

# IHI Online Course with Coaching (OCC): Moving Quality Improvement from Theory to Action

## Program Overview

**Program Aim:** On a global scale, the challenges facing health and health care can seem daunting. But every day, people all over the world are making a difference on a local level. The Moving Quality Improvement from Theory to Action online course provides the tools and skills needed to make positive change through improvement projects.

### Learning Objectives:

1. Describe foundational frameworks for improvement.
2. Develop plans to improve something meaningful in your local setting.
3. Execute and learn from small tests of change.
4. Collect and analyze data about your system.
5. Create plans for the long-term sustainability of improvements you have made.

## At-a-Glance Agenda

This program consists of **5** live online All Learner Calls, each taking place from **10:00 AM–11:00 AM ET**. Please see the detailed program agenda for more information, including session topics and information about self-paced activities to be completed outside of the live online sessions.

To receive a certificate of completion and credits for this program, you must attend/review all online sessions, and complete the identified self-paced activities.

Live-Online

Self-Paced

Pework & Session Dates	Topics	Location
<b>Lesson Opens:</b> March 5 <sup>th</sup> <b>Lesson Due by:</b> March 19 <sup>th</sup>	Review and complete the following lesson to prepare for All Learner Call 1: <ul style="list-style-type: none"><li>• Lesson 1: Foundational Frameworks for Improvement</li></ul>	Self-Paced

<b>All Learner Call 1:</b> March 19 <sup>th</sup> 10:00 AM – 11:00 AM ET	<p>Learning Objectives for All Learner Call 1:</p> <ul style="list-style-type: none"> <li>• Describe the Will, Ideas, and Execution Framework.</li> <li>• Explain the Lens of Profound Knowledge.</li> <li>• Examine the components of the Model for Improvement.</li> <li>• Assemble an improvement team with clearly defined roles.</li> </ul>	Live-Online
<b>Lesson Opens:</b> March 19 <sup>th</sup> <b>Lesson Due by:</b> April 2 <sup>nd</sup>	<p>Review and complete the following lesson to prepare for All Learner Call 2:</p> <ul style="list-style-type: none"> <li>• Lesson 2: Formalizing Your Improvement Plans</li> </ul>	Self-Paced
<b>All Learner Call 2:</b> April 2 <sup>nd</sup> 10:00 AM – 11:00 AM ET	<p>Learning Objectives for All Learner Call 2:</p> <ul style="list-style-type: none"> <li>• Write an effective aim statement for a QI project.</li> <li>• Establish a family of measures, including outcome, process, and balancing measures.</li> <li>• Create a data collection plan.</li> <li>• Construct a driver diagram to identify changes to test.</li> </ul>	Live-Online
<b>Lesson Opens:</b> April 2 <sup>nd</sup> <b>Lesson Due by:</b> April 16 <sup>th</sup>	<p>Review and complete the following lesson to prepare for All Learner Call 3:</p> <ul style="list-style-type: none"> <li>• Lesson 3: Learning from Tests of Change</li> </ul>	Self-Paced
<b>All Learner Call 3:</b> April 16 <sup>th</sup> 10:00 AM – 11:00 AM ET	<p>Learning Objectives for All Learner Call 3:</p> <ul style="list-style-type: none"> <li>• Defend the reason for testing an idea for change on a small scale.</li> <li>• Formulate a PDSA (Plan-Do-Study-Act) to plan and run a test.</li> <li>• Author a PDSA template to help you organize and learn from test cycles.</li> </ul>	Live-Online
<b>Lesson Opens:</b> April 16 <sup>th</sup> <b>Lesson Due by:</b> April 30 <sup>th</sup>	<p>Review and complete the following lesson to prepare for All Learner Call 4:</p> <ul style="list-style-type: none"> <li>• Lesson 4: Getting More from Your Data</li> </ul>	Self-Paced

<p><b>All Learner Call 4: April 30<sup>th</sup></b> 10:00 AM – 11:00 AM ET</p>	<p>Learning Objectives for All Learner Call 4:</p> <ul style="list-style-type: none"> <li>• Analyze your improvement data over time by drawing a run chart</li> <li>• Critique data on a run chart by applying four rules to identify non-random variation</li> <li>• Distinguish the difference between common cause and special cause variation.</li> </ul>	<p>Live-Online</p>
<p><b>Lesson Opens: April 30<sup>th</sup></b> <b>Lesson Due by: May 14<sup>th</sup></b></p>	<p>Review and complete the following lesson to prepare for All Learner Call 5:</p> <ul style="list-style-type: none"> <li>• Lesson 5: Looking Ahead: Implementation and Spread</li> </ul>	<p>Self-Paced</p>
<p><b>All Learner Call 5: May 14<sup>th</sup></b> 10:00 AM – 11:00 AM ET</p>	<p>Learning Objectives for All Learner Call 5:</p> <ul style="list-style-type: none"> <li>• Identify when a change is ready to move from testing to implementation.</li> <li>• Implement strategies for sustaining improvements in your organization.</li> <li>• Discuss strategies for spreading improvement.</li> </ul>	<p>Live-Online</p>