

# IHI Open School User Guide

for Hamad Medical Corporation

## Authors

Alex Enxuto, Customer Experience, Marketing and Communications, IHI

Daesy Behrhorst, Project Manager, Open School, IHI

Katherine Rowbotham, Director of Accreditation, IHI

Jennifer Lenoci-Edwards, Vice President, Delivery, IHI

Sandra Henderson, iMIS Techno-functional Analyst IT, IHI

## Acknowledgments

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## Institute for Healthcare Improvement

For more than 30 years, the Institute for Healthcare Improvement (IHI) has used improvement science to advance and sustain better outcomes in health and health systems across the world. We bring awareness of safety and quality to millions, accelerate learning and the systematic improvement of care, develop solutions to previously intractable challenges, and mobilize health systems, communities, regions, and nations to reduce harm and deaths. We work in collaboration with the growing IHI community to spark bold, inventive ways to improve the health of individuals and populations. We generate optimism, harvest fresh ideas, and support anyone, anywhere who wants to profoundly change health and health care for the better. Learn more at [ihl.org](https://www.ihl.org).

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# Contents

Getting Started	4
Begin Your Learning: Access IHI Open School Courses	7
How to Use the Access Code	7
Begin Taking Online Courses	10
Instructions for Administrators	11
Reporting Dashboard and User Subscription Management	11
Tips and Important Information	12
Update Contact Information	12
Find Certificates of Completion	12
Open and Save/Print a Certificate of Completion	12
Claim the Certificate of Completion for the Required Courses	12
Claim Individual Certificate for Course Completion	13
Credits	13
Other Important Information	14
Certificate Date	14
Course Not Showing as Completed	14
Open School Survey Is Locked	15
Pop-up Message/Pop-up Blocker	15
Course Default Display Size	16
Unable to Access Courses/Courses Not Loading	16
Accreditation and Continuing Education Credits	17
Claim Credits and Print Certificates	17
Upload Credits to CPD ePortfolio Accreditation System (if applicable)	22
Resources	26

## Getting Started

An paid annual group subscription is required for the IHI Open School in collaboration with Hamad Medical Corporation. To access the IHI Open School online courses, as well as to earn continuing education credits for completed courses, users must register by creating an IHI User Account.

The IHI Open School in collaboration with Hamad Medical Corporation includes the 13-course curriculum in Arabic and English for the IHI Open School Basic Certificate:

- Quality Improvement (QI 101-105)
- Patient Safety (PS 101-105)
- Triple Aim (TA 101)
- Person- and Family-Centered Care (PFC 101)
- Leadership (L 101)

Please visit [IHI Open School Partnerships](#) for more information.

## Create an IHI User Account

1. [Create your account at ihi.org](#).
2. Change the language preference in the Google Translate widget (upper right corner) to display Arabic, otherwise text will display in English by default.

The screenshot displays the IHI Open School user portal interface. At the top, there is a navigation bar with the IHI logo and the text "Your IHI Portal". Below the navigation bar, there are two main sections: "تسجيل الدخول" (Sign In) and "Sign In".

The "تسجيل الدخول" section contains the following fields and options:

- اسم المستخدم (Username) - Required
- كلمة المرور (Password) - Required
- أيقني مسجل (Keep me signed in) - checkbox
- تسجيل الدخول (Sign In) button
- نسيت اسم المستخدم؟ أو هل نسيت كلمة المرور؟ (Forgot username? | Forgot password?)
- هل أنت جديد في IHI؟ انظر هنا (New to IHI? Create an account.)

The "Sign In" section contains the following fields and options:

- Username
- Required
- Password
- Required
- Keep me signed in - checkbox
- Sign In button
- Forgot username? | Forgot password?
- New to IHI? Create an account.

- You will be prompted to provide an email address as a username and to complete the profile information. Your email address will be your username for [ihi.org](http://ihi.org). IHI will never share your email address without your permission. [All fields noted with an asterisk(\*) = required fields.] Arabic alphabet and special text characters cannot be used.

The image displays two screenshots of the IHI Portal registration process. The left screenshot is in Arabic, showing a form titled 'Your IHI Portal' with a language dropdown set to 'Arabic'. It includes instructions in Arabic and a registration form with fields for 'الاسم الأول', 'اسم العائلة', 'أوراق اعتماد', 'عنوان العمل', 'منظمة', 'بريد إلكتروني', 'هاتف', and 'تلفون محمول'. The right screenshot is in English, also titled 'Your IHI Portal' with a language dropdown set to 'English'. It includes instructions in English and a registration form with fields for '\*First name', '\*Last name', 'Credentials', '\*Job Title', '\*Organization', '\*Email', '\*Phone', and 'Mobile phone'. Both forms indicate required fields with an asterisk.

#### 4. Important notices for account creation:

- Please choose a username/email that you will remember.

IHI cannot update a username once one has been assigned. Users are required to update their own profiles and/or use the password reset function. Refrain from creating multiple accounts for optimal results. Multiple profiles in the My IHI portal may result in difficulties with course tracking for individual and group subscribers and problems with individual user’s profiles.

- By creating an IHI User Account, you confirm that you accept IHI’s Terms of Use and Privacy Policy.

Your name, organization, and organization type will be visible to the public if you participate in certain site features. Contact information will be used for enrollments in IHI programs and other interactions with IHI. If you use certain features of [ihi.org](http://ihi.org), IHI may make some of your personal contact information publicly available. (See [Terms of Use](#) for details.)

The image displays two side-by-side screenshots of a registration form for IHI Open School. The left screenshot is in Arabic and shows the 'Contact Information' section. It includes fields for 'Role' (أفضل وصف لدورك الحالي), 'Organization Type' (نوع منطقتي), and 'Education Type' (نوع التعليم). Below this is the 'Student Information' section with a dropdown for 'Student or Resident?'. The right screenshot is in English and shows the 'Demographic Information' section. It includes fields for 'Role Information' (Best describe your current role, My Organizations Type, Education Type) and 'Student Information' (Student or Resident?). Both sections have a 'Communication Preferences' section with checkboxes for Email, Physical Mail, and Phone. Navigation buttons like 'Previous', 'Next', and 'Finish' are visible at the bottom of each form.

## Having trouble creating an account?

Please contact the HMC Open School Contact directly for assistance to email to [Hamadopenschool@hamad.qa](mailto:Hamadopenschool@hamad.qa)

# Begin Your Learning: Access IHI Open School Courses

The IHI Open School in collaboration with Hamad Medical Corporation is available as a paid group subscription with an annual fee. Once the group subscription is purchased by your organization, your organization will provide you with the group access code.

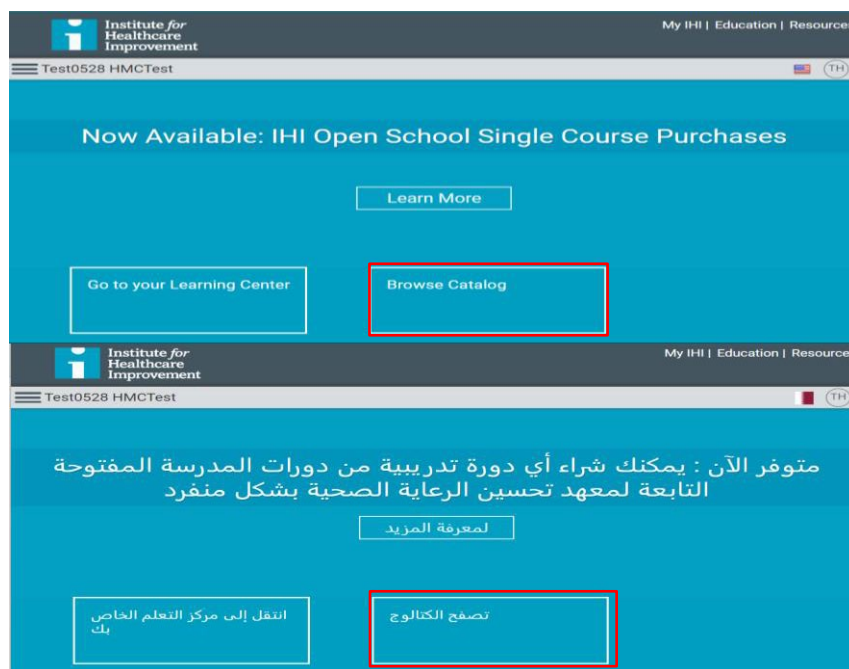
The IHI Open School in collaboration with Hamad Medical Corporation group subscription includes the 13-course curriculum in Arabic and English for the IHI Open School Basic Certificate: Quality Improvement (QI 101-105), Patient Safety (PS 101-105), Triple Aim (TA 101), Person- and Family-Centered Care (PFC 101), and Leadership (L 101). Learners must select one language to complete all course work. English or Arabic, it is important to complete all courses in the same language to receive the final credit certificate. Taking courses from different language curriculums will prohibit proper certification.

Please visit [IHI Open School Partnerships](#) for more information.

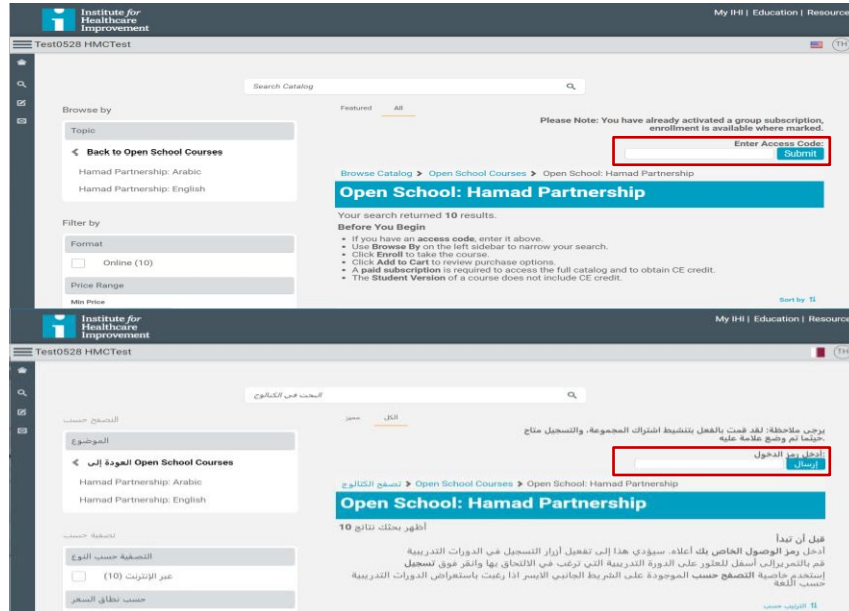
## How to Use the Access Code

The access code is required prior to signing in to the IHI Open School learning platform. Only designated administrators of the organization’s account will be provided with the access code. IHI does not provide individuals with the access code. If you have questions about the access code, please contact the Hamad Open School Contact directly for assistance.

1. Go to [IHI Education Platform](#) and log in.
2. Once you are logged in, select “Browse Catalog.”



- In the upper right corner of the page, you will see a box titled “Enter Access Code.” Enter your access code in that field and press the “Submit” button.



*Note: Please input your access code before attempting to enroll in a course. If you enroll in a course before entering the access code, that course will not appear on your organization's reports.*

- Once you see a green bar on the top of the screen acknowledging your successful input of a valid code, all IHI Open School courses available with your organization’s group subscription will be listed with an “Enroll” button.



ONLINE

### PFC 101: Introduction to Patient-Centered Care - English

Enroll

★★★★★ (0)

 View Credits Awarded (6)



عبر الإنترنت

### مقدمة حول الرعاية الصحية المتمركزة PFC 101 حول المريض

التسجيل

★★★★★ (0)

 عرض النقاط الممنوحة (6)



5. Click the “Enroll” button to enroll in a course.

The screenshot shows two course cards. The top card is for 'PFC 101: Introduction to Patient-Centered Care - English' and features an 'Enroll' button. The bottom card is for 'مقدمة حول الرعاية الصحية المتمركزة حول المريض PFC 101' and features a 'التسجيل' (Enroll) button. Both cards include a computer icon, a star rating of (0), and a 'View Credits Awarded (6)' link.

6. After enrolling in a course, return to your Learning Center and click “Launch” to begin the course.

The screenshot displays the 'Learning Center' interface in two states. The left side shows the course 'PFC 101: Introduction to Patient-Centered Care - English' with a 'Launch' button. The right side shows the same course with the status 'Not Started' and a 'Launch' button. Both views include a search bar, a 'Sync latest data' button, and tabs for 'Current', 'Completed', and 'Submissions'.

## Begin Taking Online Courses

The course content is available in Arabic and English.

- Use the “START HERE” section at the beginning of each lesson for information and directions for the new features.
- The prompts for course activities are new, opening in dynamic pop-up windows. *Important: You will need to disable your browser’s pop-up blocker to view the prompts for course activities.*
- To leave the course, click the “Exit” button located at the top right of the browser window.

The screenshot shows the English version of the course interface. At the top right, there are navigation buttons: "Previous", "Next", and "Exit". The main header displays "PFC 101 ENHD". Below this, a prominent orange banner reads: **\*IMPORTANT TO NOTE FOR SUCCESSFUL COURSE COMPLETION\***. The main content area contains three numbered instructions: 1. In order to **successfully** complete this course and get **credit**, you must move sequentially through the menu and view all material on every page. Be sure to read/scroll all the way to the end of each page or the page will not be marked as successfully completed. Please start at the top of the menu and complete in this order: 1. START HERE - Tasks to complete first, 2. Begin Lessons, 3. Open School Post-Course Survey. 2. We also recommend ensuring that you have a stable internet connect before beginning. Any service disruption or time outs will cause some course progress to be lost or not saved. 3. Do not leave the course window open when you are not actively progressing through the course as you could lose course progress due to timing out. If you have to step away from completing coursework, be sure to exit the course properly so your progress will be saved. You can then relaunch a new session when you return. On the left sidebar, the course title is "PFC 101: Introduction to Patient-Centered Care - English" and the menu items are: PFC 101 ENHD (selected), 1. START HERE - Tasks to complete first, 2. Begin Lessons, Lessons, and Open School Post-Course Survey.

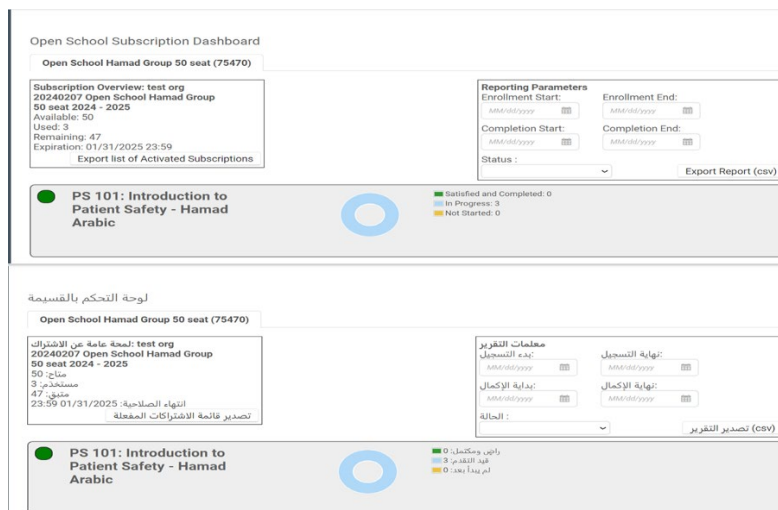
The screenshot shows the Arabic version of the course interface. At the top right, there are navigation buttons: "Previous", "Next", and "Exit". The main header displays "PFC 101 ARHD". Below this, there is a prompt in Arabic: *انقر فوق الزر التالي للبدء* (Click the next button to start). The main content area is currently blank. On the left sidebar, the course title is "مقدمة حول الرعاية الصحية المتمركزة حول المريض PFC 101" and the menu items are: PFC 101 ARHD (selected), ابدأ هنا - المهام المطلوب إنجازها أولاً, ابدأ الدروس, دروس, and استبيان ما بعد الدورة للمدرسة المفروحة.

# Instructions for Administrators

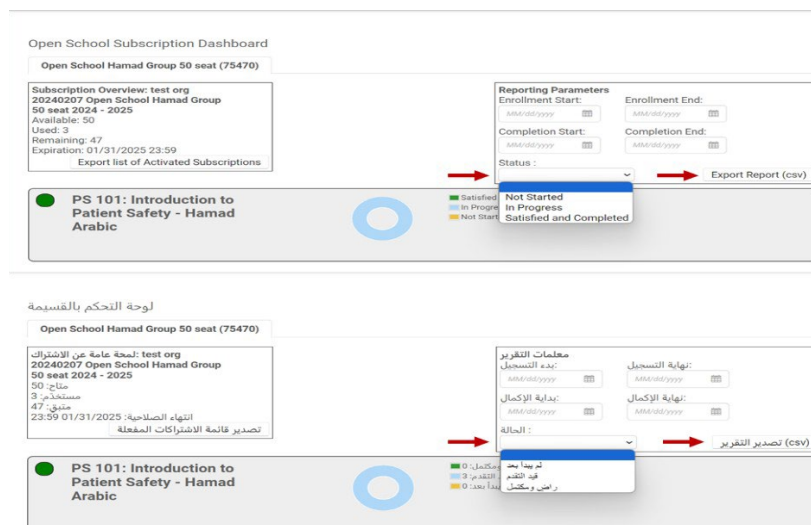
## Reporting Dashboard and User Subscription Management

The IHI Open School learning management portal for Hamad Medical Corporation includes a reporting dashboard that provides designated group subscription administrators with viewing and reporting access.

- Group subscription administrators may view a dashboard for the organization's subscription.
- Subscription information includes the number of seats available, number used, number remaining, and the expiration date.



- Reports (in .CSV format) provide information on users who have participated in the subscription and the courses in which they have enrolled.
- Graphs provide a summary of the courses accessed by users for specified time periods.



# Tips and Important Information

## Update Contact Information

Go to the “About Me” section of the My IHI portal to update your contact email and other personal information.

- Log in to -.
- Click on the pencil icon in the “My Details” box to edit your information.

\*Please note that this will only update the email address in your contact information, not the username for your IHI User Account. Once a username has been assigned it cannot be updated, so please be sure to create a username that you will remember. If you decide to create a new account, we will not be able to merge multiple accounts together.

## Find Certificates of Completion

Before you can download and save or print your certificates, you must first claim credits for the courses you have completed.

- Go to the [IHI Education Platform](#) and click on the “Completed” tab.
- Click on the yellow “Claim Credits” button and select the credits that pertain to you and your field of study.
- After credits have been claimed, you can find your certificate in the “Credits” tab of the [My IHI](#) portal.

For additional information, please visit the [“Claiming Credits” web page](#).

[\*Note: Use the Google Translate widget (located in upper right corner) to translate the web page content into Arabic or other languages.]

## Open and Save/Print a Certificate of Completion

- After credits have been claimed, you can find your certificate in the “Credits” tab of the [My IHI](#) portal.
- Click on the credit type to open a certificate, then click on the red Adobe icon in the top left corner of the certificate to open and save or print it.

For additional information, please visit the [“Claiming Credits” web page](#).

## Claim the Certificate of Completion for the Required Courses

- Navigate to the “Completed” tab of your Learning Center on the [IHI Education Platform](#).
- After completing all 13 courses: In the “Completed” tab, a 14th item will appear titled “IHI Open School Basic Certificate English.” Scroll until you find this item and click the “Claim Credits” button.

- Note: The Basic Certificate may not be the first item that appears on the “Completed” tab, as it appears in the screenshot below. You may have to scroll to find it. If you do not see this item listed, please verify that you have completed all 13 courses required for the certificate (PS 101–105, QI 101–105, PFC 101, LI01, TA 101).
- Check the box to select the credit type and then click “Submit.” A pop-up will appear asking you to confirm your selection.
- You will return to your Learning Center.
- To find your certificate, visit the Certificate Center within the Learning Center, accessed by clicking “Print Certificates, view your course history and claimed credits in My IHI” located underneath the “Completed” tab in the Learning Center.
- Once you have navigated to the Certificate Center, scroll down until you find the “Open School Basic Certificate English.”
  - Note: The name of the certificate has changed to “Open School Basic Certificate English,” which is the same as “Basic Certificate in Quality and Safety.”
- To create a printable/downloadable certificate click on “Credit Type.”
- On the next screen, click the button just above your certificate to download a PDF of your certificate.

### Claim Individual Certificate for Course Completion

- Navigate to the “Completed” tab of your Learning Center.
- Click on the yellow "Claim Credits" button next to the course for which you want to claim credits.
- Select the credits that pertain to you and your field of study.
- Click “Submit” and confirm by clicking “Yes.”
- After credits have been claimed, you can find your certificate in the “Credits” tab of the [My IHI](#) portal.

You will need to repeat this process for each course you complete. You can select multiple credit types, but please be sure to only select the ones that pertain to you. One certificate will be generated for each credit type selected.

### Credits

You can claim a different type of credit by returning to the course and claiming the credits for the course once again. After you click the “Claim Credits” button and select the new credit type. The new credit type should appear as a certificate in your [Certificate Center](#).

Claiming credits is final, thus we are unable to remove CEUs from a user’s account once course credits are claimed.

Users have 1 year to claim credits from the date the course was completed. It is important to claim credits soon as possible.

## Other Important Information

### Certificate Date

The dates listed in the “Credits” tab are the dates of when you enrolled in the course, not when you were awarded the certificate of completion. When you open the certificate by clicking on the credit type, you will see that the certificate is dated from the date of enrollment to the date of when the certificate was awarded.

### Course Not Showing as Completed

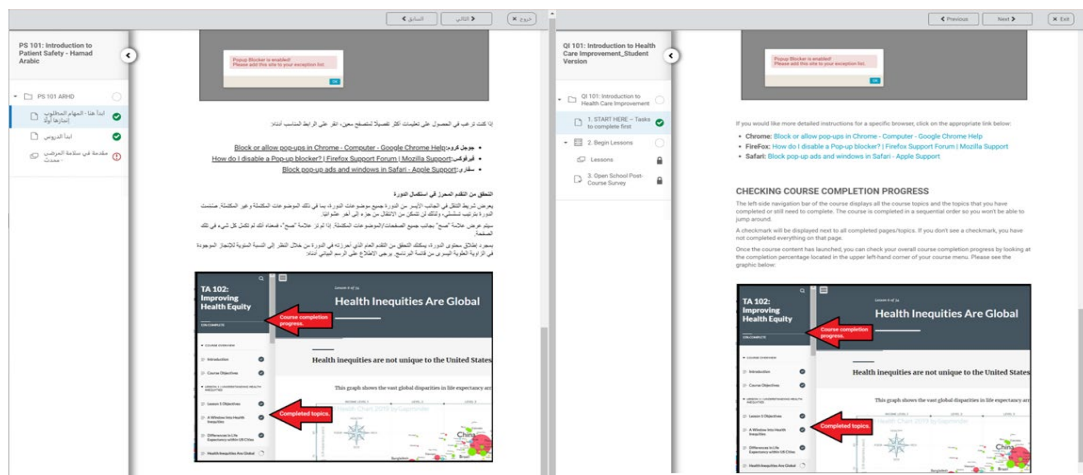
If your course has not been marked as completed, this means there is a module or lesson that is incomplete. Please go to the “Current” section of your Learning Center and click on the name of the course. This will pull up the assignments for that course. If an assignment does not have a green check mark, click on the name of the assignment and scroll all the way up and down the page to ensure the system recognizes this page has been read in full.

The following is a sample of how to check for course completeness. This review can also be done in a private browser window for improved performance:

- Go to “START HERE – Tasks” to complete the first assignment.
- Select one of the lessons (Lesson 1, for example) and check the following:
  - If the IHI Open School post-course survey does not have a green check mark next to it, click on the survey to launch and complete it.
  - If the “Lessons” section has a red exclamation point, this means that there is an incomplete lesson. Click on the “Lessons” link, then on the three lines at the top left corner within your course to open the course menu. Here you will see the progress bar at the top and a list of each lesson below it. The lessons that have been completed will have a grey check mark next to them, while the ones that are incomplete will not. Click on the name of the incomplete lesson to launch and complete it.

## Open School Survey Is Locked

- Before you can move onto the post-course survey, you must complete all lessons in the course.
- Go to the “Current” section of your Learning Center, click on the name of the course, and assignments for that course will be listed. If the “Lessons” section has a red exclamation point, this means that there is an incomplete lesson.
- Click on the “Lessons” link, then on the three lines at the top left corner within your course to open the course menu. Here you will see the progress bar at the top and a list of each lesson below it. The lessons that have been completed will have a grey check mark next to them, while the ones that are incomplete will not. Click on the name of the incomplete lesson to launch and complete it.



## Pop-up Message/Pop-up Blocker

The pop-up message is no longer relevant and the IHI IT team is currently working to remove that message. Please click "OK" or “Next” button to dismiss the message. Your content should load. If the course content doesn’t load, check your pop-up blocker.

To disable your pop-up blocker:\*

- Right click on the red pop-up blocker icon located on the right-side of the search bar.
- Select the option to “Always allow pop-ups.”
- Select “Done.”

\*These instructions are available in the “START HERE” section of each course.

More detailed instructions for specific browsers are available at the following links:

- Chrome: [Block or allow pop-ups in Chrome - Computer - Google Chrome Help](#)
- FireFox: [How do I disable a Pop-up blocker? | Firefox Support Forum | Mozilla Support](#)
- Safari: [Block pop-up ads and windows in Safari - Apple Support](#)

## Course Default Display Size

The course display's default size cannot be enlarged. You can do one of two things to expand the viewable browser window area for the course:

- Click the hamburger icon to close the course progress menu.
- Click the white arrow on the left to close the left menu bar.

## Unable to Access Courses/Courses Not Loading

You may need to verify whether your Internet browser is set to load the courses.

- Log in to the [IHI Education Platform](#).
- Click the circular “Profiles and Settings” icon in the upper right (i.e., the circle containing the initials of your name) and then select “Settings.”
- Click on [“Is My Browser Supported?”](#) This window will then display whether your settings are supported. If they are not supported, please update your settings, and then access the site again.



# Accreditation and Continuing Education Credits



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 health care team.

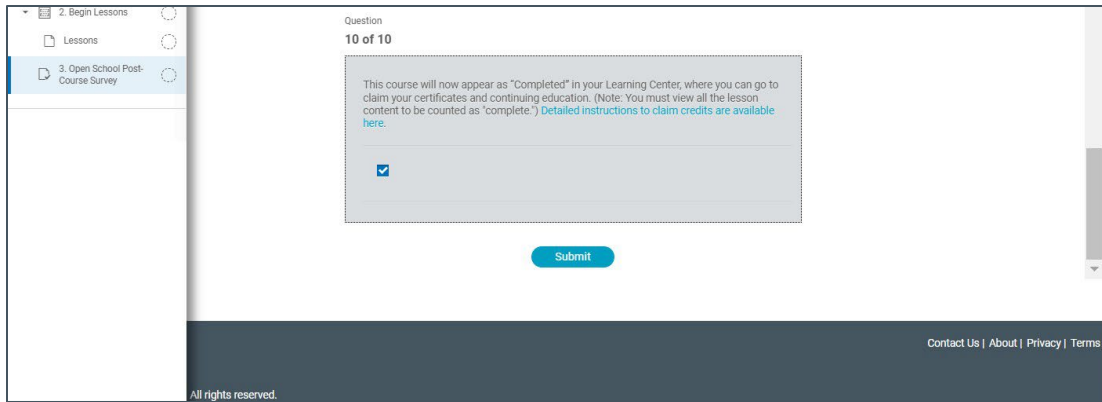
IHI Open School courses are approved to provide continuing professional development credit for physicians, nurses, pharmacists, and both Certified Professional in Healthcare Quality (CPHQ) and Certified Professional in Patient Safety (CPPS) recertification.

For Hamad Medical Corporation users, a DHP licensed practitioner can claim Category 2—Self-Directed Learning—Clinical Practice—Completing Self-Learning Modules by uploading their certificate to the CPD ePortfolio.

## Claim Credits and Print Certificates

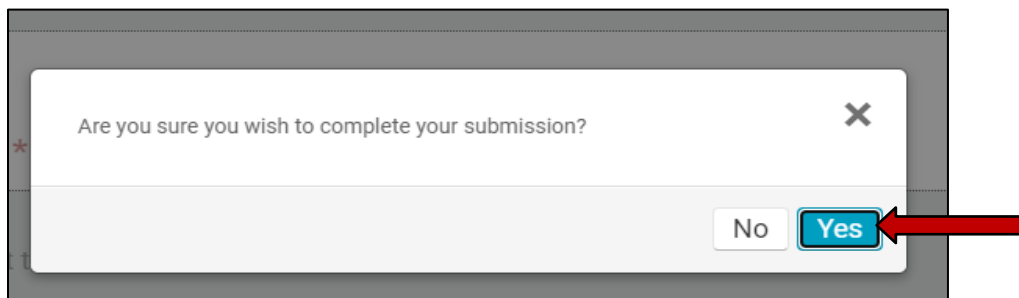
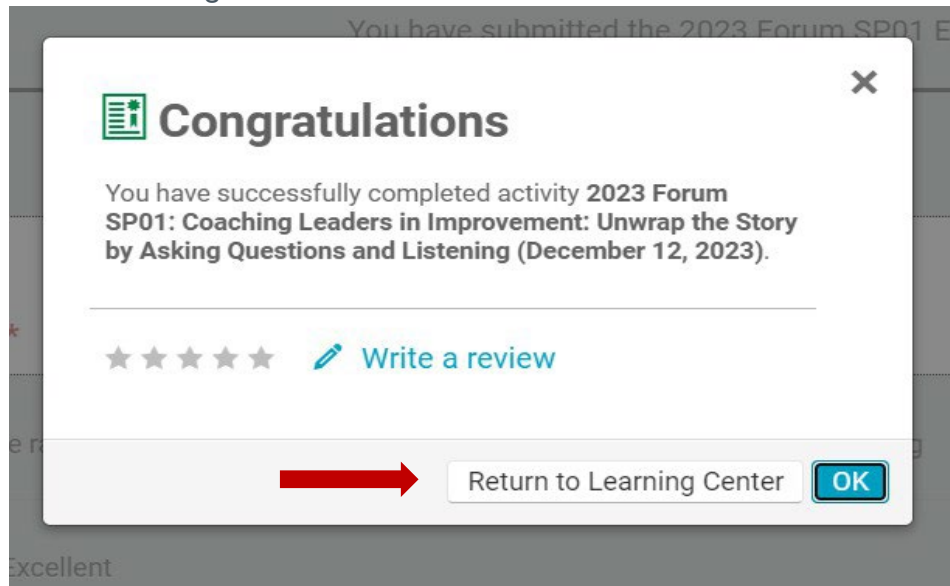
I. After completing the course, navigate to “Open School Post-Course Survey.”

2. Complete the survey and click “Submit.”

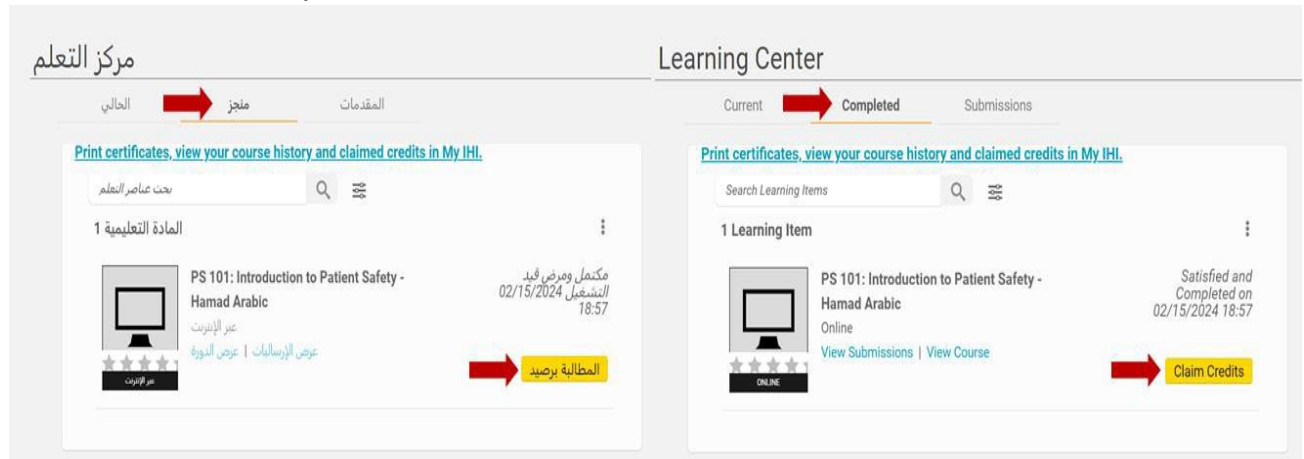


3. Confirm your selection by clicking “Yes” on the pop-up.

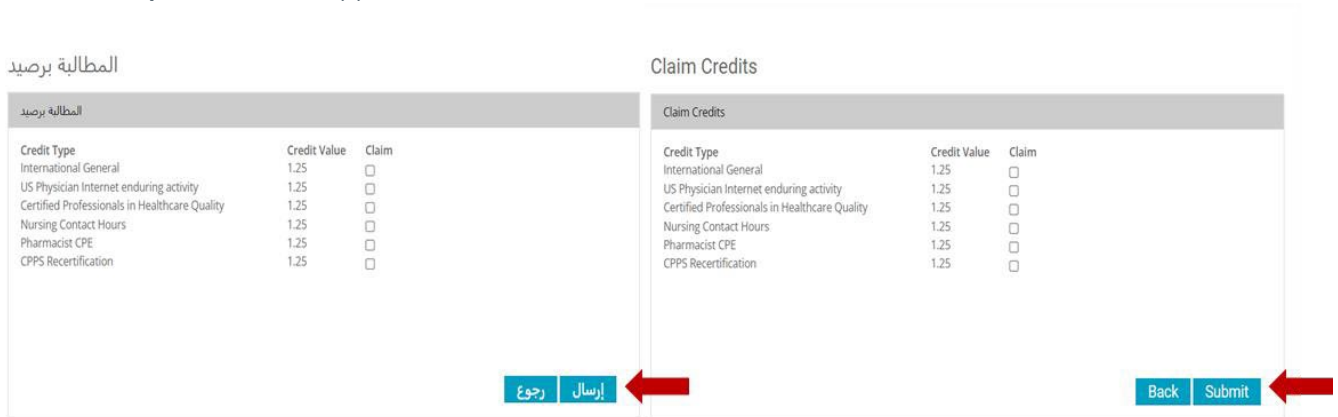
4. Click “Return to Learning Center.”



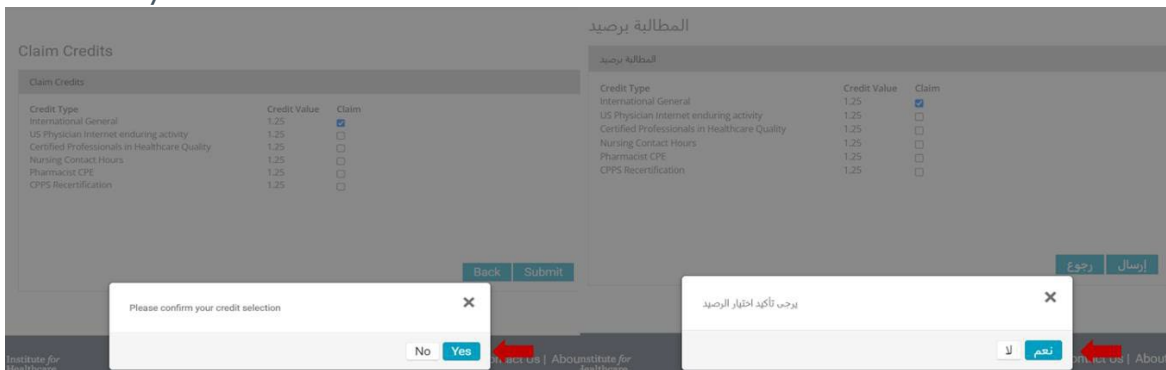
5. Under the “Completed” tab, select “Claim Credits.”



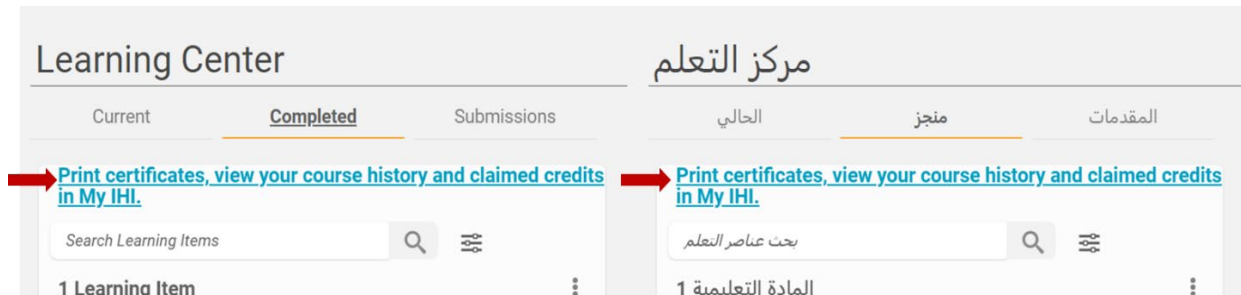
6. Make your selection(s) and click “Submit.”



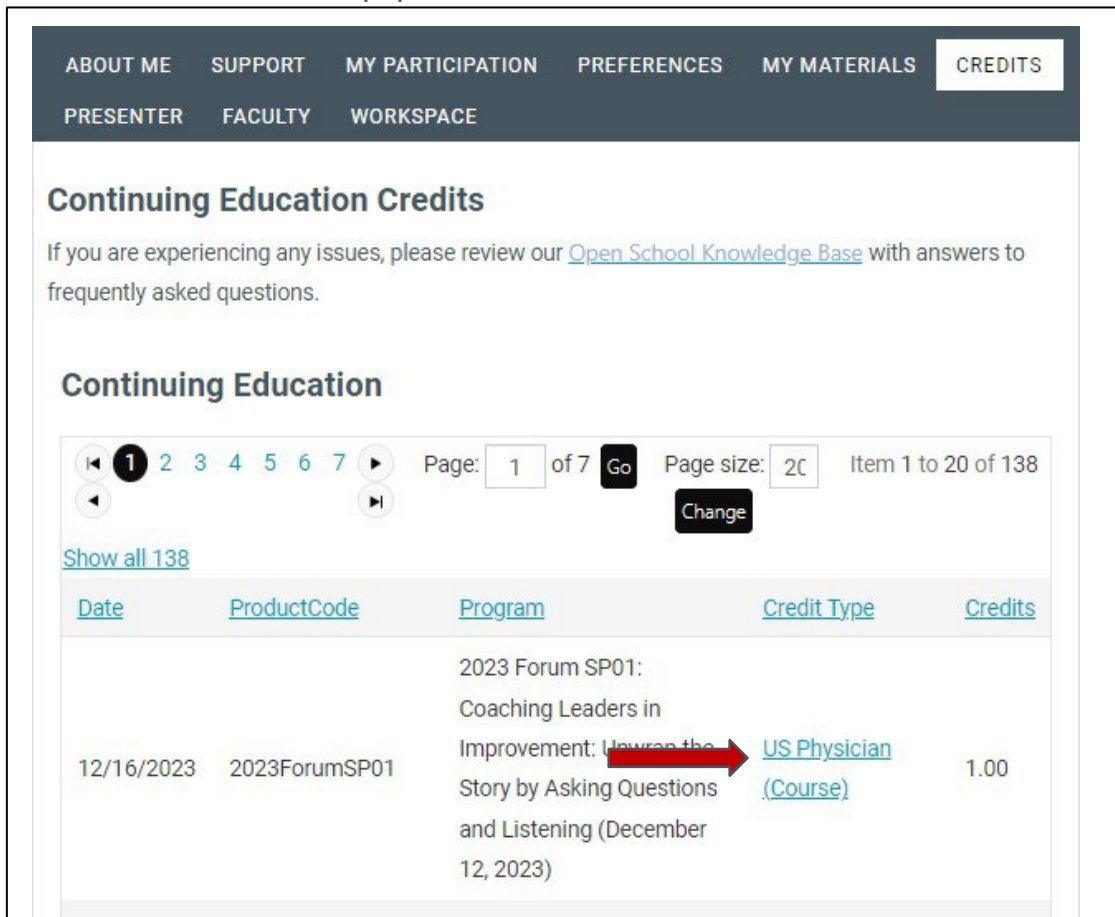
7. Confirm your credit selection.



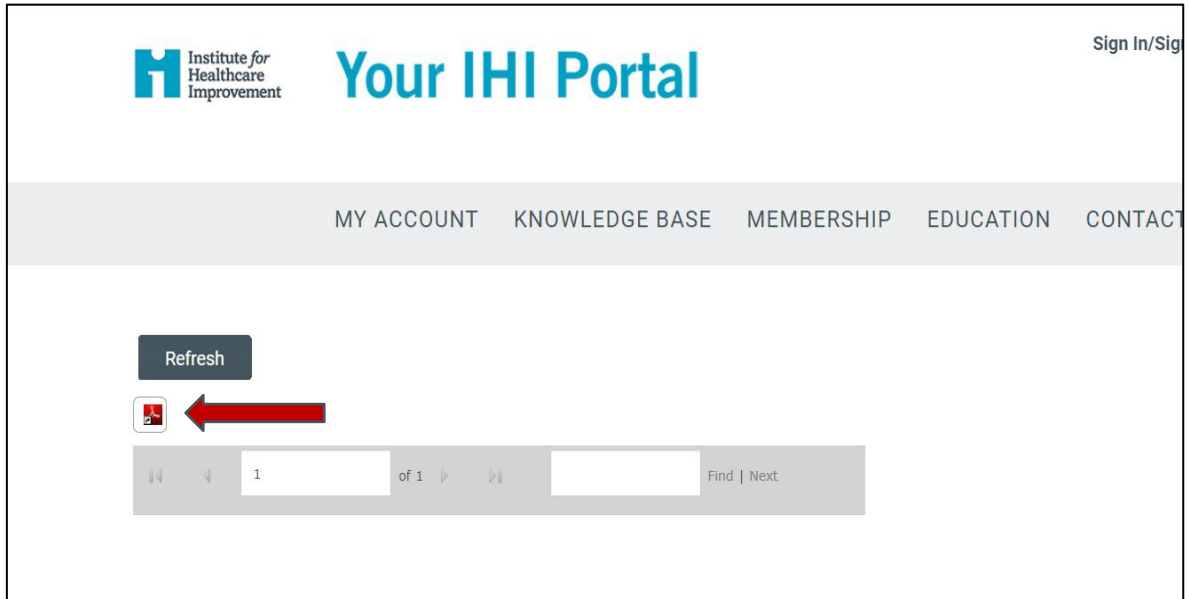
- Navigate back to the “Completed” tab. Select the link titled “Print certificates, view your course history and claimed credits in My IHI.”



- Click the linked credit type beside your selection. Please note that it can take up to 24 hours for the certificate to populate.



10. The certificate will display on a new page. A PDF can be downloaded by selecting the small red Adobe PDF icon as shown below.



## Upload Credits to CPD ePortfolio Accreditation System (if applicable)

### 1<sup>st</sup> Step – Signing in

### Sign In

User must enter URL as <https://accreditation.moph.gov.qa> in the browser address bar to login to **National CME/CPD Accreditation system**.

Alternatively, user can access through DHP website (<https://dhp.moph.gov.qa/>) following below steps.

- Enter URL as <https://accreditation.moph.gov.qa/> in the browser address bar .
- Login page contains three different tab section for different users to login as “CPD ePortfolio”. Click on the “CPD ePortfolio” tab section and enter your **Username** and **Password** in text box and click on “**Sign in**” button (Refer below figure).
- Check the **Sign me in automatically** (optional) (Only choose this option if you are logging in from your personal computer).

وزارة الصحة العامة  
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Please click the appropriate tab for the required domain. The website will be under scheduled maintenance every Thursday from 3:00 PM to 6:00 PM. Kindly plan your activities accordingly.

CPD ePortfolio CPD Provider

Use the DHP Registration System Credentials for login.

Email

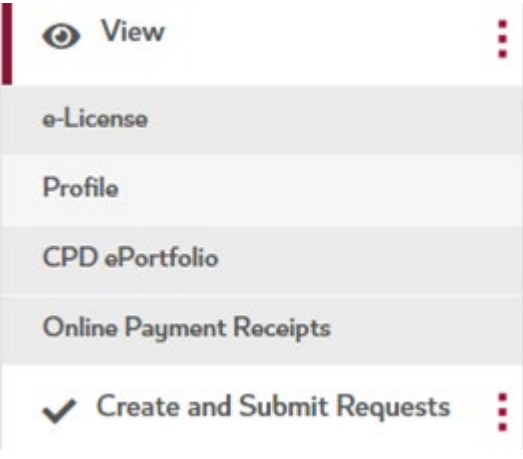

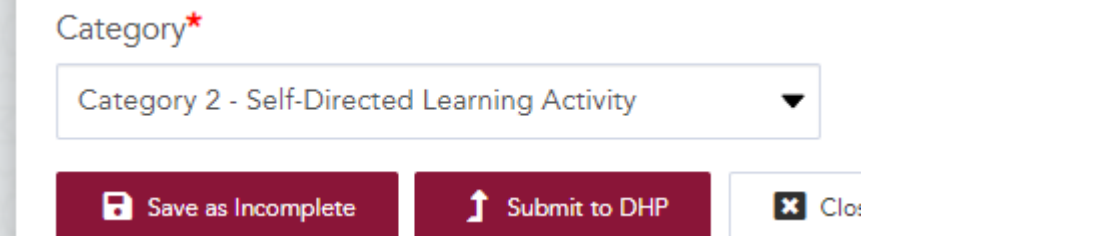
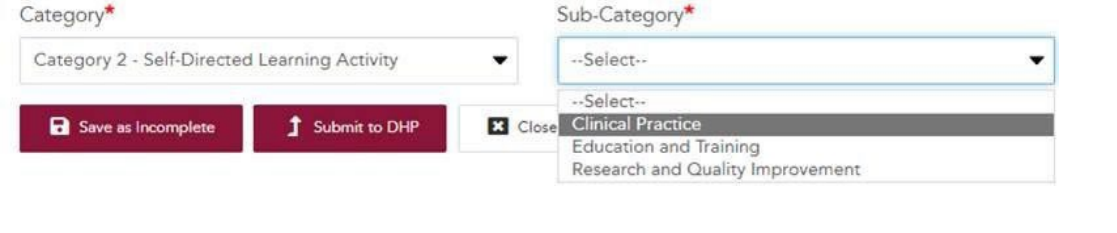
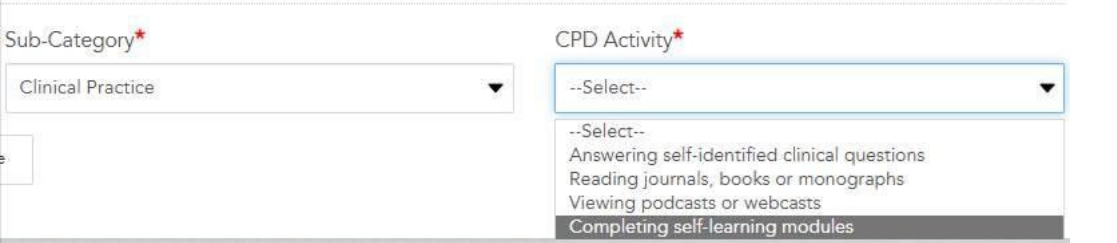
Password

Forgot Password?

Sign me in automatically

Sign in

CPD ePortfolio  
To access your CPD ePortfolio  
you need to have a valid active license




<p>2<sup>nd</sup> Step- “Practitioner’s Landing Page”</p> <p>Click the <b>CPD ePortfolio</b></p>	
<p>3<sup>rd</sup> Step- Click the <b>Record CPD activity</b></p>	
<p>In <b>Category</b> and choose <b>Category 2</b></p>	
<p>In <b>sub- category</b> Select <b>Clinical Practice</b></p>	
<p>In <b>CPD activity</b> Select <b>Completing self-learning modules</b></p>	


<p><b>In Record CPD Activity</b></p>	<p>Category*  <input type="text" value="Category 2 - Self-Directed Learning Activity"/></p> <p>Sub-Category*  <input type="text" value="Clinical Practice"/></p> <p>CPD Activity*  <input type="text" value="Completing self-learning mod"/></p> <p>Activity Type*  <input type="text" value="Completing self-learning modules"/></p> <p>Name / Title of Activity*  <input type="text" value="Enter Name / Title of Activity"/></p> <p>Credits Awarded  <input type="text" value="Credits Awarded"/></p> <p>Activity Completion*  <input type="text" value=""/></p> <p>No. of Hours Spent*  <input type="text" value="Enter Number"/>  <small>Enter No. of Hours Spent and not credits</small></p> <p>Describe the outcome or impact on your professional practice (Reflection):*</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Describe the outcome or impact of the activity on your professional practice (What did you learn? What additional learning are you planning to complete? What changes are you planning to implement in your practice?)</p> </div> <p>Document these self-learning activities in the CPD eportfolio or (where applicable) the provision of a transcript from a third party</p> <p>Supporting Document/Certificate*</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Upload Files With Extension pdf, jpg &amp; jpeg only              Max File Resolution is : 2 MB</p> </div>
<p>Upload the certificate here: and use <b>only 8 letter</b>. Otherwise, the system will not receive it.</p>	<p>Supporting Document/Certificate*</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Upload Files With Extension pdf, jpg &amp; jpeg only              Max File Resolution is : 2 MB</p> </div> <p>Please select a file </p>
<p>Click submit button at the bottom</p>	<p> </p>
<p>Click the home button to check if the CPD is accredited or not</p>	<p> <b>DHP Accreditation System</b> Co</p>





In the CPD Cycle Credit summary – automatically the accredited CPD will be reflected in Category 2.

## CPD Cycle Credit Summary

Category	Total Credits	Compliance	Status
<a href="#">Category_1</a>	59.25	40	
<a href="#">Category_2 &amp; 3</a>	29.00	40	
Required Credits	NA	80	
	88.25		

 [Submit CPD Credits to Renew](#)

CPD Cycle Credit Summary  

# Resources

- [IHI Open School](#)
- [IHI Open School Partnerships](#)
- [IHI Open School Frequently Asked Questions](#)
- [IHI Knowledge Base](#)
- [IHI Open School Continuing Education Credits](#)
- National CME/CPD Accreditation System, Department of Health Professions, Ministry of Public Health, State of Qatar: [CPD ePortfolio Manual](#) and [CME/CPD Resources](#)