

Better Quality Through Better Measurement OCC

Online Course with Coaching High-Level Agenda

Fall 2024

IHI online courses with coaching combine self-directed sessions (released sequentially via the [IHI Education Platform](#)) and live instruction (facilitated by expert IHI faculty via Zoom). This offering consists of seven self-directed and seven live sessions. All content will be available for six weeks following the conclusion of the program.

**Mark your calendar for these live events!*

Course Objectives:

- Create measurement systems, develop operational definitions, and build data collection plans to support quality improvement.
- Construct and analyze run and control charts to distinguish special from common cause variation.
- Engage improvement stakeholders and use data for improvement rather than judgement.

Lesson 1: Introduction, Why are you Measuring?, Intro to the QMJ, Setting an Aim

Objectives

- List the steps in the Quality Measurement Journey.
- Contrast different approaches to performance measurement.
- Identify current skill level in key measurement concepts, methods, and tools.
- Construct a complete aim statement

Self-directed session: September 30 – October 8, 2024

Live virtual session*: October 9, 2024; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Lesson 2: Moving from Concept to Measure, Operational Definitions and Data Collection Plans

Objectives

- Differentiate between a concept and a measure
- Organize measures into outcome, process, balancing
- Create clear and unambiguous operational definitions
- Apply key concepts in data collection
- Evaluate stratified data to uncover disparities

Self-directed session: October 9 – 22, 2024

Live virtual session*: October 23, 2024; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Lesson 3: Understanding Data Conceptually and Statistically

Objectives

- Identify the different purposes of data analysis
- Discuss the importance of viewing data over time
- Differentiate between common and special cause variation

Self-directed session: October 23 – November 5, 2024

Live virtual session*: November 6, 2024; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Lesson 4: Run Charts

Objectives

- Define best practice in the visual display of data
- Describe the elements of a run chart
- Interpret data on a run chart

Self-directed session: November 6-19, 2024

Live virtual session*: November 20, 2024; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Lesson 5: Control Charts

Objectives

- Describe the benefits of using control charts
- Differentiate the various types of data in order to select the proper control chart
- Apply control chart rules to identify special cause variation

Self-directed session: November 20 – December 3, 2024

Live virtual session*: December 4, 2024; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Lesson 6: Linking measurement to Improvement

Objectives

- Apply learning from the quality measurement journey to improvement
- Formulate your approach to improvement following this course

- Discuss how to adjust measurement approach during the improvement process

Self-directed session: December 4 – December 17, 2024

Live virtual session*: December 18, 2024; 10:00–11:00 AM ET | 3:00–4:00 PM GMT