This program consists of **seven** live online sessions, **one** in-person session, and self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than 90 minutes complete.

To receive credit for completing your IHI program and, if applicable, become eligible for continuing education credit, you must:

* Attend and participate in all in-person and live online sessions.
* Complete any required self-paced learning activities.
* Complete any required coursework, such as online submissions or presentations.
* Submit the post-program evaluation survey within 30 days of the program end date.

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| Session | Format | Date  | Time | Session Topic |
| Session 1 | Live Online | September 10, 2024 | 10:00 AM – 1:30 PM ET | Orientation & Introduction to the Framework for Safe, Reliable, and Effective Care |
| Session 2 | Live Online | September 12, 2024 | 10:00 AM – 1:30 PM ET | Framework Continued & Building a Culture of Improvement  |
| Session 3 | In-personBoston, MA  | September 17-20, 2024 | Start Time: 8:30 AMEnd Time: 2:00 PM | Day 1: Systematic Improvement, Using Small Tests of Change, Collaborative Negotiation, Action PlanningDay 2: Introduction to RCA2, Integrating Improvement and Human Factors, Reliable Design and Maximally Adoptable ImprovementDay 3: Using Measurement to Improve Safety and Reliability, Measuring Culture, Getting Support from Those Who Influence Your Work, Leadership Behaviors: Improving Team CultureDay 4: Workforce Safety & Wellbeing, Building Governance and Processes for Improvement in Patient Safety, Sharing Your Action Plan |
| Session 4 | Live Online | September 24, 2024 | 10:00 AM – 1:30 PM ET | Advancing Health Equity |
| Session 5 | Live Online | October 1, 2024 | 10:00 AM – 1:30 PM ET | Your Work to Drive Patient Safety & Leadership Behaviors: Improving Standard Work |
| Session 6 | Live Online | October 8, 2024 | 10:00 AM – 1:30 PM ET | Maning Improvement at Scale & Professionalism: Key Driver of Safety and Healthcare Provider Wellbeing |
| Session 7 | Live Online | October 15, 2024 | 10:00 AM – 1:30 PM ET | Viewing the Patient/Family Experience through a Safety Lens (with Senior Leaders) & Action Planning Support |
| Session 8 | Live Online | October 22, 2024 | 10:00 AM – 1:30 PM ET | Senior Leader Sessions, Debrief Senior Leader Meetings, What Are We Learning on Our Journey Panel, Role of Leaders in Partnering with Patients, Putting it All Together  |