

Chief Quality Officer Professional Development Program

December 2026 – May 2027

This program consists of 11 live online sessions, each at 12:00–2:00 PM ET and two in person meetings. While attendance at the in-person sessions is not required, we strongly encourage you to plan accordingly to take advantage of opportunities to engage with the cohort and network.

This course is designed for the Elevate Your Leadership competency level. We recommend reviewing [IHI's Career Map](#) to ensure this course aligns with your current level of knowledge and experience.

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.
- Submit the post-program evaluation survey within 30 days of the program end date.

Live-Online	In-Person
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Session	Date	Session Topic	Live-Online or In-Person
Session 1	December 7, 2026 <i>Exact timing is TBD</i>	The opening session will take place in conjunction with the IHI Forum . After this session, participants will be able to:	In-Person

	IHI Forum in Phoenix, Arizona	<ol style="list-style-type: none"> 1. Navigate the program with confidence by understanding key logistics, participation expectations, and available resources 2. Apply a structured self-assessment approach to track leadership growth and professional development throughout the program 3. Build a purposeful professional network by meeting program faculty and peer participants, with an emphasis on fostering relationships with leaders from similar organizations 	
Session 2	January 7, 2027 12:00-2:00 PM ET	<p>Whole System Quality</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Recall definition of whole system quality and the leadership principles required to support this approach 2. Explain three interrelated components – quality planning, quality improvement, and quality control – that inform a more holistic whole system quality approach 3. Select activities that health care organizations can undertake to build a foundation for the transition to whole system quality 	Live
Session 3	January 21, 2027 12:00-2:00 PM ET	<p>Why Safety Matters</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Understand the current state of safety 2. Assess capabilities and resources to advance patient and workforce safety within your organization 3. Select actionable recommendations to implement that improve safety within your organization 	Live

Session 4	February 4, 2027 12:00-2:00 PM ET	<p>Advancing Health Equity</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Analyze methods to identify gaps and opportunities regarding health equity 2. Outline the next steps to advance health equity in your organization 3. Understand how to coalition-build to advance equity 	Live
Session 5	February 18, 2027 12:00-2:00 PM ET	<p>Human Factors and its Critical Role in Safety</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Explain the principles of Human Factors Engineering and its role in improving safety in healthcare systems 2. Identify and evaluate the differences between skills-based, rule-based, and knowledge-based errors using the SRK model 3. Develop a proactive safety strategy that incorporates human factors engineering principles to mitigate risks and prevent errors in healthcare settings 	Live
Session 6	March 4, 2027 12:00-2:00 PM ET	<p>ROI for Quality and Safety</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Analyze the components of return on investment (ROI) in quality and safety initiatives, including direct cost savings, avoided harm, and operational efficiency gains. 	Live

		<ol style="list-style-type: none"> Evaluate the financial and clinical impact of selected quality and safety improvement efforts using relevant metrics and case examples from healthcare systems 	
Session 7	<p>March 18, 2027 12:00-2:00 PM ET*</p> <p>*NOTE: Daylight Savings</p>	<p>Board Governance</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> Explain the importance of board governance in ensuring quality and safety in healthcare systems Evaluate the effectiveness of your board’s current quality oversight processes and identify areas for improvement Develop a strategic plan to enhance board engagement and commitment to quality and patient safety 	Live
Session 8	<p>March 25, 2027 12:00-2:00 PM ET</p>	<p>AI and QI</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> Analyze how AI is being applied within healthcare quality and safety programs to identify where it meaningfully improves performance, reduces harm, or creates new operational or clinical risks Evaluate AI-enabled improvement opportunities using practical CQO decision criteria, including impact on patient outcomes, workflow integration, data reliability, scalability, and risk (including bias and governance considerations) Apply AI-informed approaches to a quality improvement priority by outlining an implementation pathway that includes clear use cases, measurable outcomes, and accountability structures for safe and effective adoption 	Live
Session 9	<p>April 8, 2027</p>	<p>Well-being and Quality</p>	Live

	12:00-2:00 PM ET	<p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Analyze the connection between clinician well-being and healthcare quality metrics, including patient safety, experience, and outcomes, to identify implications for quality strategy 2. Evaluate organizational systems, leadership behaviors, and operational drivers (e.g., workflow, EHR burden, staffing) that influence clinician well-being and impact quality performance 3. Design actionable strategies to integrate clinician well-being into quality improvement efforts, including leveraging existing QI infrastructure, partnerships with wellness leaders, and measurement frameworks 	
Session 10	<p>April 22, 2027 12:00-2:00 PM ET</p>	<p>Reliability and Sustainability</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Identify strategies for testing and implementing management standard work to ensure reliability, scalability, and sustained adoption 2. Develop an implementation approach for management standard work tailored to participants' healthcare systems and organizational context 3. Evaluate strategies for designing and implementing evidence-based multidisciplinary care pathways to improve standardization and clinical outcomes 	Live
Session 11	<p>May 5 – 7, 2027 San Diego, CA</p>	Leadership Alliance Spring Meeting	In-Person

<p>Session 12</p>	<p>May 20, 2027 12:00-2:00 PM ET</p>	<p>Leading the Day-to-Day Work</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Evaluate approaches to balancing proactive and reactive work to optimize leadership effectiveness and operational stability 2. Design disciplined calendaring and email management systems that enhance focus, responsiveness, and strategic use of time 3. Prioritize key initiatives for the upcoming year by aligning workload, organizational goals, and capacity constraints 	<p>Live</p>
<p>Session 13</p>	<p>May 27, 2027 12:00-2:00 PM ET</p>	<p>Closing Session</p> <p>After this session, participants will be able to:</p> <ol style="list-style-type: none"> 1. Formulate a prioritized professional development and action plan to sustain learning and leadership growth beyond the program 2. Design a structured approach for ongoing peer engagement and collaboration within the CQO community to support continuous improvement and shared learning 	<p>Live</p>