

Improvement Coach Professional Development Program

February – June 2025

Program Aim: Further develop your improvement knowledge and skill so you can coach and facilitate improvement teams, as well as support the implementation of improvement strategies throughout your organization or community.

This program consists of **13** live online sessions, each at **10:00 AM–1:00 PM ET** and self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than one hour to complete.

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.
- Complete any required coursework, such as online submissions or presentations.
- Submit the post-program evaluation survey within 30 days of the program end date.

Session	Date	Session Topic(s)
Session 1	February 27, 2025	<ul style="list-style-type: none"> • Welcome, Introductions, & Program Overview • What is a Coach? • Building Teams (Part 1)
Session 2	March 6, 2025	<ul style="list-style-type: none"> • Building Teams (Part 2) • What is QI? • Aim Statements (Part 1)

Session 3	March 13, 2025	<ul style="list-style-type: none"> • Works in Progress Overview • Aim Statements (Part 2) • Understanding Variation • Run Charts (Part 1)
Session 4	March 20, 2025	<ul style="list-style-type: none"> • Measurement Journey • Teamwork & Communication
Session 5	March 27, 2025	<ul style="list-style-type: none"> • Change Ideas • PDSAs (Part 1)
Session 6	April 3, 2025	<ul style="list-style-type: none"> • Driver Diagrams • Data Collection • Run Charts (Part 2)
Session 7	April 10, 2025	<ul style="list-style-type: none"> • Running Effective Team Meetings (Part 1): Facilitation • Running Effective Team Meetings (Part 2): Tools + Simulation
Session 8	May 1, 2025	<ul style="list-style-type: none"> • Creativity • Coaching to Learn
Session 9	May 8, 2025	<ul style="list-style-type: none"> • Works in Progress (Part 1) • PDSA Coaching • Qualitative Data
Session 10	May 15, 2025	<ul style="list-style-type: none"> • Works in Progress (Part 2) • Visual Displays of Data • Tools for Prioritizing Changes

Session 11	May 22, 2025	<ul style="list-style-type: none"> • Running Effective Team Meetings - Facilitation Challenges • Six Thinking Hats • Coaching Practice (Part 1)
Session 12	May 29, 2025	<ul style="list-style-type: none"> • Implementation & Sustainability • Control Charts • Coaching Practice (Part 2)
Session 13	June 5, 2025	<ul style="list-style-type: none"> • Adoption & Spread • Recap of Tools and Topics • Journey Boards • Celebration and Next Steps