

# Welcome!

While we wait for others to log on, please chat in:

- Your name
- Your role
- The organization you represent



What questions do you have about the program? Please put them in the chat and we will try to get through as many as we can on today's call!

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# Chief Quality Officer Professional Development Program – US

## *Informational Call*

Lauren Downing, Director, Program Management, IHI  
Kelly McCutcheon Adams, Senior Project Director, IHI

June 25, 2025

# Program Team

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**Lauren Downing**  
Director, Program Management  
Institute for Healthcare Improvement



**Kelly McCutcheon Adams, LICSW**  
Senior Director  
Institute for Healthcare Improvement



# Agenda

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Overview of the Institute for Healthcare Improvement

Experience from a Past Participant

Program Overview

Expectations

Questions





# IHI Mission

To improve health  
and health care  
worldwide

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# IHI Vision

Everyone has  
the best care and  
health possible





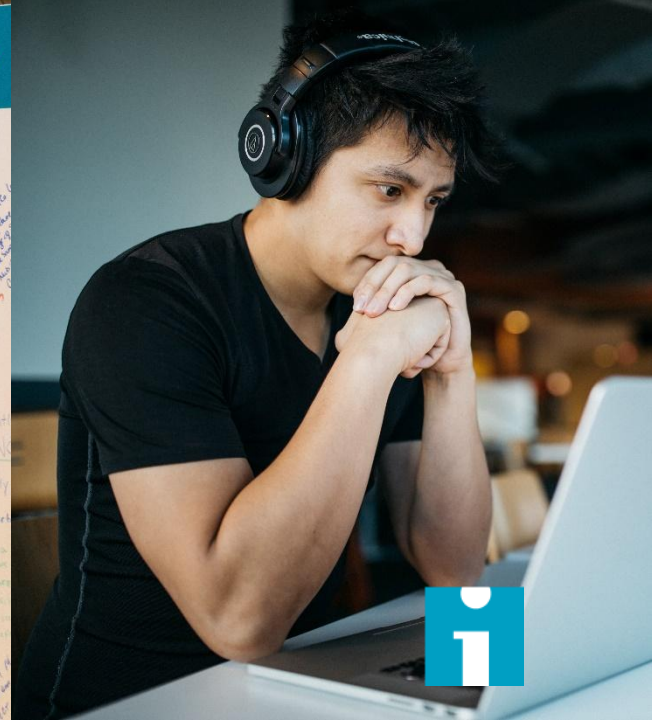
# Since 1991

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In large systems and small villages, we have taken improvement methods originally used in the manufacturing industry and applied them to improving all aspects of health and health care.

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We build improvement capability by providing people with methods and tools to make care better.



# Let's Hear from You

What drew you to this call?

What would make a course like this most valuable to you?





# Past Participant Experience

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**Dr. Elizabeth Coleman**

Medical Director, Forensic Program

Medical Director, Quality

Ontario Shores Centre for Mental Health  
Sciences



# Program Overview

# Program Objectives

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After this program, participants will be able to:

- Establish an effective quality management system built on quality planning, quality control, and quality improvement
- Identify real-world examples of best practices, approaches, and methods to apply in clinical, nursing, administrative, and various other settings
- Apply best practices from case studies and advice from today's CQOs about how they are leading this work across diverse organizations
- Develop a grounding in improvement science and the latest approaches to leading quality across an organization.



# Curriculum Overview

## Blended Program

11 live-virtual sessions

2 in-person meetings

Live-Virtual Sessions 2:00 PM – 4:00 PM ET	
Session 2: January 8, 2026	Session 7: March 12, 2026
Session 3: January 22, 2026	Session 8: March 26, 2026
Session 4: February 5, 2026	Session 9: April 9, 2026
Session 5: February 19, 2026	Session 10: April 23, 2026
Session 6: March 5, 2026	Session 12: May 21, 2026
	Session 13: May 28, 2026

In-Person Meetings
Session 1: December 8, 2025
IHI Forum in Anaheim, CA
Session 11: May 6-8, 2026
IHI Leadership Alliance Spring Meeting in Minneapolis, MN





# Core Faculty

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**Abraham Jacob, MD, MHA**  
Chief Quality Officer  
M Health Fairview



**Leslie Jurecko, MD, MBA**  
Senior Vice President and  
Chief Medical Officer  
MCIC



**Amy Lu, MD, MPH**  
Chief Quality Officer  
University of California  
San Francisco Health



# Who Should Attend

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Consider registering for this program if you are a:

- Current CQO looking for a best-practice framework for leading quality
- A quality leader who would like to prepare to become a CQO in the future
- C-suite leader responsible for quality



# Continuing Education

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JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

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



# Expectations

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Attendance



Active participation (All Teach, All Learn!)



Engagement in two-phase self-assessments





# What's Next?

## Register

<https://www.ihl.org/education/InPersonTraining/Chief-Quality-Officer/Pages/default.aspx>

## Discounts and Scholarships

Group discounts and scholarships available

## Explore the IHI CQO Network

<https://www.ihl.org/networks/chief-quality-officer>

## Have additional questions?

Email [ldowning@ihl.org](mailto:ldowning@ihl.org) to schedule time



thank  
you