GENERAL SERVICES ADMINISTRATION
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSAAdvantage®, a menu-driven database system. The INTERNET address GSAAdvantage® is: GSAAdvantage.gov.

Schedule Number: MAS
Schedule Name: Multiple Award Schedule
Large Category: Professional Service
Subcategory: Business Administrative Services
Training
Special Item Number: 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
611430 Professional and Management Development Training
OLM Order Level Materials
FSC/PCS Codes: R408 Program Management/Support Services
R704 Auditing Services

INSTITUTE FOR HEALTHCARE IMPROVEMENT
53 State Street, Suite 1901
Boston, MA 02109
http://www.ihi.org

Contact Information
Cathleen Duffy, Executive Director
Office: 617-301-4800
Fax: 617-301-4848
Email: cduffy@ihi.org

Large Business

GSA Contract Number
GS-02F-0076Y
Pricelist current through Modification PA-0052, Dated July 12, 2023
Contract Period: February 9, 2012 through February 8, 2027

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
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CUSTOMER INFORMATION

1. Awarded special item numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Participating Program</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611/RC (Disaster Recovery)</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>611430</td>
<td>611430RC (Disaster Recovery)</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>OLM</td>
<td>OLM RC (Disaster Recovery)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OLM STL/LOC (Cooperative Purchasing)</td>
<td></td>
</tr>
</tbody>
</table>

2. Maximum Order - $1,000,000

3. Minimum Order - $100


5. Point(s) of production - Same as contractor’s address

6. Discount from list prices or statement of net price - Net prices are shown below

7. Quantity discounts - None

8. Prompt payment terms - None

9. Foreign items: Not Applicable

10. a) Time of delivery: TBD at Task order Level

    b) Expedited Delivery: TBD at Task order Level

    c) Overnight and 2-day Delivery: TBD at Task order Level

11. F.O.B. point - Destination

12. a) Ordering Address:
    53 State Street, Suite 1901
    Boston, MA 02109

    b) Ordering procedures - For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
13. Payment address:  
   53 State Street, Suite 1901  
   Boston, MA 02109

14. Warranty provision - Not Applicable

15. Export packing charges - Not Applicable

16. Terms and conditions of rental, maintenance, and repair - Not Applicable

17. Terms and conditions of installation - Not Applicable

18. a) Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices - Not Applicable  
   b) Terms and conditions for any other services - Not Applicable

19. List of service and distribution points - Not Applicable

20. List of participating dealers - Not Applicable

21. Preventive maintenance - Not Applicable

22. a) Special attributes such as environmental attributes - Not Applicable  
   b) If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractors web site or other location. The EIT standards can be found at: www.Section508.gov/ - Not Applicable

23. Unique Entity Identifier (UEI) Number: PS3BDH82B6N1

24. Contractor is registered in SAM.Gov
## LABOR CATEGORY RATES
**SIN 541611 / 541611 RC**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>YEAR 10: Feb 9, 2021 - Feb 8, 2022</th>
<th>YEAR 11: Feb 9, 2022 - Feb 8, 2023</th>
<th>YEAR 12: Feb 9, 2023 - Feb 8, 2024</th>
<th>YEAR 13: Feb 9, 2024 - Feb 8, 2025</th>
<th>YEAR 14: Feb 9, 2025 - Feb 8, 2026</th>
<th>YEAR 15: Feb 9, 2026 - Feb 8, 2027</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Principal Consultant</td>
<td>$648.48</td>
<td>$666.90</td>
<td>$685.84</td>
<td>$705.32</td>
<td>$725.35</td>
<td>$745.95</td>
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<tr>
<td>541611</td>
<td>Executive Consultant</td>
<td>$476.95</td>
<td>$490.50</td>
<td>$504.43</td>
<td>$518.76</td>
<td>$533.49</td>
<td>$548.64</td>
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<tr>
<td>541611</td>
<td>Senior Consultant</td>
<td>$293.47</td>
<td>$301.80</td>
<td>$310.37</td>
<td>$319.18</td>
<td>$328.24</td>
<td>$337.56</td>
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<tr>
<td>541611</td>
<td>Executive Program Lead</td>
<td>$251.10</td>
<td>$258.23</td>
<td>$265.56</td>
<td>$273.10</td>
<td>$280.86</td>
<td>$288.84</td>
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<tr>
<td>541611</td>
<td>Program Director Level 1</td>
<td>$222.36</td>
<td>$228.68</td>
<td>$235.17</td>
<td>$241.85</td>
<td>$248.72</td>
<td>$255.78</td>
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<tr>
<td>541611</td>
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<td>$185.38</td>
<td>$190.64</td>
<td>$196.05</td>
<td>$201.62</td>
<td>$207.35</td>
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<tr>
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<td>$114.38</td>
<td>$117.63</td>
<td>$120.97</td>
<td>$124.41</td>
<td>$127.94</td>
<td>$131.57</td>
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<tr>
<td>541611</td>
<td>Program Manager Level 2</td>
<td>$79.45</td>
<td>$81.71</td>
<td>$84.03</td>
<td>$86.42</td>
<td>$88.87</td>
<td>$91.39</td>
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<tr>
<td>541611</td>
<td>Senior Quality and Systems Improvement Consultant</td>
<td>$688.07</td>
<td>$707.61</td>
<td>$727.71</td>
<td>$748.38</td>
<td>$769.63</td>
<td>$791.49</td>
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<tr>
<td>541611</td>
<td>Quality and Systems Improvement Consultant Level 2</td>
<td>$626.69</td>
<td>$644.49</td>
<td>$662.79</td>
<td>$681.61</td>
<td>$700.97</td>
<td>$720.88</td>
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<tr>
<td>541611</td>
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<td>$322.07</td>
<td>$331.22</td>
<td>$340.63</td>
<td>$350.30</td>
<td>$360.25</td>
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<tr>
<td>541611</td>
<td>Senior Subject Matter Expert</td>
<td>$746.62</td>
<td>$767.82</td>
<td>$789.63</td>
<td>$812.06</td>
<td>$835.12</td>
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<tr>
<td>541611</td>
<td>Subject Matter Expert Level 2</td>
<td>$365.99</td>
<td>$376.38</td>
<td>$387.07</td>
<td>$398.06</td>
<td>$409.36</td>
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<tr>
<td>541611</td>
<td>Subject Matter Expert Level 3</td>
<td>$248.88</td>
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<td>$263.22</td>
<td>$270.70</td>
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<td>$286.30</td>
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</table>
# LABOR CATEGORY DESCRIPTIONS
**SIN 541611 / 541611 RC**

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Years Minimum Experience</th>
<th>Functional Responsibilities</th>
<th>Minimum Education</th>
</tr>
</thead>
</table>
| Principal Consultant | 20+ years professional experience 10+ years as senior organizational executive | • Provides strategic insight based on deep industry experience to assist clients in identifying quality improvement aims and mobilizing organizational resources to improve.  
• Forms deep relationships with senior executives within customer organizations, focused on strategic aims and project results.  
• Assists senior organizational leaders to engage their governing boards in the active pursuit of system improvement  
• Understands the policy and regulatory challenges faced by health executives and brings insight to how best to succeed given the regulatory environment  
• Assists senior organizational leaders to identify and engage with key stakeholders and allies within their community  
• Develops strategic partnerships, innovate new models of care, and develop and spread new definitions of patient safety  
• Regarded as a thought and opinion leaders in the industry | Bachelor’s degree required. Advanced degree or clinical qualification required |
| Executive Consultant | 15+ years’ experience in clinical practice. 10+ years’ experience in senior health care leadership. | • Offers significant industry and professional experience based on prior clinical or executive leadership roles.  
• Track record of creating breakthrough learning and improvement results within customer organizations  
• Forms deep relationships with senior executives within customer organizations, focused on strategic aims and project results.  
• Assigned to a client provide strategic guidance to project teams and external strategic partners  
• Provides senior level guidance and thought leadership including subject matter expertise | Bachelor’s degree required. Clinical qualification required |
<table>
<thead>
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<th>Labor Category Title</th>
<th>Years Minimum Experience</th>
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</table>
| Senior Consultant    | 10-15 years’ clinical or functional experience; 8 years’ experience in organizational leadership | • Designs and oversees large-scale results-oriented improvement initiatives in such areas as patient safety, population health, value-based care, person-centered care, care quality and reliability, and system-level quality strategies.  
• Creates value by forming a long term strategic relationship with senior level and day-to-day leaders within the organization, beyond the day-to-day project activity  
• Brings technical and change management expertise to the successful accomplishment of large-scale improvement  
• Provides access to IHI thought leaders in various disciplines. Arranges connection with IHI faculties and other industry respected experts.  
• Develops and tests innovative designs in patient care  
• Develops strategies for dissemination of results and system-wide scale-up | Bachelor’s degree required. Master’s degree or clinical qualification required. |
| Executive Program Lead | 10 years’ experience in health care or related field | • Understands and shapes the client’s strategy for change and improvement.  
• Assists senior leadership teams in mobilizing around ambitious system improvement goals.  
• Helps articulate a portfolio of mutually supportive activities that will results in meaningful and sustainable performance improvement such as :  
  1. Innovation-focused initiatives  
  2. Results-focused improvement initiatives  
  3. Capability-building strategies to enhance staff skills and readiness to improve.  
• Assists with problem-solving and mid-course corrections when necessary  
• Brings competence in improvement methods and the science of improvement to the work, and coaches client leaders to master and apply these methods | Bachelor’s degree required. Master’s degree or clinical qualification required |
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<thead>
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<th>Labor Category Title</th>
<th>Years Minimum Experience</th>
<th>Functional Responsibilities</th>
<th>Minimum Education</th>
</tr>
</thead>
</table>
| Program Director – Level 1 | 10 years in related field | • Lead the project team toward accomplishing project goals  
• Drive the content and operations of improvement projects  
• Provide reliable communication with the IHI team and customers, including providing coaching and guidance  
• Maintain and update content areas on ihi.org  
• Ensure that content is developed and delivered to maximize customer results  
• Orient project Faculty and managing their work related to the content area  
• Serve as an improvement coach for customers  
• Lead and facilitate conference calls with customers  
• Facilitate hands-on activities at learning sessions and/or meetings  
• Review and analyze reports and data  
• Write and edit articles for internal and external publication with Faculty as assigned  
• Speak to outside organizations about topics as assigned  
• Along with the Project Manager, support the project timeline and budgeting goals  
• Develop ongoing relationship with customer contacts and sponsors  
• Manage faculty relationships and serve as liaison between faculty and IHI  
• Identify opportunities for improvement and new content for development | Bachelor’s degree required. Advanced degree or clinical qualification required. |
| Program Director – Level 2 | 7 years in related field | • Lead the project team toward accomplishing project goals  
• Drive the content and operations of improvement projects  
• Provide reliable communication with the IHI team and customers, including providing coaching and guidance  
• Maintain and update content areas on ihi.org  
• Ensure that content is developed and delivered to maximize customer results  
• Orient project Faculty and managing their work related to the content area  
• Serve as an improvement coach for customers  
• Lead and facilitate conference calls with customers | Bachelor’s degree required. Advanced degree or clinical qualification preferred. |
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<tr>
<th>Labor Category Title</th>
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</table>
| Program Manager - Level 1 | 5 years in related field | - Manage and design program timelines and activities, including meetings, teleconferences, web seminars  
- With faculty and other project staff, design and revise content offerings and supporting materials  
- Ensure project deliverables are met by project team and are consistent with IHI’s quality standards  
- Establish and manage project budget and provide reports to IHI management  
- Act as key liaison/communication link between project team (directors, faculty, improvement advisors, IHI staff), IHI Management, and customers  
- Develop and foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships  
- Act as “steward of improvement;” use established processes and communicate improvement ideas to all relevant parties. Use quality improvement tools to continuously improve all processes.  
- Manage faculty contracting when appropriate | Bachelor’s degree required. Master’s degree preferred. |
| Program Manager - Level 2 | 3 years in related field | - Manage program timelines and activities, including meetings, teleconferences, web seminars  
- With faculty and other project staff, design and revise content offerings and supporting materials  
- Ensure project deliverables are met by project team and are consistent with IHI’s quality standards | Bachelor’s degree required. Master’s degree preferred. |
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<thead>
<tr>
<th>Labor Category Title</th>
<th>Years Minimum Experience</th>
<th>Functional Responsibilities</th>
<th>Minimum Education</th>
</tr>
</thead>
</table>
| Senior Quality and Systems Improvement Consultant | 15+ years’ experience applying the science of improvement | - Establish and manage project budget and provide reports to IHI management  
- Act as key liaison/communication link between project team (directors, faculty, improvement advisors, IHI staff), IHI Management, and customers  
- Foster relationships with main points of contact and team members at member hospitals/health systems and proactively manage these relationships  
- Act as “steward of improvement;” use established processes and communicate improvement ideas to all relevant parties. Use quality improvement tools to continuously improve all processes.  
- Schedule and assist all Project Team progress meetings, pulling in specialists (Registration, Finance, IT, etc.) as necessary  
- Manage faculty contracting when appropriate  
- Brings rigorous scientific improvement methods to bear on large scale system challenges, such as safety, clinical reliability, population health management, optimizing the value of clinical services.  
- Assists organizations chart an improvement strategy through articulation of breakthrough aims, development of meaningful data and measurement for improvement, and identification and testing of change concepts of theories that will lead to system improvement  
- Builds the capability of senior client teams to lead improvement initiatives effectively, and manage a portfolio of improvement initiatives.  
- Works with integrated systems, hospitals, and medical practices to accelerate the improvement of quality and the reduction of costs in clinical and administrative services  
- Conducts research and assessment processes to uncover customer needs that are not discoverable by traditional focus groups, surveys or questionnaires  
- Works with customers to implement quality improvement techniques and systems  
- Participates in design reviews evaluating the work of others on the team. Offer honest and constructive feedback. | Bachelor’s degree required. Doctoral degree in statistics or related discipline required. |
<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Years Minimum Experience</th>
<th>Functional Responsibilities</th>
<th>Minimum Education</th>
</tr>
</thead>
</table>
| Quality and Systems Improvement Consultant Level 2 | 15 years in related field | - Statistician with specific expertise in quality improvement in health care.  
- Leads the design of results-oriented improvement initiatives for success including:  
  1. Establish aims  
  2. Develop measures for improvement (process, outcome, and balancing measures)  
  3. Articulate content theory—what changes will lead to improvement.  
  4. Develop implementation theory—what resources and processes will bring about the desired changes  
  5. Plan for spread and dissemination of successful change.  
- Work with customers to implement quality improvement techniques and systems  
- Leads feedback and review sessions with IHI  
- Participates in design reviews evaluating the work of others on the team. Offers honest and useful critique to provide the client with multiple perspectives on key issues  
- As practical, works closely with the client and includes client in research, synthesis, idea generation and concept presentation | Bachelor’s degree required. Master’s degree in statistics or related discipline required. |
| Quality and Systems Improvement Consultant Level 3 | 10 years in related field | - Work with customers to implement quality improvement techniques and systems  
- Contributes to the design of results-oriented improvement initiatives for success including:  
  • Establish aims  
  • Develop measures for improvement (process, outcome, and balancing) | Bachelor’s degree required. Master’s degree in statistics or related discipline required. |
<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Years Minimum Experience</th>
<th>Functional Responsibilities</th>
<th>Minimum Education</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Articulate content theory—what changes will lead to improvement.</td>
<td>Bachelor’s degree required. Masters’ or doctoral degree, or clinical qualification required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Develop implementation theory—what resources and processes will bring about the desired changes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Plan for spread and dissemination of successful change.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leads feedback and review sessions with IHI</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Participates in design reviews evaluating the work of others on the team. Offers honest and useful critique to provide the client with multiple perspectives on key issues. As practical, works closely with the client and include client in research, synthesis, idea generation and concept presentation</td>
<td></td>
</tr>
<tr>
<td>Senior Subject Matter Expert</td>
<td>20 years in related field</td>
<td>Brings specific clinical, functional, or quality improvement content and knowledge expertise to improvement initiatives in health care.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Focuses on quality improvement, leadership development, and innovative solution design for the improvement of health care quality.</td>
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<tr>
<td></td>
<td></td>
<td>Oversees research and development initiatives where project requires innovation around new solutions.</td>
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<tr>
<td></td>
<td></td>
<td>Brings real-world experience in achieving meaningful and lasting performance improvement in relevant health care settings.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Focuses on a range of performance challenges including safety, reliability, access, population health management, value-based care designs, care transitions/reducing readmissions, person and family centered care.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Works with customers to define the criteria for a successful solution, focused on results</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Uses the most current techniques that create insights into customer actions, thoughts and behaviors</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Presents concepts relevant to the quality and business strategies of our customers</td>
<td></td>
</tr>
<tr>
<td>Labor Category Title</td>
<td>Years Minimum Experience</td>
<td>Functional Responsibilities</td>
<td>Minimum Education</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------</td>
<td>-----------------------------</td>
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</tr>
</tbody>
</table>
| **Subject Matter Expert Level 2** | 15 years in related field | • Specific content and knowledge expertise  
• Work with customers to define the criteria for a successful solution, focused on results  
• Use the most current techniques that create insights into customer actions, thoughts and behaviors.  
• Present concepts to illustrate business initiatives and strategies  
• Focused on developing methods and assisting organizations in accelerating their rate of improvement, including the spread of new ideas  
• Lead feedback and review sessions with the IHI  
• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the customers with multiple perspectives on key issues  
• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation  
• Provide key input to proposals so the client has a clearly defined path forward | Bachelor’s degree required. Masters’ or doctoral degree, or clinical qualification required. |
| **Subject Matter Expert Level 3** | 10 years in related field | Work with customers to define the criteria for a successful solution, focused on results  
• Use the most current techniques that create insights into customer actions, thoughts and behaviors  
• Present concepts to illustrate business initiatives and strategies  
• Lead feedback and review sessions with the IHI  
• Participate in design reviews evaluating the work of others on the team. Offer honest and useful critique to provide the customers with multiple perspectives on key issues  
• As practical, work closely with the client and include client in research, synthesis, idea generation and concept presentation  
• Provide key input to proposals so the client has a clearly defined path forward | Bachelor’s degree required. Masters’ or doctoral degree, or clinical qualification required. |
<table>
<thead>
<tr>
<th>SIN</th>
<th>Course Title</th>
<th>CourseLength</th>
<th>Minimum Participants</th>
<th>Maximum Participants</th>
<th>GSA Price Per Person Including IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>611430</td>
<td>Patient Safety Executive Development Program (PSE)</td>
<td>7 Days</td>
<td>1</td>
<td>120</td>
<td>$8564.23</td>
</tr>
<tr>
<td>611430</td>
<td>Improvement Advisor Professional Development Program (IA)</td>
<td>10 Months</td>
<td>1</td>
<td>30</td>
<td>$13602.02</td>
</tr>
<tr>
<td>611430</td>
<td>The Breakthrough Series College (BTS)</td>
<td>3 Days</td>
<td>1</td>
<td>40</td>
<td>$4198.33</td>
</tr>
<tr>
<td>611430</td>
<td>IHI Forum (VIRTUAL)</td>
<td>2 Days - virtual general conference</td>
<td>1</td>
<td>No Limit</td>
<td>$641.81</td>
</tr>
<tr>
<td>611430</td>
<td>Patient Safety Executive Program (PSE) (VIRTUAL)</td>
<td>6 sessions over 6 days with 2 hours of group work and 3 hours of optional office hours</td>
<td>1</td>
<td>90</td>
<td>$7823.43</td>
</tr>
<tr>
<td>611430</td>
<td>The Breakthrough Series College (BTS) (VIRTUAL)</td>
<td>Six 4 hour sessions with additional course work in between sessions and optional business hours</td>
<td>1</td>
<td>50</td>
<td>$3567.95</td>
</tr>
<tr>
<td>611430</td>
<td>Patient Safety Executive Development Program (PSE) Blended Program (PSE 0922)</td>
<td>7.5 days (5 days virtual and 2.5 days in-person)</td>
<td>1</td>
<td>120</td>
<td>$9206.55</td>
</tr>
<tr>
<td>611430</td>
<td>IHI Forum (FRM22)</td>
<td>4 Days (2 days pre-conference and 2 days General Conference)</td>
<td>1</td>
<td>No Limit</td>
<td>$1365.86</td>
</tr>
<tr>
<td>611430</td>
<td>Patient Safety Congress</td>
<td>3 Days (**2 Days of General Conference Days offered on GSA)</td>
<td>1</td>
<td>40</td>
<td>$1007.56</td>
</tr>
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</table>

*Minimum Participants are based on attending one of IHI's Public events and not a separate GSA event.
<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course Length</th>
<th>Minimum Participants</th>
<th>Maximum Participants*</th>
<th>Description</th>
</tr>
</thead>
</table>
| Patient Safety Executive Development Program (PSE)          | 7 Days        | 1                    | 120                    | IHI’s Patient Safety Executive Development Program will help provide clarity and direction to health care organizations on the key strategic, clinical, and operational components involved in achieving safe and reliable operational excellence — a “system of safety.” In this 7-day program you will learn how to:  
- Assess your organization and/or area of responsibility’s culture of safety  
- Design a strategic patient safety plan tailored to your area of responsibility  
- Implement proven changes that improve the culture of safety throughout your organization/area of responsibility  
Learnings from this program have been applied in many settings — in acute care, ambulatory care, home care, long-term care, in the community, in the military, and more. Additionally, alumni of this program join a global network of 3,000+ other alumni of the program, who have applied strategies they learned in a variety of health care settings. |
| Improvement Advisor Professional Development Program (IA)   | 10 Months     | 1                    | 30                     | The curriculum of this 10-month program is built around both theory and practical skills applied to the participants' improvement projects. It is the combination of theory applied to daily work that makes the Improvement Advisor Professional Development Program unique and provides a foundation for making improvements long after the program is completed.  
Topic areas include:  
- The Science of Improvement  
- The Model of Improvement  
- Scoping Improvement Efforts  
- Understanding Systems and Processes  
- Focus on Data for Improvement  
- Understanding Relationships  
- Gathering Information  
- Developing Powerful Ideas for Change  
- Testing, Implementing, and Spreading Changes  
- Decision Making  
- Collaboration and Teamwork  
- Planned Experimentation                                                                                      |
| The Breakthrough Series College (BTS)                      | 3 Days        | 1                    | 40                     | The Breakthrough Series (BTS) College, created by IHI is a powerful program designed to help you adapt proven methods to spread outstanding improvements across your organization using the Collaborative methodology. In fact, you can gain the insights and strategies you need to prepare for Collaborative start-up — within six months.  
After the College, you will be able to:  
- Operate a successful Collaborative improvement project  
- Increase your ability to teach and use the Model for Improvement, an improvement strategy used in the Breakthrough Series (BTS)  
Over the two decades that this program has been offered, it has helped health care, social services, education, public health, and other types of organizations make profound and lasting changes that have been spread throughout organizations, across systems, through cities and towns, and even among countries. |
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<th>Course Title</th>
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<th>Minimum Participants</th>
<th>Maximum Participants*</th>
<th>Description</th>
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| IHI Forum (VIRTUAL)                                                         | 2 Days – virtual general conference                                           | 1                    | No Limit               | IHI Forum Tracks:  
- Improvement Science  
- Equity  
- Building Improvement Capability  
- Leadership  
- Workforce and Patient Safety  
- Addressing Value, Cost, and Quality  
- Joy and Well-Being at Work  
- Person-Centered Care  
- Population Health                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Patient Safety Executive Development Program (PSE) (Virtual)               | 6 sessions over 6 days with 2 hours of group work and 3 hours of optional office hours | 1                    | 90                     | IHI's Patient Safety Executive Development Program will help provide clarity and direction to health care organizations on the key strategic, clinical, and operational components involved in achieving safe and reliable operational excellence — a “system of safety.” In this virtual program you will learn how to:  
- Assess your organization and/or area of responsibility’s culture of safety  
- Design a strategic patient safety plan tailored to your area of responsibility  
- Implement proven changes that improve the culture of safety throughout your organization/area of responsibility  
Learnings from this program have been applied in many settings — in acute care, ambulatory care, home care, long-term care, in the community, in the military, and more. Additionally, alumni of this program join a global network of 3,000+ other alumni of the program, who have applied strategies they learned in a variety of health care settings.                                                                                                                                                                                                                                                                                                                                 |
| The Breakthrough Series College (Virtual)                                   | Six 4 hour sessions with additional course work in between sessions and optional business hours | 1                    | 50                     | IHI’s Virtual Breakthrough Series College sessions are designed to prepare participants for Collaborative start-up within four months, and includes intensive six four virtual sessions on the following topics:  
Collaborative: How and why they work  
$x$ Developing key technical content  
$x$ Topic selection  
$x$ Preparing teams to participate  
$x$ Teaching the Model for Improvement  
$x$ Developing and running learning sessions  
$x$ Supporting teams during action periods  
$x$ Spreading improvement  
Science of improvement                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Patient Safety Executive Development Program (PSE Blended Program (PSE 0922)| 7.5 days (5 days virtual and 2.5 days in-person)  | 1                    | 20                     | IHI’s Patient Safety Executive Development Program will help provide clarity and direction to health care organizations on the key strategic, clinical, and operational components involved in achieving safe and reliable operational excellence — a “system of safety.” In this 7.5-day program you will learn how to:  
  - Assess your organization and/or area of responsibility’s culture of safety  
  - Design a strategic patient safety plan tailored to your area of responsibility  
  - Implement proven changes that improve the culture of safety throughout your organization/area of responsibility  
  Learnings from this program have been applied in many settings — in acute care, ambulatory care, home care, long-term care, in the community, in the military, and more. Additionally, alumni of this program join a global network of 3,000+ other alumni of the program, who have applied strategies they learned in a variety of health care settings. |
| IHI Forum (FRM22)                                                          | 4 Days (2 days pre-conference and 2 days General Conference) | 1                    | No Limit               | IHI Forum Tracks:  
  - Improvement Science  
  - Equity  
  - Building Improvement Capability  
  - Leadership  
  - Workforce and Patient Safety  
  - Addressing Value, Cost, and Quality  
  - Joy and Well-Being at Work  
  - Person-Centered Care  
  - Population Health                                                                                                                                                                                                                                                      |
| Patient Safety Congress                                                     | 3 Days (**2 Days of General Conference Days offered on GSA) | 1                    | 40                     | The Institute for Healthcare Improvement (IHI) Patient Safety Congress, a 2 day (2 General conference Days) brings together people who are passionate about ensuring safe, equitable care for all. Enrollment in the general conference only (pre-conference day is not included in GSA offering).  
  This must-attend event is for those who continue to shape smarter, safer care for patients wherever it’s provided — from the hospital and outpatient settings to the home.  
  Attendees can expect actionable learning through workshops that offer pragmatic, real-world insights for you to take home and implement in your organization. This event showcases inspiring speakers that will engage attendees with their visions for safer care that transcends care settings. The Congress also offers the opportunity to make meaningful connections with smart, curious people who improve safety throughout the world and networking events will give you the opportunity to connect with like-minded professionals and relax after a day of learning. |