

Professional Organizations Using the IHI Open School Online Courses

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Advocate Health Care

Organization type: Integrated Health System

Location: Chicago, IL, USA

Discipline(s) participating: Patient Safety & Risk

Audience: Health Professionals

Key contact: [Kate Kovich, Director, Patient Safety and Regulatory Compliance](#)

Start date of program: January 2012

Courses included: Select courses

Summary of program: Kovich purchased access to the IHI Open School to provide a foundational education to all safety and risk leaders within the Advocate system. He encouraged staff to use the patient safety modules, but also promoted portions of the quality modules.

Additional information/feedback from participants: "Safety leaders are generally clinicians who make a transition from clinical care to the role of safety consultant," Kovich says. "Ensuring a minimum knowledge base in the variety of clinicians and roles throughout our system is challenging. We felt that the Open School courses were one way to accomplish a solid foundation."

Aga Khan University Hospital

Organization type: Hospital

Location: Karachi, Pakistan

Discipline(s) participating: Allied Health Professions, Business Administration, Dentistry, Engineering, Health Administration, Health Informatics, Medicine, Nursing, Pharmacy, Quality Professionals and System Engineers

Audience: Residents, Health Professionals, Support Staff

Key contact: [Salma Jaffer, Senior Instructor and Manager](#)

Start date of program: September 2012

Courses included: Basic Certificate

Summary of program: Jaffer is responsible for JCI Accreditation and ISO Certification programs and quality in the hospital. When she learned about these courses through IHI emails, she discussed it with the CEO and decided to go for the organizational subscription because the modules were relevant to the organization's priorities.

Initially, Aga Khan purchased an organizational subscription for 50 users, but were very encouraged to see that more than 100 users showed interest in these courses, including the CEO, COO, Medical Director, consultants, clinical chairs, quality managers, and many others. Jaffer ran an introductory session on how to access the courses, including a demo of one lesson. Users will complete the courses in the next year, while Jaffer will facilitate and monitor.

Additional information/feedback from participants: "The overall feedback from more than 100 users is very positive," says Jaffer. "They are appreciative of the way the courses are designed -- especially because they are very interactive and have examples and scenarios. Our Medical Director completed a course over this weekend and gave me excellent feedback, and said that all medical staff should be encouraged to do these courses."

Blue Cross Blue Shield of Massachusetts

Organization type: Agency / Association

Location: Boston, MA, USA

Discipline(s) participating: Health Administration, Health Informatics, Nursing, Pharmacy

Audience: Students, Health Professionals

Key contact: [Jane Franke, Director of Hospital Performance Measurement and Improvement](#)

Courses included: Select courses

Summary of program: The IHI Open School courses are made available for professional development purposes. Associates are not required to take them.

Children's Hospital of Philadelphia

Organization type: Hospital

Location: Philadelphia, PA, USA

Discipline(s) participating: Nursing

Audience: Health Professionals

Key contact: [Betty Ann Boris, NICU Registered Nurse](#)

Start date of program: May 2010

Courses included: Select courses

Summary of program: The courses are used in a neonatal network QI fundamentals boot camp.

Childrens National Health System

Organization type: Hospital

Location: Washington, DC, USA

Discipline(s) participating: Nursing

Audience: Students, Health Professionals

Key contact: [Tina Humbel, Registered Nurse](#)

Start date of program: October 2012

Required for graduation or elective: Elective

Courses included: Basic Certificate

Summary of program: The courses are used within the Nursing Quality Fellowship Program, which is a 12-month fellowship program that turns frontline nursing staff into quality champions throughout the organization. Participants aim to complete a quality incubator project by the end of the fellowship in one of three chosen areas. (These areas are selected because they have lower benchmark scores.)

Additional information/feedback from participants: "We conducted our inaugural fellowship in October of 2012 with 10 students. All 10 students graduated and successfully completed nine projects, one of which was shared because of a similar aim," Humbel says. "A new fellowship began in October of 2013 with eight participants and eight new projects that are in the implementation stage. The IHI Open School courses have provided a strong foundational framework to learn from and support the didactic lessons provided by onsite faculty. The current cohort will be the first to participate in the QI 201 Practicum. I am looking forward to seeing the results."

Chinle Comprehensive Health Care Facility

Organization type: School

Location: Chinle, Arizona, USA
Discipline(s) participating: Nursing
Audience: Health Professionals
Key contact: [Kevin Rand, Clinical Director](#)
Start date of program: August 2013
Courses included: Basic Certificate

Christiana Care Health System

Organization type: Integrated Health System
Location: Wilmington, DE, USA
Discipline(s) participating: Allied Health Professions, Health Administration, Health Informatics, Health Science, Medicine, Nursing, Pharmacy, Physician Assistant, Social Work
Audience: Students, Residents, Health Professionals
Key contact: [Carol Kerrigan Moore, Safety and Quality Education Specialist](#)
Courses included: Select courses

Summary of program: Achieving Competency Today: Issues in Health Care Quality, Cost, Systems, and Safety, a nationally recognized course developed by Christiana Care, leverages IHI Open School modules to support content and application of concepts. Three hundred and four learners have completed this course to date.

The curriculum focuses on interprofessional experiential learning through collaboration on projects during a twelve-week period, which have produced measurable improvements in quality and patient safety in our health system. Learners are assigned to heterogeneous groups comprised of multiple disciplines and health professions with varying levels of project experience. Learners are energized by working on a collaborative project while improving skills in small group communication, team dynamics, and improvement methodologies.

Course attendance helps to alleviate misperceptions about one another's roles within our system. More than thirty organizational leaders and faculty members from nursing, medical education, finance, allied health, performance improvement, patient safety, and research have served as faculty and facilitators. Forty-nine projects have been developed and completed at least one rapid cycle test; more than half of these have been adopted more broadly within our health care system. Residency Program faculty soon identified a need to improve their own knowledge and application of improvement science, which led to an advanced faculty development series which also incorporates the IHI Open School content. The ease of access and content expertise in the modules has been very well received.

Additionally, we have incorporated the IHI Open School modules into educational efforts to support Unit Based Value Improvement Advisors, Associates, and their teams through application of improvement methods to strengthen patient safety and quality.

Additional information/feedback from participants: Evaluations of all of these learning opportunities have been strongly favorable, and we have been able to demonstrate significant gains in learner knowledge and skills in 10 key quality improvement skills which has been sustained for six months after attendance. A sampling of comments:

"Informative and interesting; I now have more knowledge of the inner workings of the hospital than I gained in the past 8 years of working here."

"It was helpful to gain exposure to and learn from some of our hospital's leaders."

“Facilitators were organized and prepared; they knew when we were having a problem before we did.”
“I learned a lot about working in an interdisciplinary team.”

Claxton-Hepburn Medical Center

Organization type: Hospital
Location: Ogdensburg, NY, USA
Discipline(s) participating: All Staff
Audience: Professionals
Key contact: [Jennifer Shaver, Clinical Informatics Analyst](#)
Start date of program: 2010
Courses included: Select Courses

Summary of program: CEO Mark Webster was one of 110 staff members at Claxton-Hepburn, a private, not-for-profit, 130-bed community hospital in Ogdensburg, New York, who took the IHI Open School courses. Forty staff members, including the 10 members of the senior leadership team, have taken all of the courses and earned their Basic Certificate of Completion. The hospital’s initiative, dubbed “Back to School,” started in 2010, thanks to the efforts of then nurse manager Jennifer Shaver and board member Linda Fay. In the past two years, the staff – ranging from Webster and the executive team to seasoned clinicians and recent hires – have collectively completed more than 700 online modules.

Additional information/feedback from participants: Webster and Shaver point to two major benefits: One, the culture at the organization moved away from “Who did it?” to “How did it happen?” And, two, staff now communicate in a common language when speaking about quality improvement and patient safety. “It’s such an easy commitment,” Webster says. “I’m always wondering where to put our limited resources and there are very few things that are going to get you a return on investment like working with IHI and the IHI Open School.”

Clinique CMDC

Organization type: Hospital
Location: Lubumbashi, Katanga, Congo-Democratic Republic
Discipline(s) participating: Health Administration, Medicine, Nursing, Pharmacy
Audience: Health Professionals
Key contact: Frank Nduu Naweji, Clinic Manager
Courses included: Select courses

Additional information/feedback from participants: “Our program, with help from IHI resources, focuses on reinforcing practice skills of physicians, nurses, and managers to improve the entire quality of health care in our clinic,” says Nduu Naweji.

Contra Costa EMS Agency

Organization type: Agency / Association
Location: Martinez, CA, USA
Discipline(s) participating: Allied Health Professions, Medicine, Nursing, Public Health
Audience: Health Professionals
Key contact: [Pat Frost, EMS Director](#)
Start date of program: May 2011
Courses included: Basic Certificate

Summary of program: Contra Costa EMS established the IHI Basic Certificate for as its minimum standard for Continuous Quality Improvement (CQI) and EMS system process improvement. It launched the program of offering IHI Certificate scholarships as part of EMS Week, which is May 20-26. More than 30 EMS professionals have completed the program in the first year. Contra Costa plans to continue to offer this program annually as part of engaging its system stakeholders in EMS System Improvement for ST-Elevation Myocardial Infarction (STEMI), Stroke, Trauma, EMS for Children, and Patient Safety.

Additional information/feedback from participants: “We have had the program open eyes to the whys and how to do CQI and the importance of patient safety,” says Frost. “There has been an excellent response from those who completed the course. ... Our Quality Leadership group is incorporating this information into their ‘normal workflow’ of evaluating patient care throughout the EMS system. We feel this approach will actively support EMS integration into health care.”

Florida Hospital

Organization type: Hospital

Location: Orlando, FL, USA

Discipline(s) participating: Medicine

Audience: Residents, Faculty

Key contact: [Joy Gaabucayan, Research Coordinator](#)

Start date of program: June 2012

Required for graduation or elective: Required

Courses included: Select courses

Summary of program: Florida Hospital Graduate Medical Education utilizes the IHI Open School courses to provide a foundation for education in quality improvement and patient safety. All faculty (50) and residents (150) are required to complete the selected courses. Individual departments determine requirements for participation in patient safety and QI projects.

Fremont Area Medical Center

Organization type: Hospital

Location: Fremont, NE, USA

Discipline(s) participating: Business Administration, Health Administration, Health Informatics, Nursing, Occupational Therapy, Pharmacy, Physical Therapy, Social Work

Audience: Health Professionals

Key contact: Linda Bontrager, Patient Safety Officer

Start date of program: February 2012

Required for graduation or elective: Required

Courses included: Basic Certificate

Summary of program: The management team at Fremont Area Medical Center is signed up to take the IHI courses. The courses are divided into four quarters, and completions are tracked and reported to the vice presidents for each management team member. Feedback showed that learners need to have basic information/guidance on how to use the PDSA model.

Additional information/feedback from participants: “Students have become interested in the work of IHI and started a Chapter here that is actively involved in performance improvement projects within the NSLIJ health system,” says Bontrager.

Golden Jubilee Medical Center

Organization type: Hospital

Location: Nakhon, Pathom, Thailand

Discipline(s) participating: Dentistry, Health Administration, Health Informatics, Medicine, Nursing, Pharmacy, Physical Therapy

Audience: Health Professionals

Key contact: [Kamthorn Tantivitayatan, Assistant Professor](#)

Start date of program: January 2012

Required for graduation or elective: Elective

Courses included: Select courses

Summary of program: The program includes education on patient safety at lunch every Thursday for 30-50 people audience in knowledge. The main content is from IHI Open School courses, which are translated in Thai.

Hamad Medical Corporation

Organization type: Hospital

Location: Doha, Qatar

Discipline(s) participating: Health Administration

Audience: Residents, Health Professionals

Key contact: Mahvesh Qureshi, Medical Technical Consultant

Required for graduation or elective: Required

Courses included: Basic Certificate

Summary of program: The courses are used in the fourth year of the pediatric residency.

Health Sciences North

Organization type: Hospital

Location: Sudbury, Ontario, Canada

Discipline(s) participating: Allied Health Professions, Business Administration, Health Administration, Medicine, Nursing, Occupational Therapy, Pharmacy, Physical Therapy

Audience: Health Professionals

Key contact: [Debbie Barnard, Chief Quality and Patient Safety Officer](#)

Start date of program: 2012

Courses included: Basic Certificate

Summary of program: The organization has been using the Open School courses to build its program over the past 2 years — from members of the our quality and patient safety team, to senior leaders to director level staff, and now to all managers and process improvement staff.

Additional information/feedback from participants: “We are using the courses to help us build common language for improvement across our organization,” says Barnard.

Home Care Association of NH

Organization type: Agency / Association

Location: Concord, NH, USA

Discipline(s) participating: Health Administration, Nursing, Physical Therapy

Audience: Health Professionals

Key contact: [Gina Balkus, Chief Executive Officer](#)

Start date of program: September 2012

Courses included: Select Courses

Summary of program: In an effort to meet a course outcome – to discuss quality and safety concepts to provide an environment that enhances optimal level of care – learners are required to complete PS 106: Introduction to the Culture of Safety.

Hospital for Sick Children

Organization type: School

Location: Toronto, Ontario, Canada

Discipline(s) participating: Medicine

Audience: Health Professionals

Key contact: [Jennifer Thull-Freedman, PEM Quality and Patient Safety Lead](#)

Start date of program: July 2011

Courses included: Basic Certificate

Required for graduation or elective: Required

Summary of Program: Pediatric emergency medicine fellows at the Hospital for Sick Children are required to complete the Basic Certificate of Completion as part of their training in quality improvement and patient safety.

Intermountain Healthcare

Organization type: Integrated Health System

Location: Salt Lake City, UT, USA

Discipline(s) participating: Nursing, Risk/Quality/Education

Audience: Health Professionals

Key contact: Kim Harrison, Clinical Risk Manager

Start date of program: June 2011

Courses included: Select courses

Summary of program: Intermountain offers online modules to Risk Management staff as an option for obtaining CEUs for CPHRM recertification. Access has been expanded to Quality and Education staff, as well. Nothing is mandatory. Some employees have completed multiple modules; some only one or two.

Ireland Health Information & Quality Authority

Organization type: Agency / Association

Location: Multiple locations in Ireland

Discipline(s) participating: Frontline Staff of Various Disciplines

Audience: Health Professionals

Key contact: Marie Kehoe-O'Sullivan, Director of Safety and Quality Improvement

Start date of program: January 2013

Courses included: Select courses

Summary of program: Marie Kehoe-O'Sullivan, the Director of Safety and Quality Improvement at the Health Information and Quality Authority (HIQA), is leading a charge to use the IHI Open School courses as a training program for all of the Emerald Isle. She kicked off the program for frontline staff in January

of this year by buying 100 course licenses, a number that will increase year after year, she says, until the country reaches a critical mass of patient safety champions. [Click here to read more about this program.](#)

King Abdullah bin Abdulaziz University Hospital

Organization Type: Hospital

Location: Riyadh, Saudi Arabia

Discipline(s) participating: Allied Health Professions, Business Administration, Engineering, Health Administration, Health Informatics, Medicine, Nursing, Occupational Therapy, Pharmacy, Physical Therapy, Physician Assistant, Social Work

Audience: Residents, Health Professionals

Key contact: [Dr. Ahmad Al-Ani, Continuous Improvement Manager](#)

Start date of program: January 2017

Courses Included: Basic Certificate

Summary of program: During 2014, the Quality and Patient Safety (QPS) Council, as the highest authority for quality improvement and patient safety in King Abdullah bin Abdulaziz University Hospital (KAAUH), Princess Nourah University- Riyadh Saudi Arabia, made a strategic decision to provide full access to the IHI Open School (IHI-OS) for its staff. This was implemented in 2017, the year of the hospital commissioning. The access was given to around 700 of clinical and non-clinical hospital staff. Initially, it was piloted through a multi-departmental focus group to understand the experience and identify any concerns before launching the program.

The first IHI-OS subscription was kicked off officially during the general staff meeting on December 28th, 2016, followed by sending a member guide that explains the registration process, and the expected courses. Those who would complete the required courses which were based on the scope of work and job level of each staff are referred to as "KAAUH graduate".

Several activities were conducted throughout the year to maximize and share the learning from the courses, this included the "Q Café", a series of informal gatherings which provided the staff a venue to share their knowledge and discuss the content for deep understanding. Also, "IHI-OS Snippets" which are short excerpts from the curriculum to highlight key concepts and practices, were emailed to hospital staff and broadcasted through the internal TV screens in the hospital.

Names of initial batch of graduates were also presented during the first General Staff Meeting in 2017 to recognize their achievements and encourage other staff to follow their track. A dashboard was designed and communicated on monthly basis to show the registration rate and the study progress which helped motivate the staff and recognize departments with outstanding achievements.

An IHI-OS "Wall" made of sticky notes was built inside the Quality Department for all staff to view. These included printed key points from each of the 13 basic courses. In addition to its aesthetic advantage, it served as a quick reference for the most important ideas in each course.

One of the earliest applications of the IHI improvement framework was the Pediatric ICU (PICU) quality improvement project. The aim was to decrease the transit time from PICU to the general Pediatric ward to one hour by January 2018. After several PDSA testing cycles the team managed to reduce the transit time by more than 60% after implementing some process changes and new tools. "

Additional information/feedback from participants: To wrap up the Open School subscription for 2017, focus group meetings were held on January 2018 with two different teams. A group of staff who had slow progress reported the difficulty to dedicate time during busy schedules and frequent distractions at work. Another group of “high achievers” agreed that the IHI-OS is a great and useful recourse, and that conducting Q café sessions made the experience with the IHI-OS more interesting and interactive. The curriculum increased their awareness about having a no-blame culture, and how it shifted their thinking to focus on fixing system issues rather than focusing on individuals. One of the physicians strongly recommended to make some of the patient safety courses mandatory to all medical staff. [A detailed report was developed to share the KAAUH “Story” with the IHI Open School.](#) The subscription was renewed for 2018.

King Khaled Hospital

Organization type: Hospital

Location: Tabuk, Saudi Arabia

Discipline(s) participating: Allied Health Professions, Business Administration, Dentistry, Engineering, Health Administration, Health Informatics, Health Policy, Health Science, Medicine, Nursing, Occupational Therapy, Pharmacy, Physical Therapy, Physician Assistant, Public Health, Social Work

Audience: Students, Residents, Health Professionals

Key contact: [Mohammad Shamsuddin, Quality Director](#)

Start date of program: Fall 2013

Courses included: Basic Certificate

Summary of program: The program teaches quality improvement teams and leads them step-by-step through the entire life of the program.

Additional information/feedback from participants: “Participants found the Model for Improvement very simple, practical, and effective,” Shamsuddin says. “There is great commitment from team members to use the resources of the IHI as they are simple, available, and practical.”

Lehigh Valley Health Network

Organization type: Integrated Health System

Location: Allentown, PA, USA

Discipline(s) participating: Business Administration, Health Administration, Health Informatics, Medicine, Nursing

Audience: Residents, Health Professionals

Key contact: William Bond, Medical Director

Start date of program: July 2012

Courses included: Select courses

Summary of program: Lehigh encouraged residents across specialties to use the courses and is collecting usage data now. Better tracking would make that easier, but the export from IHI is limited in that regard. Multiple health system leaders are also encouraged to use the modules.

Mount Carmel Health

Organization type: Integrated Health System

Location: Columbus, OH, USA

Discipline(s) participating: Medicine

Audience: Residents, Health Professionals, Faculty

Key contact: [Thomas Hartranft, MD](#)
Start date of program: November 2012
Courses included: Basic Certificate
Required for graduation or elective: Required

Summary of Program: Mount Carmel Health's ACGME and GME programs, working through the AIAMC NI III Project, have initiated a quality and safety curriculum using the IHI Open School as the foundation for quality and safety training and practice as required by the ACGME. All PGY 1s will participate in training, discussion, and development of appropriate quality and safety projects with the help and guidance of faculty and system quality leaders. The results are expected to be well reasoned, thoughtful, and sustainable quality and safety initiatives from well-trained residents and future practitioners.

National Association of Public Hospitals

Organization type: Agency / Association
Location: Washington, DC, USA
Discipline(s) participating: Allied Health Professions, Health Policy, Medicine, Nursing, Pharmacy, Social Work
Audience: Residents, Health Professionals
Key contact: [Jane Hooker, Assistant Vice President Quality](#)
Start date of program: June 2012
Required for graduation or elective: Required
Courses included: Select courses

Summary of program: The association has incorporated select courses for internal staff and is developing plans to do select courses for specific programs. As a result, the association will be approaching IHI and Kaiser Permanente to support a larger partnership.

North Shore Long Island Jewish

Organization type: Integrated Health System
Location: Great Neck, New York, USA
Discipline(s) participating: Health Administration, Medicine, Nursing
Audience: Students, Residents, Health Professionals
Key contact: [Kathleen Gallo, Sr. Vice President and Chief Learning Officer](#)
Start date of program: September 2011
Required for graduation or elective: Required
Courses included: Basic Certificate

Summary of program: Depending on the student, resident, or employee either the Basic Certificate or select courses are required.

Ochsner Medical Center

Organization type: Integrated Health System
Location: New Orleans, Louisiana, USA
Discipline(s) participating: Nursing
Audience: Health Professionals
Key contact: [Cynthia Jackson, PI Coordinator](#)
Start date of program: 2011
Required for graduation or elective: Required

Courses included: Basic Certificate

Summary of program: The Certificate is a requirement within quality and safety training.

PDI Healthcare

Organization type: Integrated Health System

Location: Atlanta, GA, USA

Discipline(s) participating: Allied Health Professions, Business Administration, Health Administration, Health Policy, Health Science, Medicine, Nursing, Physician Assistant

Audience: Students, Health Professionals

Key contact: [Dr. Hudson Garrett, Senior Director of Clinical](#)

Start date of program: May 2013

Required for graduation or elective: Required

Courses included: Basic Certificate

Summary of program: This program will be a comprehensive review of patient safety, quality, and quality improvement for health care professionals across all spectrums of health care delivery.

Pulse Medic Services

Location: London, UK

Discipline(s) participating: Allied Health Professions, Health Informatics, Nursing, Physician Assistant, Public Health

Key contact: [Martin Anderson](#)

Required for graduation or elective: Elective

Courses included: Basic Certificate

Summary of program: This program will be a comprehensive review of patient safety, quality, and quality improvement for health care professionals across all spectrums of health care delivery.

The Rutland Centre

Organization type: Residential Addiction Treatment

Location: Dublin, Ireland

Discipline(s) participating: Allied Health Professions, Business Administration, Health Administration, Medicine, Nursing

Audience: Students, Health Professionals

Key contact: [Dr. Erika Ruigrok, Clinical Services Coordinator](#)

Start date of program: July 2014

Required for graduation or elective: Elective

Courses included: Select courses

Sacred Heart Hospital

Organization type: Hospital

Location: Pensacola, FL, USA

Discipline(s) participating: Allied Health Professions, Health Administration, Nursing, Physical Therapy, Social Work

Audience: Students, Health Professionals

Key contact: [Mary Geary, VP Quality & Safety](#)

Start date of program: September 2014

Courses included: Basic Certificate

Secretaria de Salud de la Ciudad de México, Hospital de Especialidades

Organization type: Hospital

Location: México DF, México

Discipline(s) participating: Allied Health Professions, Business Administration, Health Administration, Medicine, Nursing

Audience: Students, Residents, Health Professionals

Key contact: [Dr. Bernardo Dávila, Jefe De Calidad](#)

Start date of program: March 2012

Required for graduation or elective: Elective

Courses included: Basic Certificate

Summary of program: The hospital integrates the quality, safety and leadership courses into training for medical specialists and paramedics as a strategy for substantial improvement in health care. Mission: To train 100% of mentors and trainees in quality, safety, and leadership to substantially improve health care. Vision: To be the vanguard in education on hospital quality, patient safety, and leadership in Mexico City.

Additional information/feedback from participants: The modules are included in an elective course for students of specialties; undergraduate medical, nursing, social work interns; and mentors and teachers for a continuing program of improvement in health care. The course fills up by direct invitations to mentors, teachers, and students of the organization, and new entrants.

Servicios de Salud de Morelos

Organization type: Integrated Health System

Location: Cuernavaca, Morelos, Mexico

Discipline(s) participating: Allied Health Professions, Business Administration, Dentistry, Engineering, Health Administration, Health Informatics, Health Policy, Health Science, Medicine, Nursing, Pharmacy, Physician Assistant, Public Health, Social Work

Audience: Students, Residents, Health Professionals

Key contact: [Walverly Morales, Médica, cirujana y partera](#)

Start date of program: May 2013

Courses included: Select Courses

Summary of program: To develop competencies related to the improvement of the quality, patient safety, and leadership using the analysis of concepts, models, and practical cases to improve the quality of the services, programs, and projects of health.

Additional information/feedback from participants: “We will strengthen the virtual contents of IHI’s Open School courses, promoting a facilitated environment where the students exchange concepts and apply the learning,” says Morales.

South Eastern HSC Trust

Organization type: Integrated Health System

Location: Belfast, Northern Ireland

Discipline(s) participating: Allied Health Professions, Business Administration, Health Administration, Medicine, Nursing, Occupational Therapy, Pharmacy, Physical Therapy, Physician Assistant, Social Work

Audience: Students, Health Professionals

Key contact: [Brenda Carson, Head of Patient Safety and Improvement](#)

Start date of program: 2011

Courses included: Select courses

Summary of program: This is the second year of the Leading in Safety, Quality and Experience program within South Eastern HSC Trust. The program runs for October to June and consist of three compulsory elements: Attend a monthly two-hour learning session, complete IHI Open School courses, and participate in a team service improvement project. The program aims:
To build capacity and capability to support teams in driving safety and quality within their own areas.
To develop an understanding of processes involved in improving quality, safety, and patient experience.
To equip staff with skills in Continuous Quality Improvement and sustainability.

Additional information/feedback from participants: An evaluation of the program's first year was completed, with 95% of participants rating the program as "good / excellent." Other feedback:
78.8% of participants found the program length to be "just right."
93.9% of participants rated the IHI Open School modules as "useful / very useful."
96.9% of participants felt that by attending this program they had achieved "a level of learning that could be usefully applied to their role."

St. Charles Health System

Organization type: Integrated Health System

Location: Bend, Oregon, United States

Discipline(s) participating: Allied Health Professions, Business Administration, Engineering, Health Administration, Health Informatics, Health Policy, Health Science, Medicine, Nursing, Occupational Therapy, Pharmacy, Physical Therapy, Physician Assistant, Social Work, Manager Level Caregivers and Above

Audience: Students, Residents, Health Professionals, Governing Board

Key contact: [Kyle E. Johnson, Organizational Development Coordinator](#)

Start date of program: January 2013

Courses included: Basic Certificate

Summary of program: The organization aims to improve the care of its patients, the health of its community, and enhance caregiver development through the creation of an IHI Open School Chapter. The SCHS IHI Open School Chapter will serve as the foundation for quality improvement training and education across the health system.

Additional information/feedback from participants: "The SCHS IHI Open School Chapter will work in concert with health system stakeholders involved in quality improvement and education to provide access to online training modules for caregivers pursuing an IHI Basic Certificate," Johnson says. "The Chapter will also schedule quality improvement-focused classes and events that support the online curricula, enhance the workforce, and promote a paradigm of continuous improvement."

Tennessee Hospital Association

Organization type: Agency / Association

Location: Nashville, Tennessee, USA

Discipline(s) participating: Allied Health Professions, Health Administration, Health Policy, Medicine, Nursing, Pharmacy

Audience: Health Professionals, Trustees, Quality Directors

Key contact: [Patrice Mayo, VP/Operations Director](#)

Courses included: Select courses

Summary of program: THA is offering the Open School curriculum to all of its hospitals; there are approximately 150 registrants.

Additional information/feedback from participants: "All feedback has been excellent," says Mayo. "Keep adding courses, please. We are interested in 'packaging' course offerings with your help -- for example, 'we recommend that you take this, this, and this if you are a new hospital nurse.'

"We are pleased to partner with IHI in offering this valuable resource to staff and trustees at all TN hospitals."

United Family Hospital and Clinics

Organization type: Hospital

Location: Beijing, China

Discipline(s) participating: Health Administration, Medicine, Nursing, Pharmacy

Audience: Health Professionals

Key contact: [Alissa Peacock, Quality and Safety Manager](#)

Start date of program: January 2012

Required for graduation or elective: Elective

Courses included: Basic Certificate

Summary of program: UFH wanted to promote quality and safety initiatives in the hospital. This year, the hospital made the program optional. All medical staff were encouraged to sign up for the IHI Open School modules. They are given 10 months to complete the courses and submit their Certificates. Upon completion of all of the courses, staff are then entered into a lucky draw to win some great prizes.

Next year, the IHI Open School courses will be mandatory and tied to their re-appointment and annual reviews. To date, almost half of the staff have completed the modules. In order to make sure they are using their new skills, we have also encouraged them to work on safety projects or form their own PDCA within their department. Staff are then given the opportunity to share their success stories or PDCA with the hospital and rewards are given based on their project.

Additional information/feedback from participants: "We noticed there was a lack of general understanding of concepts and tools used for quality improvement," says Peacock. "The IHI Open School provides us with the necessary courses and education that our medical staff can use to become more competent and confident in quality and safety. We have seen a tremendous interest from our medical staff to participate in the Open School and, to date, have had a very positive response to the program."

University of Arkansas for Medical Sciences

Organization type: Integrated Health System

Location: Little Rock, AR, USA

Discipline(s) participating: Medicine

Audience: Residents, Health Professionals

Key contact: [Paulette Mehta, Physician](#)

Start date of program: July 2013

Required for graduation or elective: Required
Courses included: Basic Certificate

Summary of program: Fellows in the hematology/oncology program at UAMS are required to learn quality improvement methods, and to do at least one practice-based and one systems-based QI project during their three-year fellowship.

The University of Texas MD Anderson Cancer Center

Organization type: Hospital
Location: Houston, TX, USA
Discipline(s) participating: Allied Health Professions, Business Administration, Engineering, Health Administration, Health Informatics, Health Policy, Health Science, Medicine, Nursing, Pharmacy, Physician Assistant
Audience: Residents, Health Professionals, Faculty
Key contact: [Barbara Shelton, QI Education Consultant](#)
Start date of program: November 2011
Courses included: Select courses

Summary of program: Three IHI Open School courses — Becoming a Leader in Health Care, Introduction to Patient Safety, and Fundamentals of Improvement — are part of a nine-course curriculum that leads to the Fundamentals of Quality Improvement certificate.

Additional information/feedback from participants: “[There’s been a] great response from participants,” says Shelton. “Several departments are requiring completion of IHI Open School courses as part of their evaluation. For example, the pharmacy department required 500+ employees to complete Introduction to Patient Safety. As a result, many pharmacy employees have completed additional IHI courses.”

University of Utah Hospital

Organization type: Hospital
Location: Salt Lake City, UT, USA
Discipline(s) participating: Health Administration, Health Informatics
Audience: Health Professionals
Key contact: [Jenny Davis, Information Coordinator](#)
Start date of program: June 2013
Required for graduation or elective: Elective
Courses included: Basic Certificate

University Pediatric Hospital

Organization type: Hospital
Location: San Juan, Puerto Rico
Discipline(s) participating: Medicine
Audience: Students, Residents, Health Professionals
Key contact: [Myrna Lizette Quinones-Feliciano, Professor of Pediatrics](#)
Start date of program: July 2013
Required for graduation or elective: Required
Courses included: Select courses

Summary of program: The courses are used within the Pediatric Residency Program and the patient safety rotation.

WakeMed Raleigh Hospital

Organization type: Integrated Health System

Location: Raleigh, NC, USA

Discipline(s) participating: Business Administration, Health Administration, Health Informatics, Public Health, Social Work

Audience: Health Professionals

Key contact: [Becky Andrews, VP Health Information and Utilization Management](#)

Start date of program: January 2015

Courses included: Basic Certificate

WellStar Health System

Organization type: Integrated Health System

Location: Marietta, Georgia, USA

Discipline(s) participating: Nursing

Audience: Health Professionals

Key contact: [Jennifer Reagan, Supervisor of Continuing Education](#)

Start date of program: July 2013

Courses included: Basic Certificate

Summary of program: The Basic Certificate is used for continuing education in quality improvement, patient safety, patient-and family-centered care, and leadership.

Winthrop University Hospital

Organization type: Hospital

Location: Mineola, NY, USA

Discipline(s) participating: Medicine, Nursing, Pharmacy, Physician Assistant

Audience: Residents, Health Professionals

Key contact: [Monica Santoro, Chief Quality Officer](#)

Start date of program: February 2012

Courses included: Select courses

Summary of program: Participation in a quality improvement education program was voluntary at Winthrop University Hospital. It included completing the six quality improvement modules (QI 101 - QI 106) during a three-month period in conjunction with an experiential component and focus group meetings. In order to participate, staff were required to propose a performance improvement project for the experiential component that was aligned with organizational performance improvement priorities.

The cohort groups met after completion of each module (twice a month) to review the content, respond to questions, and share successes and challenges. The interaction among participants at the cohort meetings was valuable from a shared learning perspective as well as raised awareness among disciplines of improvement work being completed.

The projects included several domains, including safety, effectiveness, patient-centeredness, and efficiency.

Additional information/feedback from participants: "The program was very successful in training leaders and staff in quality principles and in managing a PI project," says Santoro. "There was demonstrated improvement in knowledge, skills and attitudes as well as demonstrated application of the skills learned: i.e. selecting a team; developing an aim statement; developing metrics; etc.

"Since the program was voluntary, we did not have 100% completion of the modules, but we are proud of our completion rates."