

# Better Quality Through Better Measurement OCC

## Online Course with Coaching High-Level Agenda

Spring 2025

IHI online courses with coaching combine self-directed sessions (released sequentially via the [IHI Education Platform](#)) and live instruction (facilitated by expert IHI faculty via Zoom). This offering consists of seven self-directed and seven live sessions. All content will be available for six weeks following the conclusion of the program.

*\*Mark your calendar for these live events!*

### Course Objectives:

- Create measurement systems, develop operational definitions, and build data collection plans to support quality improvement.
- Construct and analyze run and control charts to distinguish special from common cause variation.
- Engage improvement stakeholders and use data for improvement rather than judgement.

## Lesson 1: Introduction, Why are you Measuring?, Intro to the QMJ

### Objectives

- List the steps in the Quality Measurement Journey.
- Contrast different approaches to performance measurement.
- Identify current skill level in key measurement concepts, methods, and tools.

**Self-directed session:** April 14-28, 2025

**Live virtual session\*:** April 28, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

## Lesson 2: Setting an Aim, Moving from Concept to Measure, Operational Definitions

### Objectives

- Construct a complete aim statement.
- Differentiate between a concept and a measure.
- Organize measures into outcome, process, balancing.
- Create clear and unambiguous operational definitions.

**Self-directed session:** April 28 – May 12, 2025

**Live virtual session\*:** May 12, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

## Lesson 3: Data Collection Plan (Stratification, Sampling, Frequency, Duration) and Data Collection

### Objectives

- Apply key concepts in data collection.
- Evaluate stratified data to uncover disparities.
- Design a draft dashboard for an area of interest.

Self-directed session: May 12 –26, 2025

Live virtual session\*: Tuesday May 27, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

## Lesson 4: Understanding Variation Conceptually and Statistically

### Objectives

- Identify the different purposes of data analysis.
- Discuss the importance of viewing data over time.
- Differentiate between common and special cause variation.

Self-directed session: May 27 – June 9, 2025

Live virtual session\*: June 9, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

## Lesson 5: Run Charts

### Objectives

- Define best practice in the visual display of data.
- Describe the elements of a run chart.
- Interpret data on a run chart.

Self-directed session: June 9 – June 23, 2025

Live virtual session\*: June 23, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

## Lesson 6: Control Charts

### Objectives

- Describe the benefits of using control charts
- Differentiate the various types of data in order to select the proper control chart

- Apply control chart rules to identify special cause variation

Self-directed session: June 23 – July 7, 2025

Live virtual session\*: July 7, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

## Faculty



**Jesse McCall, MBA**, is Senior Director and Improvement Advisor for the Institute for Healthcare Improvement (IHI). He coaches individuals and organizations through the process of improvement which includes the data-driven identification of strategic improvement priorities, development of operational systems to support improvement, and the building of practical improvement capability necessary for staff to get results that matter. McCall also has extensive experience in coaching organizations to engage clinical staff to reduce burnout and foster joy in work. McCall joined IHI in 2007 and over his tenure has designed, executed, and evaluated programs and projects around the world. McCall is also a Teaching Fellow at The Harvard T.H. Chan School of Public Health. McCall has expertise in practical application of the science of improvement, staff engagement and wellness, program and product development, marketing and communications, customer relationship management, and large-scale initiative operations. He received his undergraduate degree in Business Administration from Northeastern University in Boston and MBA from the UMASS Amherst Isenberg School of Management.



**Robert Lloyd, PhD**, Vice President, Institute for Healthcare Improvement (IHI), provides leadership in the areas of performance improvement strategies, building capacity and capability for improvement, statistical process control methods, and development of strategic dashboards. He also serves as faculty for various IHI initiatives and demonstration projects in the US and abroad. Before joining IHI, Dr. Lloyd served as the Corporate Director of Quality Resource Services for Advocate Health Care (Oakbrook, IL), Director of Quality Measurement for Lutheran General Health System, Senior Director at the Hospital Research and Educational Trust of AHA, and spent ten years with the Hospital Association of Pennsylvania in various leadership roles. He is author of numerous articles, reports, and books.



**Rebecca Steinfield**, Senior Director and Improvement Advisor, has been with IHI since 1996. She currently serves as Director of IHI's Improvement Advisor Professional Development Program, teaches IHI courses on improvement methods, and mentors "improvers-in-training." Rebecca sits on IHI's Improvement Science and Methods team and serves as an Improvement Advisor on results-oriented work.