

Welcome!

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

- Your name
- Your role
- The organization you represent





IHI Creating and Analyzing Control Charts

Informational Call

Elena Origlio Bowles, Senior Program Manager, IHI
Jesse McCall, Director, IHI

January 20, 2026

IHI Program Team



Elena Origlio Bowles
Senior Program Manager, PMP
Institute for Healthcare Improvement

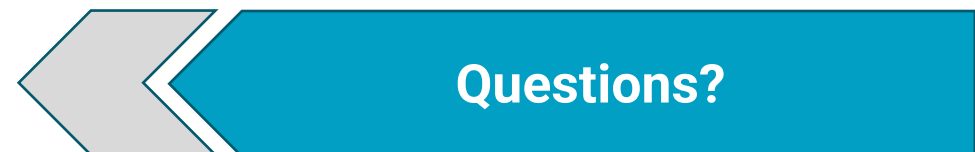
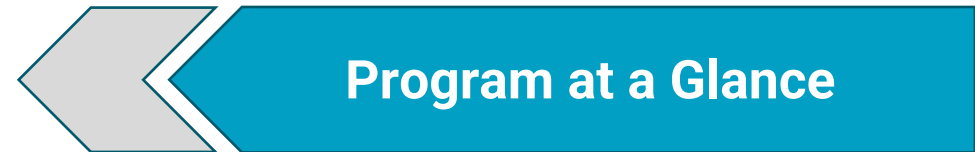


Jesse McCall, MBA
Senior Director
Institute for Healthcare Improvement



Agenda

**Here's how we will
spend our time
together.**



IHI Mission

To improve health
and health care
worldwide

IHI Vision

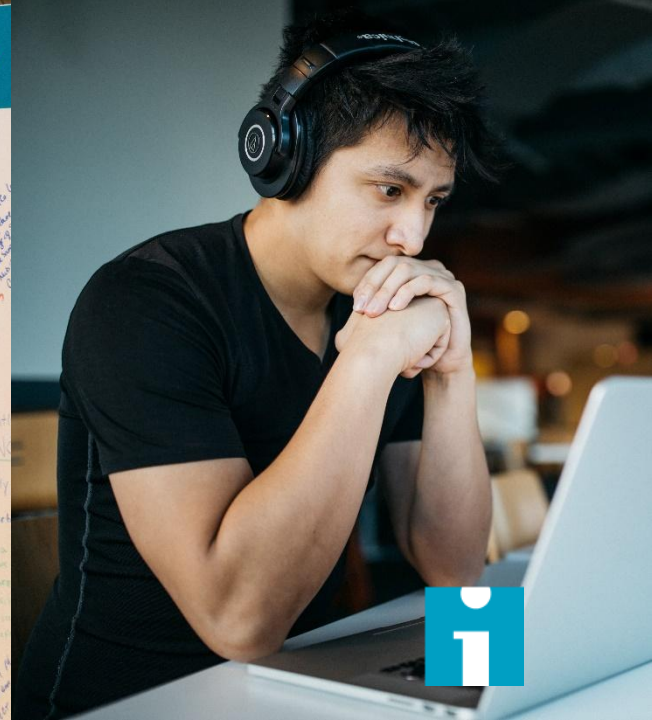
Everyone has
the best care and
health possible



Since 1991

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.

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?



Program Overview

Start Your Journey



Open School Subscription
Online course subscription options include Full Access Pass, Patient Safety Bundle, Quality Improvement Bundle and GME Bundle.

Patient Safety and Quality Improvement: Foundations for Early Career Professionals
Build confidence and skills to launch your career improving safety and quality in health care.

Moving Quality Improvement from Theory to Action
Develop hands-on skills with QI tools to drive meaningful, measurable improvements

Patient & Workforce Safety Path

Quality Improvement Path

Advance Your Skills

Leading Patient Safety: Essentials for Managers
Coach your teams to deliver safer care and create systems that consistently perform at a higher level.

Human Factors in Action
Apply human factors to create safer, smarter healthcare by design.

Redesigning Event Review with Root Cause Analyses and Actions (RCA²)
Turn adverse events into lasting improvements using proven root cause analysis methods.

Preventing & Mitigating Workplace Violence in Healthcare
Reduce harm by addressing workplace violence with proactive prevention and response practices.

Certification Programs

Leading Quality Improvement: Essentials for Managers
Equip managers to lead QI work that engages staff and improves results across the organization.

Creating and Analyzing Control Charts
Use control charts to analyze variation, spot trends, and strengthen your improvement work..

Certification Programs

Better Quality Through Better Measurement
Harness the power of data to detect risks, guide improvements, and strengthen performance..

Improvement Coach
Develop coaching skills that inspire teams to own outcomes, drive change, and achieve lasting improvements.

Elevate Your Leadership

Beyond HRO
Shape patient safety with a modern approach grounded in Resilience Engineering and Human Factors.

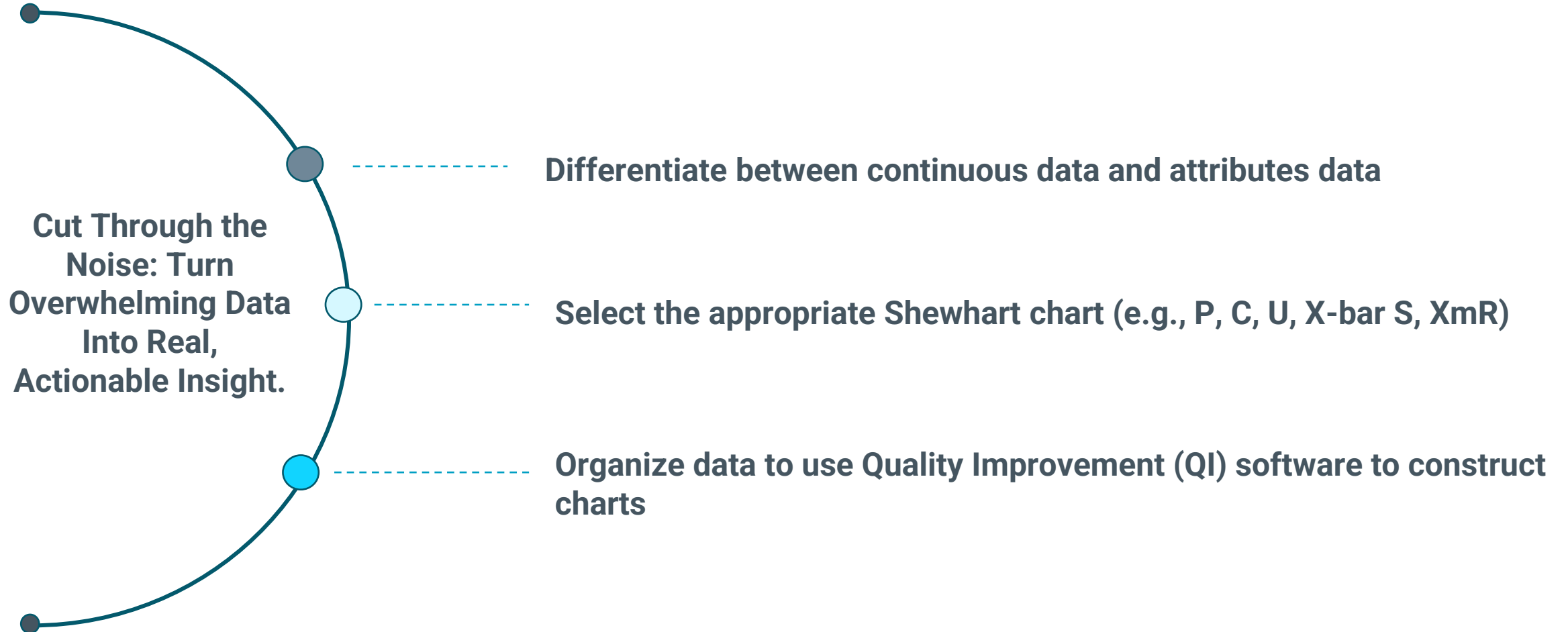
Learn, Connect and Grow with IHI Education

Pick Your Path to Meaningful Impact

Chief Quality Officer
Gain the foundational skills and frameworks to excel as a Chief Quality Officer while building your leadership network

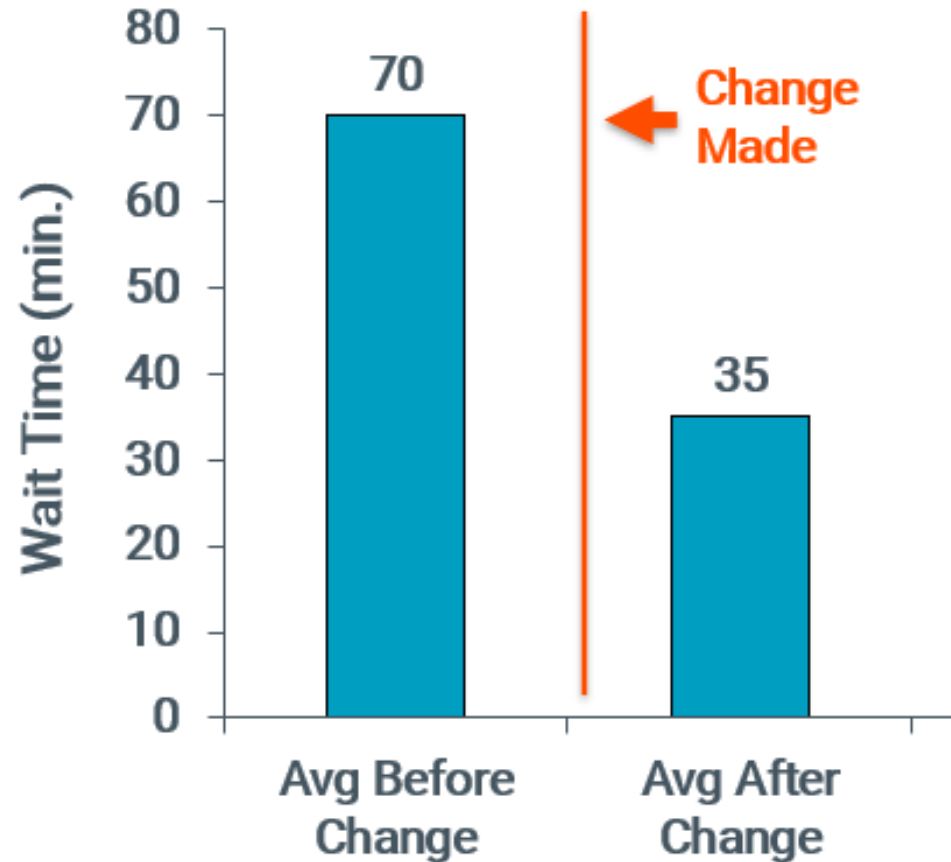
Improvement Advisor
Develop advanced improvement skills through a year of virtual learning, coaching, and real-world project work.

In this program, you will learn how to:



Why Look at Data Over Time?

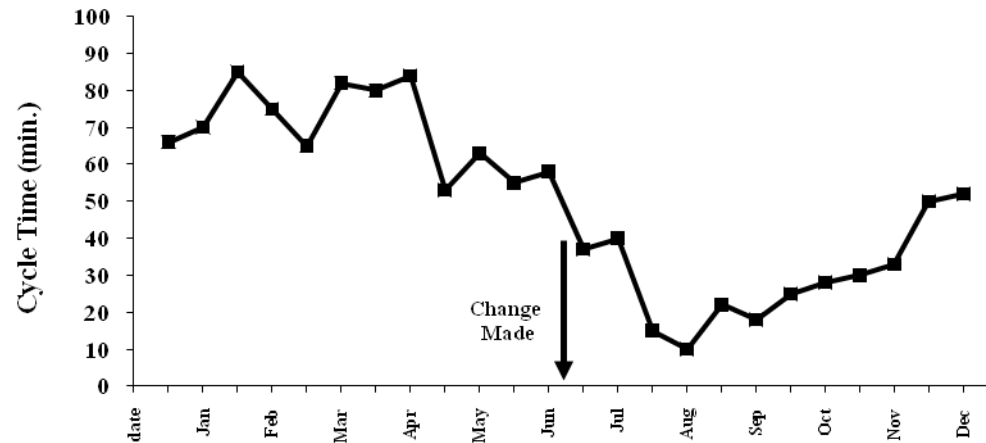
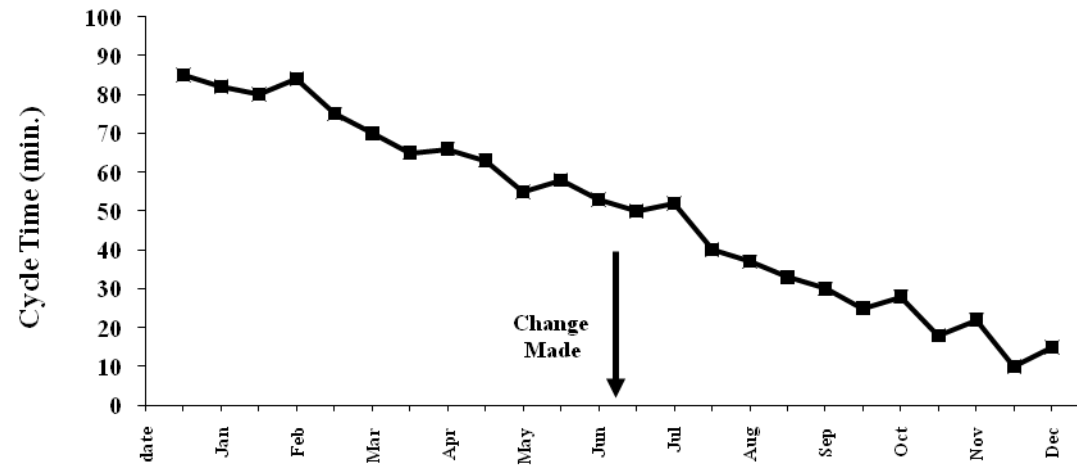
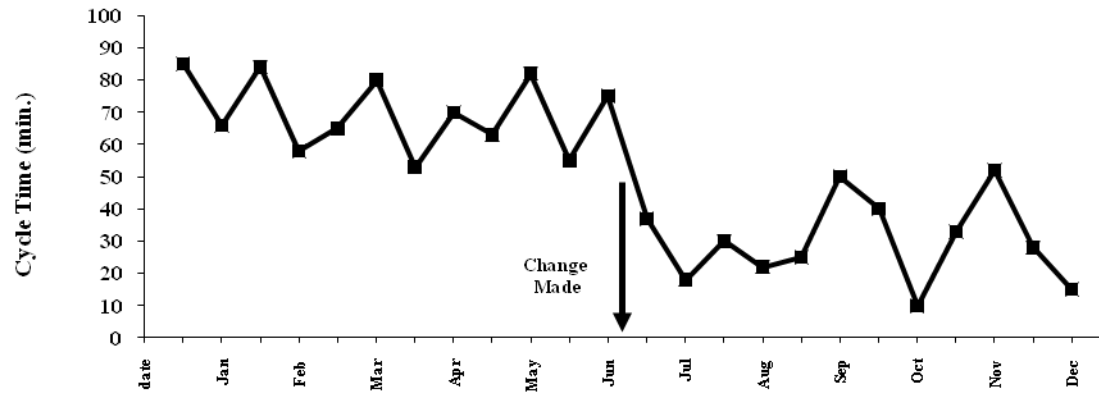
Direction of improvement is down



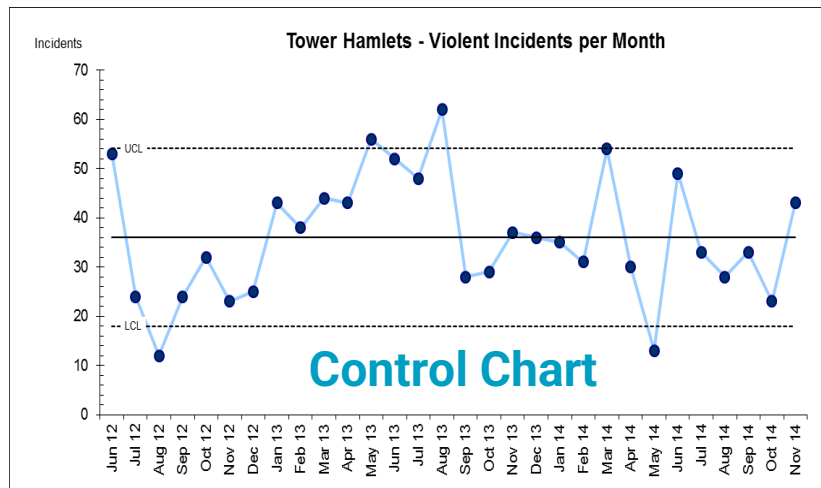
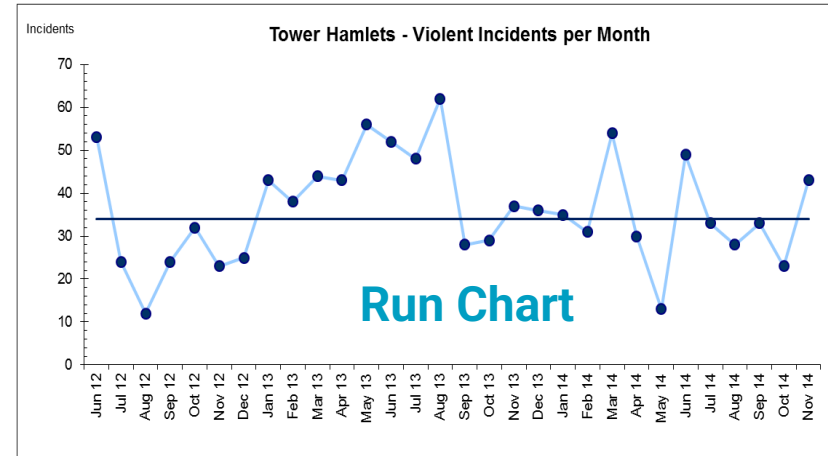
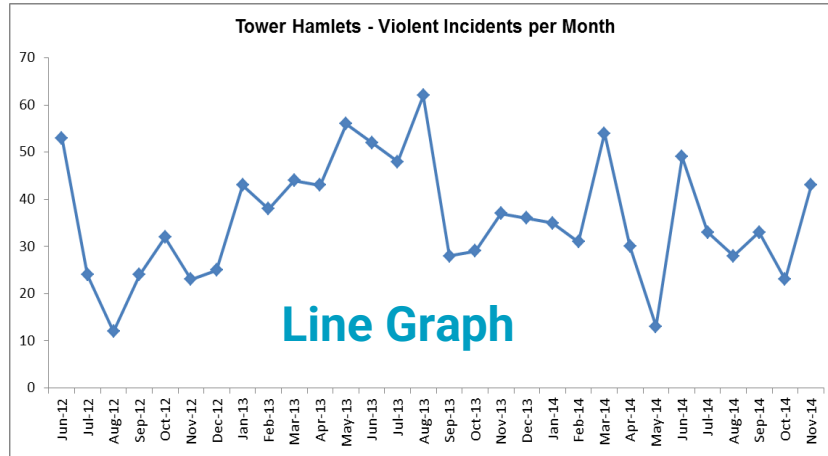
Did improvement happen?



Did improvement happen?



Annotated Time Series



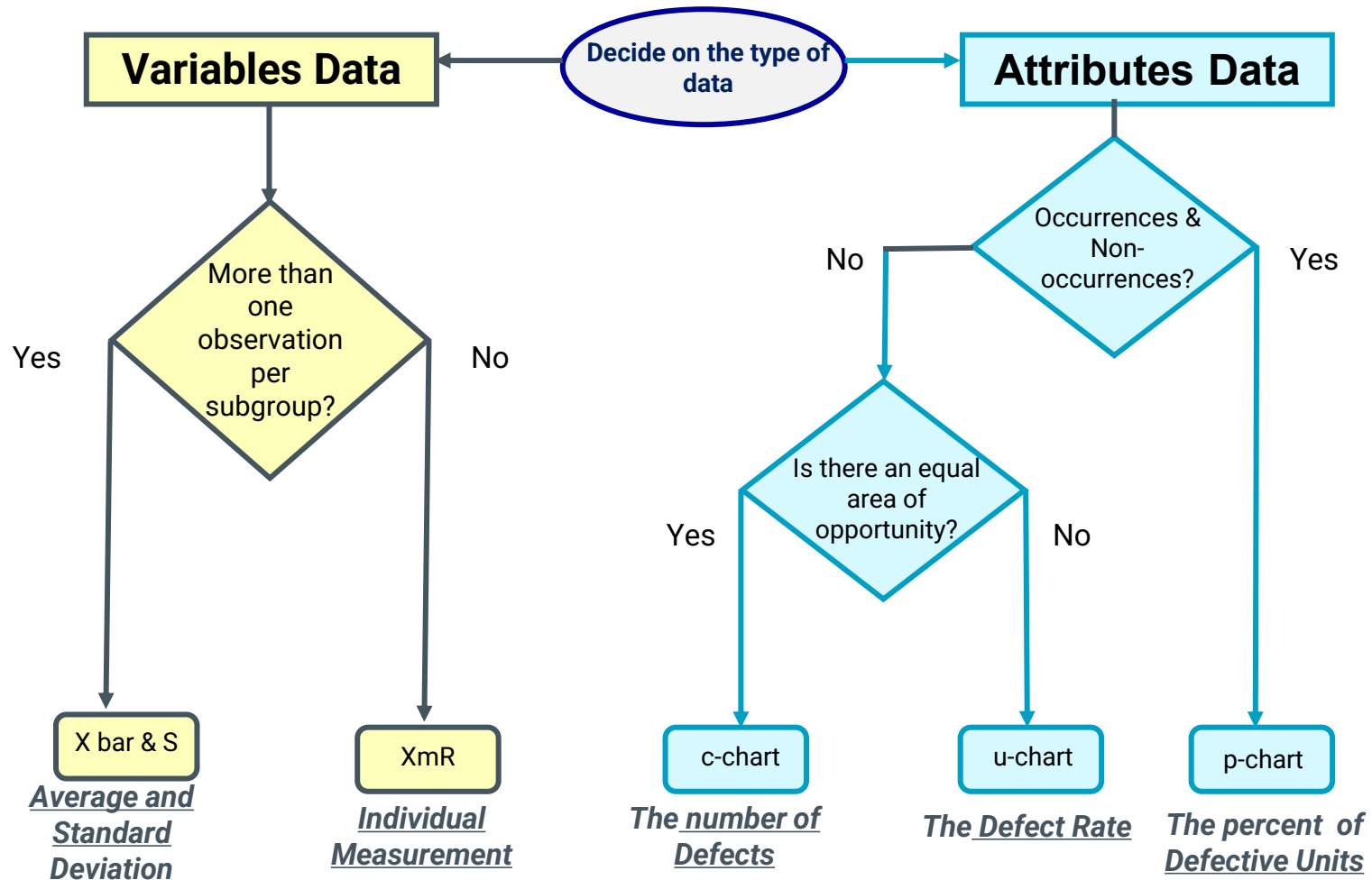
Run and Shewhart (Control) Charts are the best tools to determine:

- *The variation that lives in the process*
- *If our improvement strategies have had the desired effect.*

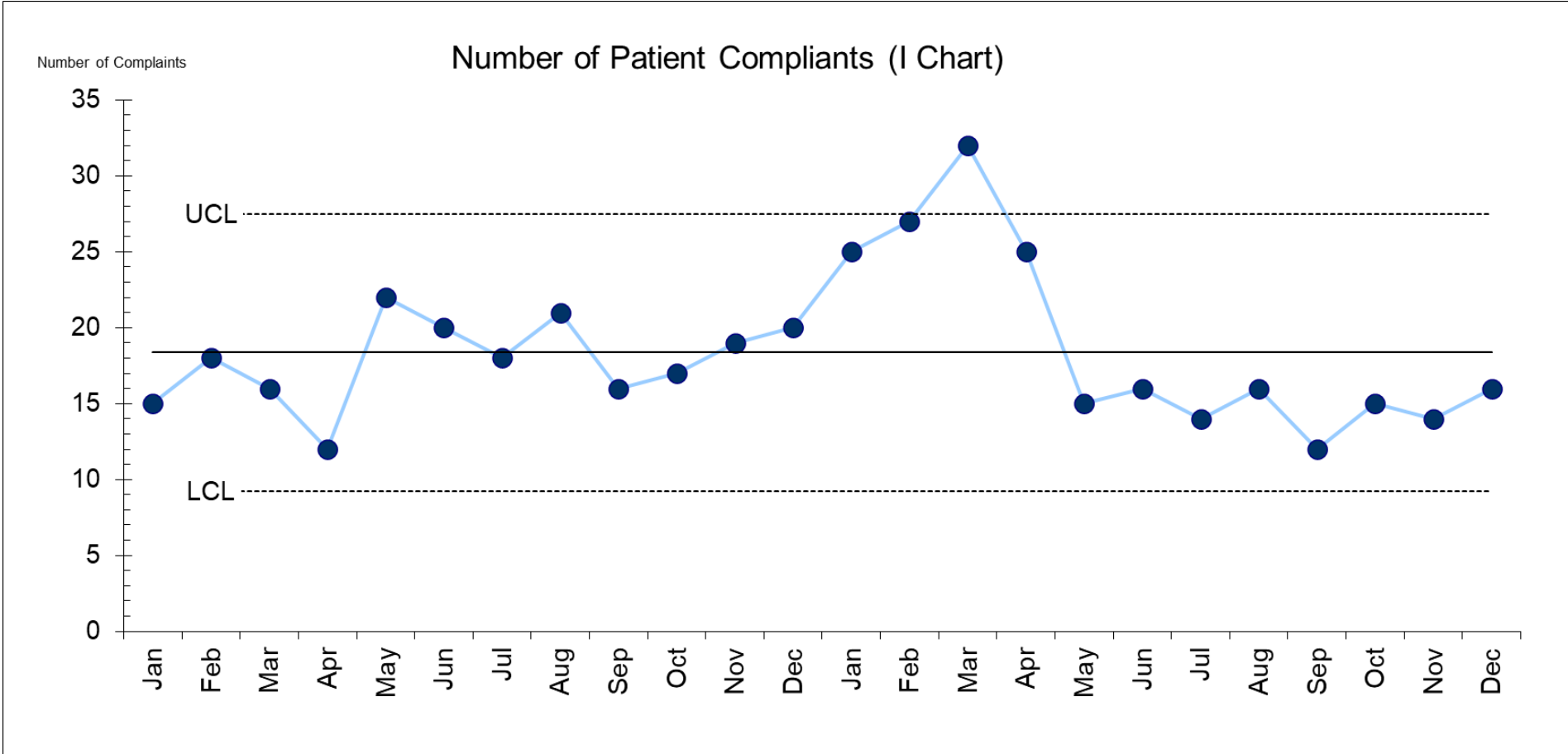


Then, you need to understand the Control Chart Decision Tree

Source: R. Lloyd. *Quality Health Care: A Guide to Developing and Using Indicators*. 2nd edition, Jones and Bartlett, 2017.



A Control Chart!



Course Topics

Why Variation Matters

Common and Special Cause Variation

Elements of a Control Chart

Rules for Identifying Special Causes

Selecting the Right Control Chart (XbarS,
XmR, P, C, U)

Organizing Data in Excel

Linking Measurement to Improvement



Program Agenda

Creating and Analyzing Control Charts February 2026

This program consists of 3 asynchronous self-paced modules and 1 live call. Participants must attend a minimum of one live call of their choosing.

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

- Attend and participate in one online session.
- Complete any required self-paced learning activities.
- Submit the post-program evaluation survey within 30 days of the program end date.

Session	Date
Call Option 1	February 23, 2026 11:00am-12:00pm ET
Call Option 2	March 23, 2026 11:00am-12:00pm ET
Call Option 3	April 27, 2026 11:00am-12:00pm ET
Call Option 4	May 18, 2026 11:00am-12:00pm ET



Core Faculty



Jesse McCall, MBA
Director
Institute for Healthcare Improvement

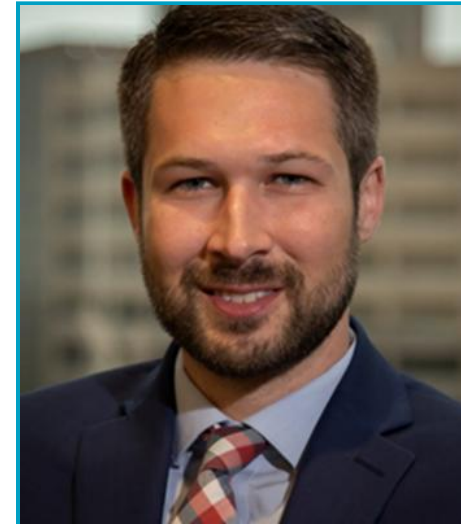


Rebecca Steinfield, MA
Advisor, Improvement Science and Methods •
Innovation and Design
Institute for Healthcare Improvement



What is unique about this program?

How will this program help you succeed in your current or future role?



Jesse McCall, MBA
Director
Institute for Healthcare Improvement



Who Should Attend

This program is for leaders who want to use control charts to get more out of their data:

- Quality and Safety Analysts
- Clinical Staff with an interest in data
- Improvement Advisors Coaches

Open to leaders across disciplines: health care, academia, industry, and beyond with special value for those moving from clinical to leadership roles.



Continuing Education



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.

This course is approved to provide 4 credits for Certified Professional in Patient Safety (CPPS) recertification.



Expectations



Attendance



Active Participation



Asynchronous Assignments



Any Questions?



What's Next?

[Register](#)

[Scholarships](#)

Have additional questions?

info@ihi.org

Want to learn about other IHI programs?

Please visit

<https://www.ihi.org/learn/courses>



Feedback

At IHI, **continuous improvement is what we do.**

Your feedback helps us learn, adapt, and make future sessions even more valuable.

We'd love to hear from you!

IHI Control Charts Information Call

