

Health Improvement Alliance Europe

October 2025 – September 2026 Prospectus

Join Us

On behalf of the Institute for Healthcare Improvement (IHI) Europe team, we would like to extend an invitation to your organisation to join the tenth year of the Health Improvement Alliance Europe (HIAE). The HIAE is a coalition of progressive leaders and experts by experience who are united for change, driven by collaboration, and focused on achieving the best possible health and health care results. The HIAE brings together some of the most accomplished leaders and innovators responsible for driving quality and improvement across the complete spectrum of health and health care in Europe and Canada.

We continue to face ongoing challenges which make improvement and innovation a vital endeavour – and the world continues to evolve, fast. Developments such as the publication of the NHS 10 Year Plan and Patient Safety review indicate a need to learn fast, together. Healthcare leaders face many complex challenges including advancing technology, strengthening community health services fit for the future, and ongoing productivity and workforce challenges. HIAE exists to create a supportive environment for and with those seeking to drive lasting improvements in safe, effective and productive care.

IHI provides the collaborative infrastructure necessary for HIAE members to connect with like-minded leaders in Europe and globally. We enable leaders to share approaches, innovations, successes and failures, as they strive to secure transformational improvement in health and health care. Together, we continue to identify and disseminate new effective approaches to challenging issues.

This prospectus provides information on HIAE's framework and design, and outlines member expectations and upcoming in-person and virtual activities in 2025–2026. At the end of this document is a calendar for the entire year of membership. If you have any additional questions, please email HIAE Senior Director Susan Hannah at shannah@ihi.org or HIAE Project Manager Andreia Cavaco at acavaco@ihi.org.

We hope that you will join us this October as we begin the tenth year of the IHI HIAE!

Sincerely,



Maureen Bisognano
Senior Fellow and President Emerita, IHI



Pedro Delgado
Vice President, IHI



IHI Health Improvement Alliance Europe

What We Believe

Our network thrives when all members feel a shared ownership of activities and goals. As we approach our tenth year, a key to continued success is the co-design of the network in partnership with all members.

Activities are not curriculum bound, they are informed by what matters to members and are designed to be highly interactive and relational. Over the last few years, we have welcomed members from many different sectors and with a breadth of learned and lived experiences. We aim to be flexible and responsive to accommodate the changing needs of our members.

This prospectus outlines key activities and principles of the HIAE. It is also worth noting that additional opportunities and activities are co-designed throughout the year in partnership with our valued partners and members.



Our Guiding Principles

Centre on Equity

Continually practice our equity guidelines as we work to advance equity as individuals, within our member organisations, and in partnership with our communities.

Pursue Bold New Ideas

Improvement is challenging; to progress we must accept that the way forward will be messy and in this complex environment the pursuit of bold new ideas becomes not just possible, but necessary.

Share Assets and Ideas

Everyone has something to share, and when we share freely and openly, we accelerate the pace of testing, change, and improvement.

Radiate Authenticity

This is a safe space for you to be your authentic self.

Build Strong Relationships

We are more generative, impactful, and bold when we work together, across silos, and between regions.

Practice “All Teach, All Learn”

We are all willing to teach and be taught, drawing upon the collective knowledge and experience we share as an Alliance.

HIAE Key Activities

Activity	Brief Description
In-Person meetings co-designed and co-facilitated with HIAE members	The Health Improvement Alliance Europe is a member-driven network. Typically, members meet in-person two to three times each year with interactive workshops, site visits, plenary presentations, and networking opportunities. There is a limit of three people per membership for each of the in-person meetings. We welcome and aim to honour any requests for additional spaces.
Virtual Roundtables	The Alliance is a responsive network offering quarterly and <i>ad hoc</i> virtual roundtable discussions, facilitated by President Emerita and Senior Fellow, Maureen Bisognano, together with members from the network. With focus on top-of-mind and current events and issues these sessions provide HIAE members with access to innovative leaders and international authorities, both in and outside of health care. There is no limit to the number of attendees from member organisations.
Learning Series	Led by HIAE's generous and courageous members, Learning Series calls feature topics of interest and challenge for organisations. They are time-limited, virtual, peer-to-peer learning and sharing engagements taking place over 3-4 virtual webinar calls. Learning Series topics are identified by members and offer participants strategic insights, tactical guidance, and case examples grounded in stories and examples from local context across diverse member organisations.
Alliance Peer Improvers (API)	A small cohort of members who come together to co-design learning visits to each other's organisations and support each other's professional development and strategic objectives.
IHI/BMJ International Forum, Europe, and IHI National Forum, USA	Networking receptions are held at both of these annual conferences

Additional opportunities and activities are designed with and shared with the HIAE members over the course of the year. The IHI team welcomes new ideas and encourages all members to share their feedback and improvement ideas openly and frequently.



Community Platform and Resources

IHI has a community platform for the HIAE where we store and share documents, recordings, and communicate with the full HIAE membership list. Anyone from an HIAE member organisation can have access; there is no limit to the number of people per organisation who can sign up to the platform. The IHI team also sends a newsletter each month with all relevant announcements, updates, and documents. We send calendar invites for webinars and reminders of upcoming events to ensure you don't miss out.

Communities / Community Home / Library

Health Improvement Alliance Europe (HIAE)

SETTINGS

COMMUNITY NAVIGATOR

COMMUNITY HOME
DISCUSSION 113
LIBRARY 179
EVENTS 0
MEMBERS 295

HIAE in Person meetin in Lisbon June 17-18 Slides
Posted By **Andreia Cavaco**
06-26-2025 06:31

15 21

HIAE Roundtable Meeting Slides 26 June 2025
Posted By **Shelby Reed**
07-02-2025 09:18

9 2

HIAE In Person meeting in Lisbon, June 17-18 - Local...
Posted By **Shelby Reed**
07-04-2025 09:30

9 0

HIAE Webinar Roundtable Meeting Recording - 26 June...
Posted By **Shelby Reed**
07-03-2025 09:40

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Member benefits

The HIAE's learning opportunities are driven by and for members and benefits include:

✓	Direct access to leading health and health care thought leaders globally
✓	Unique opportunities to develop professional networks with other members and IHI expert faculty
✓	Connections to colleagues in IHI's other strategic networks: the US-based IHI Leadership Alliance and Asia-Pacific Alliance
✓	Discounted rates for IHI programmes and conferences, including the IHI/BMJ International Forum in Europe
✓	Unlimited organisational participation in action-oriented working groups, virtual webinars, and on the HIAE Virtual Community Platform
✓	Permission to use HIAE Member badge on social media, email signatures, and other relevant resources
✓	Organisational representation at three in-person meetings per year



Timeline

The table below provides a high-level overview of the HIAE activities planned between October 2025 and September 2026

2025–2026	October	November	December	January	February	March	April	May	June	July	August	September
Launch Webinar												
In-Person Meeting 1												
Monthly Learning Series Webinars and Roundtables												
In-Person Meeting 2												
IHI Forum meetings and Receptions												
In-Person Meeting 3												



Engaging and Participating

Ultimately, our goal is to effect positive, enduring change — and we are committed to providing the support leaders and their organisations need to achieve demonstrable and unprecedented results. For us to nurture a robust network, we request that HIAE members commit to:

- Actively invite staff from their organisation to actively contribute to Learning Series and Roundtable webinars.
- Contribute ideas on the selection of topics of interest for Learning Series and Roundtables
- Send representatives to the in-person meetings whenever possible.
- Participating in online discussions and sharing of resources

Cost of Membership

The annual enrolment fee is **USD \$10,200**.

Due to capacity restrictions, each member organisation is invited to register three attendees to each in-person meeting. If an organisation wishes to send more than three individuals, IHI will offer additional places when available on a first come, first served basis after registration has closed. Members are responsible for covering their own travel and accommodation expenses for all in-person meetings. Lunch will be provided at the in-person meetings.

For more information, or to join the Alliance, please email IHI Project Manager Andreia Cavaco at acavaco@ihi.org.

Testimonials



“The HIAE has been an incredible opportunity to build a network with like-minded healthcare improvers. Discussion topics at our meetings are always socially relevant and encourage open dialogue from a group of individuals with similar goals but different experiences and perspectives. Health equity and patient experience are always top of mind, and I come away from the sessions invigorated and encouraged to learn and do more in my local environment.”

Cynthia Welton, Director Quality, Patient Safety and Experience, Waterloo Regional Health Network



“Our HIAE benefits are centered around networking and learning about how to achieve improvement in health, as we are not a health care institution directly involved with patient care, the HIAE has been very important in this regard. It has allowed us to make connections with many members and key players in other countries, and those contacts directly inspired us on our projects and strategy in Belgium”

Mathieu Louiset, Head of Improvement Services, Platform for Continuous Improvement of Quality of Care and Patient Safety (Belgium) : HIAE Monthly Webinar Roundtable -September



**Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive**

“The HIAE is important to us because Ireland is a small country, so to have the opportunity to learn from other improvers across Europe and Canada makes a huge difference and I can bring that learning home and apply it”

Jennifer Martin, Director of National Improvement Team, Health Service Executive, Ireland

Testimonials



“The HIAE has given us heaps of ideas and the confidence to move forward with implementing them. From broad concepts in improvement science to specific change ideas on how a hospital can help tackle the climate emergency, our work within the HIAE has enriched our thinking and the way we work. Above all we value the network of highly skilled and experienced improvers - we now always have someone to turn to for advice or feedback or simply for sharing experiences and learnings.”

Priit Tohver, Head of Quality, North Estonia Medical Centre, Estonian Hospital Association



“We have been members of the Alliance for a number of years now and it gives us the opportunity to meet healthcare systems from Europe, Canada and the US, through IHI. We learn how different health systems are tackling problems and making improvements in safety and quality in healthcare.... Alliance meetings give us inspiration and we bring back examples to our system, to inspire people to take the initiative”

Amelia Samuel, Head of Improvement, Landspítali University Hospital, Iceland

IHI Team



Pedro Delgado, MSc, is Vice President for the Europe Region at the Institute for Healthcare Improvement (IHI). Before joining IHI in 2010, Pedro held roles in hospital management and large-scale improvement in the UK and gained experience in mental health services in both Venezuela and the UK. Based in the United Kingdom, he has played a pivotal role in IHI's global expansion. Pedro has led the design, implementation, and senior partnerships for large-scale health system improvement initiatives across the world. His work spans efforts to reduce C-sections and healthcare-associated infections in Brazil and other Latin American countries, improve early childhood education in Chile, enhance patient safety in Portugal, and advance mental health services in London. He is a trusted coach to senior leaders and teams, and is a frequent international lecturer on large-scale change, patient safety, and quality improvement. Pedro also serves as an Instructor at the Harvard T.H. Chan School of Public Health, a Senior Atlantic Fellow for Health Equity, and an Associate Editor of *BMJ Leader*.



Susan Hannah, MS, is Senior Director for the Europe Region at the Institute for Healthcare Improvement (IHI). Based in the UK, she brings a strong clinical background in high-care nursing, combined with extensive expertise in quality improvement and leadership across both acute healthcare and community-based population health. Susan has led significant safety and quality initiatives, including the delivery of a health system-wide patient safety programme. During her six years with the Scottish Government, she held key improvement and leadership roles, helping to embed quality strategies and improvement science into government policy, public services, and the non-profit sector. She was the lead for the Children and Young People Improvement Collaborative—a complex, large-scale national programme supporting multi-agency communities to improve health outcomes and enhance life chances across Scotland. At IHI, Susan's work spans delivery of multi-year partnerships, teaching education programmes, and collaborative networks throughout the Europe region.



Andreia Cavaco is a Project Manager at the Institute for Healthcare Improvement (IHI), with extensive experience in managing quality improvement initiatives across the UK, Brazil, and Spain. Since 2015, she has led regional and national projects within the UK's National Health Service (NHS), holding senior project management roles focused on healthcare improvement. Andreia joined IHI in May 2022 and has since held cross-functional roles. In 2023, she became the project manager for the Health Improvement Alliance Europe (HIAE) and has contributed to IHI's Global Education work. Currently, her focus is on the Europe region, where she supports the Chief Quality Officer UK education programme and delivery of the BeaMom pilot project which aims to prevent and support postpartum depression within Portugal's National Health System—bringing her passion for maternal health to her home country.



Shelby Reed is an Associate Project Manager at the Institute for Healthcare Improvement (IHI), where she contributes to healthcare transformation initiatives across Europe. With a strong background in NHS project leadership and operations, she brings expertise in stakeholder engagement, data-driven improvement, and strategic coordination. Prior to joining IHI, she held several leadership roles at University Hospitals Bristol and Weston NHS Foundation Trust, leading multidisciplinary teams and managing trust-wide improvement programmes.



Maureen Bisognano is President Emerita and Senior Fellow at the Institute for Healthcare Improvement (IHI), where she previously served as President and CEO for five years, following 15 years as Executive Vice President and COO. A recognised leader in healthcare improvement, she was elected to the National Academy of Medicine (formerly the Institute of Medicine) in recognition of her contributions to the field. Maureen advises healthcare leaders globally and is a sought-after speaker at major conferences on quality improvement. She is also a passionate advocate for meaningful change in health systems. In addition to her role at IHI, she is an Instructor of Medicine at Harvard Medical School. She chaired the Advisory Board of the Well Being Trust, co-chairs the Massachusetts Coalition for Serious Illness Care alongside Dr. Atul Gawande, and serves on the boards of the Commonwealth Fund, Indiana University Health, and Nursing Now. Before joining IHI, Maureen was CEO of the Massachusetts Respiratory Hospital and Senior Vice President at The Juran Institute.



Professor Jason Leitch, CBE Jason is an international expert on health care quality, systems improvement and crisis communications. He is a Director of Leitch Health Ltd. Jason is a Senior Fellow at the Institute for Healthcare Improvement, the US based global organisation responsible for health systems improvement around the world. Jason has advised countries including Sweden, Norway, Denmark, Australia, Singapore, UAE, Canada and many others. He was appointed CBE in the 2019 Queen's Birthday Honours. He has a doctorate from the University of Glasgow, a Masters in Public Health from Harvard and is a fellow of the three UK surgical Royal Colleges. He is an internationally recognised speaker and adviser on health and care improvement, public health and crisis communications

HIAE 2024–2025 Members

Barts Health NHS Trust

Bedfordshire, Luton, Milton Keynes Health
and Care Partnership

Belfast Health and Social Care Trust

Danish Society for Patient Safety

Estonian Hospital Association

FlaQuM-KULeuven

NHS Hampshire and IOW Integrated Care
System

Health and Social Care Quality Improvement
Health Quality BC

Imperial College Healthcare NHS Trust

Landspítali National University Hospital

Leeds and York Partnership NHS
Foundation Trust

Lumell Associates

Municipality of Aarhus, Department for
Health and Care

Newcastle Hospitals NHS Foundation Trust

NHS England

NHS Hampshire and Isle of Wight
Integrated Care Board

NHS Scotland and Scottish Government

North East London NHS Foundation Trust

North London Foundation Trust

Northern Health and Social Care Trust

Northern Ireland Practice and Education
Council for Nursing and Midwifery (NIPEC)

Northern Ireland Ambulance Service

PAQS

Population and Public Health, HSE, Ireland

Public Health Wales

Ribera Salud Group

Royal Free London NHS Foundation Trust

South Eastern Health and Social Care Trust

Southern Health and Social Care Trust

Surrey and Borders NHS Foundation Trust

The County Council of Region Jönköping

The King's Fund

Waterloo Regional Health Network

Western Health and Social Care Trust

Westminster City Council