "Generate Certificate" button, and you're done!

***If you have difficulty with any of the above steps, please refer to the “Problems you may encounter when using the Certificate Center” section below.***

Ideal for patient safety officers and professionals in safety oversight roles, this intensive, seven-day program offers:

- The actionable strategies, skills, and practical tools participants need to become leaders of strong, effective patient safety programs
- The chance to work with expert faculty to develop or refine detailed, customized strategies and implementation plans
- Insight into how to advise and coordinate the plans with senior leadership effectively.

*To be eligible for a continuing education certificate, attendees must complete the online evaluation within thirty days of the continuing education activity. After this period, you will be unable to receive a certificate.*

In support of improving patient care, the Institute for Healthcare Improvement is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the healthcare team.

This Institute for Healthcare Improvement activity carries the following types of continuing education credits:

**PHYSICIAN ACCME CREDITS:** The Institute for Healthcare Improvement is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The Institute for Healthcare Improvement takes responsibility for the content, quality, and scientific integrity of this CME activity. IHI designates this continuing medical education activity for a **maximum of 38.25 Contact Hours** in Category 1 of the Physicians Recognition Award of the American Medical Association. Each physician should claim only those hours of credit he/she actually spent in the educational activity.

**NURSING CREDITS:** Institute for Healthcare Improvement is an approved provider of continuing nursing education by the Massachusetts Association of Registered Nurses, Inc., an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This continuing education activity carries **38.25 Contact Hours**. All RN licensing boards nationwide acknowledge and accept contact hours from accredited providers. The California Board of Registered Nursing recognizes Category 1 Continuing Medical Education credits, and California nurses can use participation at these events, which are approved for CME Category 1 Credits, towards their license renewal, regardless of whether or not they were held on California soil. In the section where California nurses are asked to provide a BRN number, please indicate that the IHI event attended was approved for Category 1 CME credits. For further inquiries, the California Board of Registered Nursing is in Sacramento, and their number is 916-322-3350.

<http://www.nursingworld.org/ancc/accred/providers.html>

### **Problems you may encounter when using the Certificate Center:**

#### **I do not have a user profile with ihi.org**

To create a profile, please go to [ihi.org](http://ihi.org). At the top of the page, select login/ register. Please fill out the registration information and then click submit. After you have created your profile, please send an email to [info@ihi.org](mailto:info@ihi.org) asking that your profile be linked with your enrollment. Please include:

1. Name of the event;
2. The name of the person attempting to obtain credits;
3. Your order number, invoice number or confirmation number, if you have one.

#### **I have a user profile, but the event is not listed with my profile**

Please send an email to [info@ihi.org](mailto:info@ihi.org) asking that your profile be linked with your enrollment. Please include:

1. Name of the event;
2. The name of the person attempting to obtain credits;
3. Please also include an order number, invoice number or confirmation number if you have one.

#### **I did not attend the event and am trying to get credits for someone I enrolled**

IHI's policy states that the person who attended the event must complete a survey to generate a certificate and receive credit.

### **I have multiple user profiles**

If you have switched jobs or roles and your email has changed, IHI cannot delete your old profile. Instead of creating a new profile, please update your old profile to reflect your new email address. You can update your profile by going to [ihi.org](http://ihi.org) and logging in at the top of the page by clicking the login/register button. If you do not see the "login / register button" once you login, there will appear a new button called "My IHI" where "Login/ Register" was previously. If you see "MY IHI", you are already signed in. Click on "My IHI" and then "view my personal profile." Here you can update your personal information.

### **I cannot remember my IHI.org Password**

E-mail Lauren Showalter at [lshowalter@ihi.org](mailto:lshowalter@ihi.org) and she will e-mail your password to you.