

# IHI Online Course with Coaching (OCC): Better Quality Through Better Measurement

September – December 2026

This program consists of 6 live online sessions. Sessions 1–4, each at 10:00–11:00 AM ET and Sessions 5–6, each at 10:00–11:30 AM ET; with self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than one hour to complete.

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

- Attend and participate in 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.

Live-Online	Self-Paced
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Session	Date(s)	Session Topic	Live or Self-Paced
Lesson 1	Opens: September 24 Closes: October 8	Review and complete the following lesson to prepare for All Learner Call 1: <ul style="list-style-type: none"> <li>• Lesson 1: Introduction to the Quality Measurement Journey</li> </ul>	Self-Paced

<p><b>All Learner Call 1</b></p>	<p><b>October 8, 2026 10:00-11:00 AM ET</b></p>	<p>Learning Objectives for Introduction to the Quality Measurement Journey:</p> <ul style="list-style-type: none"> <li>• List the steps in the Quality Measurement Journey.</li> <li>• Contrast different approaches to performance measurement.</li> <li>• Identify current skill level in key measurement concepts, methods, and tools.</li> <li>• Construct a complete aim statement.</li> </ul>	<p>Live</p>
<p>Lesson 2</p>	<p>Opens: October 8 Closes: October 22</p>	<p>Review and complete the following lesson to prepare for All Learner Call 2:</p> <ul style="list-style-type: none"> <li>• Lesson 2: Creating Measures and Data Collection</li> </ul>	<p>Self-Paced</p>
<p><b>All Learner Call 2</b></p>	<p><b>October 22, 2026 10:00-11:00 AM ET</b></p>	<p>Learning Objectives for Understanding Variation:</p> <ul style="list-style-type: none"> <li>• Differentiate between a concept and a measure.</li> <li>• Organize measures into outcome, process, balancing.</li> <li>• Create clear and unambiguous operational definitions.</li> <li>• Apply Key concepts in data collection.</li> <li>• Describe several different methods of sampling.</li> </ul>	<p>Live</p>
<p>Lesson 3</p>	<p>Opens: October 22 Closes: November 5</p>	<p>Review and complete the following lesson to prepare for All Learner Call 3:</p> <ul style="list-style-type: none"> <li>• Lesson 3: Understanding Variation</li> </ul>	<p>Self-Paced</p>
<p><b>All Learner Call 3</b></p>	<p><b>November 5, 2026 10:00-11:00 AM ET</b></p>	<p>Learning Objectives for Understanding Variation:</p> <ul style="list-style-type: none"> <li>• Identify the different purposes of data analysis.</li> <li>• Discuss the importance of viewing data over time.</li> </ul>	<p>Live</p>

		<ul style="list-style-type: none"> <li>Differentiate between common and special cause variation.</li> </ul>	
Lesson 4	Opens: November 5 Closes: November 19	Review and complete the following lesson to prepare for All Learner Call 4: <ul style="list-style-type: none"> <li>Lesson 4: Run Charts</li> </ul>	Self-Paced
<b>All Learner Call 4</b>	<b>November 19, 2026</b> <b>10:00-11:00 AM ET</b>	Learning Objectives for Run Charts: <ul style="list-style-type: none"> <li>Define best practice in the visual display of data.</li> <li>Describe the elements of a run chart.</li> <li>Interpret data on a run chart.</li> </ul>	Live
Lesson 5	Opens: November 19 Closes: December 3	Review and complete the following lesson to prepare for All Learner Call 5: <ul style="list-style-type: none"> <li>Lesson 5: Control Charts</li> </ul>	Self-Paced
<b>All Learner Call 5</b>	<b>December 3, 2026</b> <b>10:00-11:30 AM ET</b>	Learning Objectives for Control Charts: <ul style="list-style-type: none"> <li>Describe the benefits of using control charts.</li> <li>Differentiate the various types of data in order to select the proper control chart.</li> <li>Apply control chart rules to identify special cause variation.</li> </ul>	Live
Lesson 6	Opens: December 3 Closes: December 17	Review and complete the following lesson to prepare for All Learner Call 5: <ul style="list-style-type: none"> <li>Lesson 5: Linking Measurement to Improvement</li> </ul>	Self-Paced
<b>All Learner Call 6</b>	<b>December 17, 2026</b> <b>10:00-11:30 AM ET</b>	Learning Objectives for Linking Measurement to Improvement: <ul style="list-style-type: none"> <li>Apply learning from Quality Measurement Journey to Improvement.</li> </ul>	Live

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|  |  | <ul style="list-style-type: none"><li>• Formulate your approach to improvement following this course.</li><li>• Discuss how to adjust the measurement approach during the process of improvement.</li></ul> |  |
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