



Leading Quality Improvement: Essentials for Managers

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Improving Care Improving Lives with You

[ihi.org](https://www.ihl.org)

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.



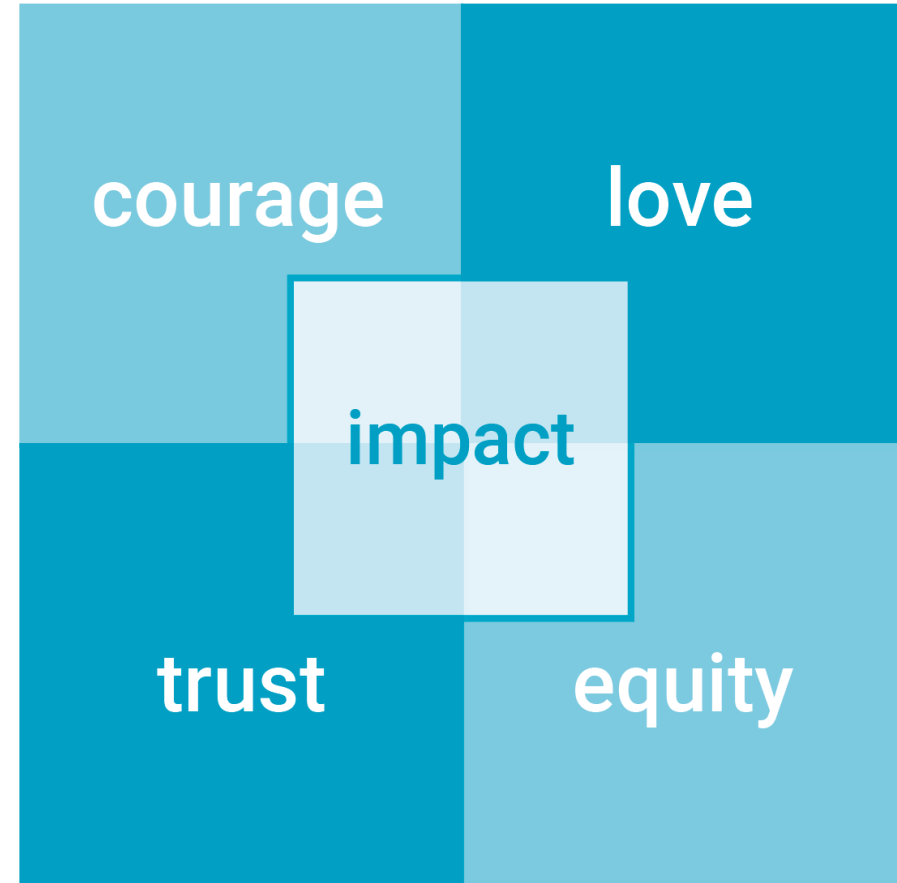
Our Mission

To improve health and health care worldwide

Our Vision

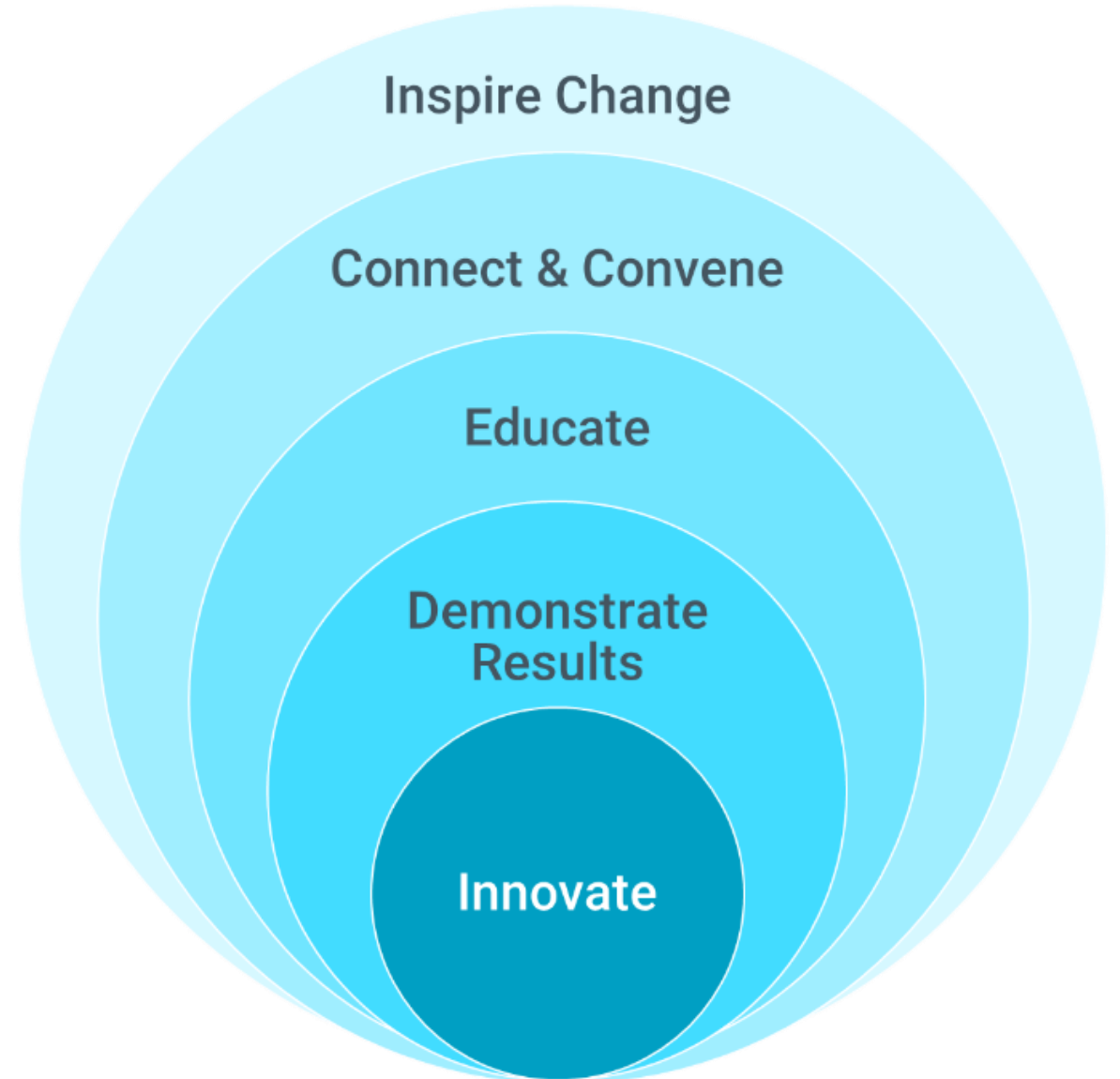
Everyone has the best care and health possible

Our Values



How IHI Works

IHI's work is grounded in improvement science. IHI uses and teaches practical quality improvement methods to enable sustainable changes in all aspects of health and health care.



Overview of the Leading Quality Improvement: Essentials for Managers

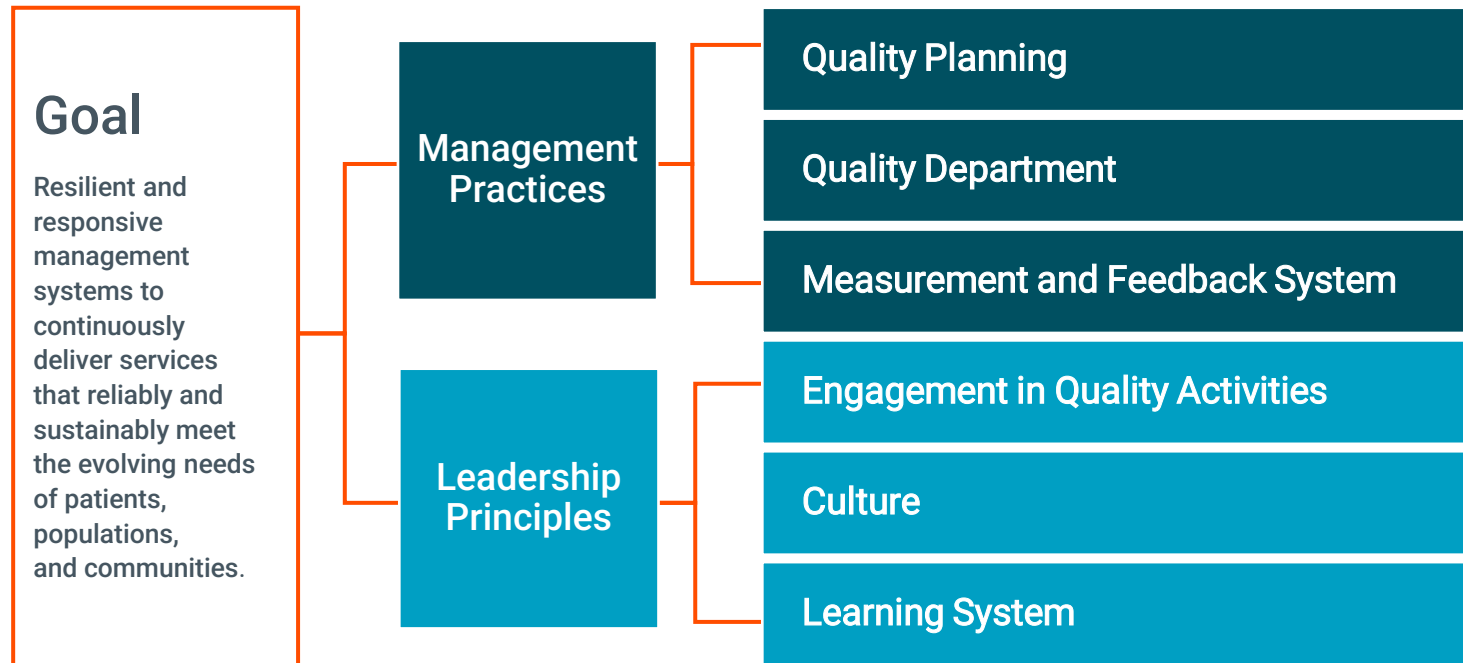
What You Will Gain from the Program

After completing this online course, you will be able to:

- Describe the skills, tools, and resources needed for mid-level managers to effectively lead quality improvement efforts at the local level.
- Demonstrate how to link department-level improvement activities to the organization's goals and overall strategic plan.
- Apply approaches to quality planning, quality control, and quality improvement that can be used by mid-level managers to successfully partner with front-line staff and key stakeholders.



Drivers of Whole System Quality



Who Should Attend

- Nurses
- Physicians
- Directors
- Managers (Especially Risk, Quality, and/or Safety Managers)
- Supervisors
- Department heads
- Health care administrators
- Those transitioning or desiring to transition from a clinical to a leadership role



LQI Lessons

Lesson 1 – Introduction to Whole System Quality

Lesson 2 – Applying Systems Thinking to Process and Culture

Lesson 3 – Quality Improvement for Managers

Lesson 4 – Exploring “What Matters”: A Vision for Quality

Management Practices

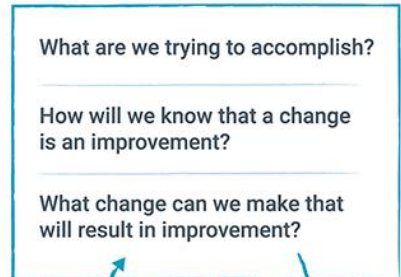
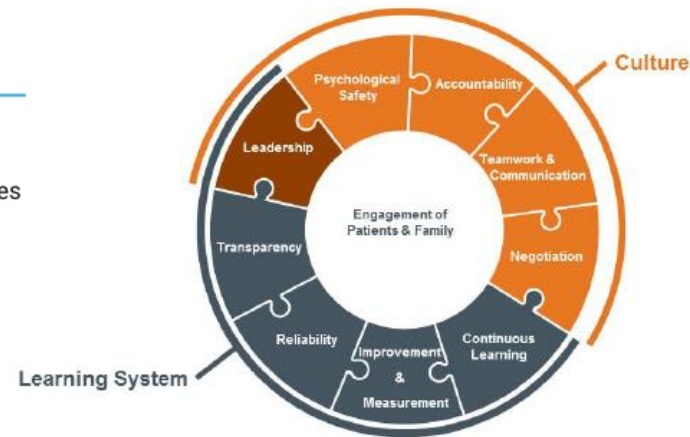
Pursue an integrated set of activities that support an infrastructure for learning across the organization to ensure alignment of quality efforts



Leadership Principles

Engage in the disciplines of a learning organization to foster a culture that promotes inquiry, reflection, systems thinking, and purpose

Figure 1. Framework for Safe, Reliable, and Effective Care



Source: Adapted from The Improvement Guide (2009)



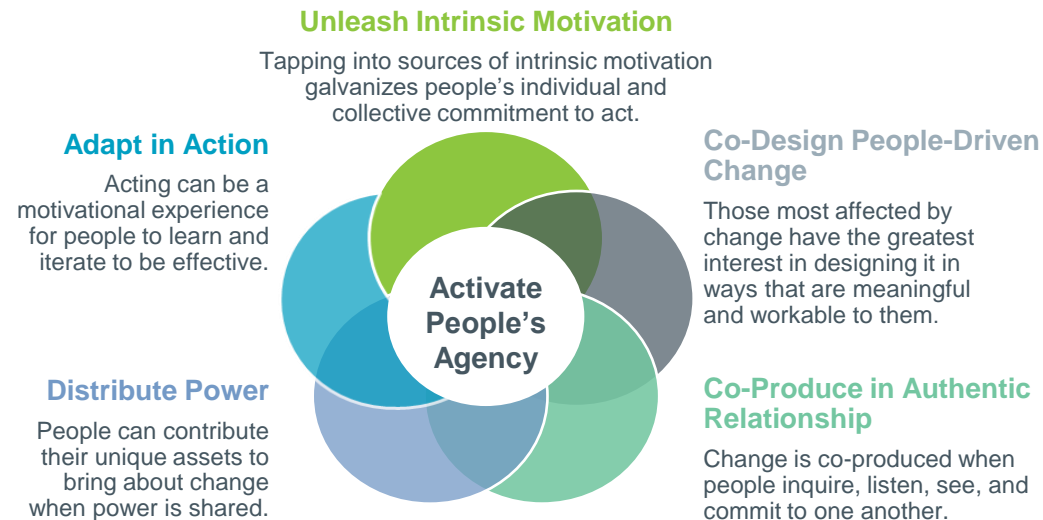
LQI Lessons

Lesson 5 – Tools and Techniques to Foster Collective Learning and Teamwork

Lesson 6 – Quality Planning for Managers

Lesson 7 – Shared Sense of Purpose: Turning Quality Goals into Action and Results

Lesson 8 – Quality Control for Managers



Skills and Opportunities

5 min - Take the self-assessment

1 min - Personally reflect on your strengths and opportunities

Leading Quality Improvement:
Essentials for Managers Self-
Assessment



The 7 drivers below comprise essential skills for managers to lead with a focus on quality and team engagement.

Rate your agreement with the statements from 1: never, 2: rarely, 3: often, 4: always.

Exploring "What Matters"	1	2	3	4
Regularly invites input from each team member				
Uses both quantitative and qualitative data to understand people's experiences				
Actively engages and listens to people who know the work/area best				
Meaningfully incorporates patients, families, and community members in improvement efforts				
Applying Systems Thinking to Process and Culture	1	2	3	4
Routinely questions the status quo and seeks opportunities for improvement				
Recognizes that the success or failure of individuals depends upon surrounding systems				
Allows others to be vulnerable, creating an environment in which it is safe to speak up				
Uses improvement tools effectively to visualize and better understand complex systems				
Fostering Collective Learning and Teamwork	1	2	3	4
Fosters open dialogue, including admitting mistakes honestly				
Engages others in the identification and solution of problems				
Builds healthy interpersonal relationships				
Welcomes diversity in experience, understanding, and background				
Building a Shared Sense of Purpose	1	2	3	4
Aligns improvement activities with organizational goals				
Builds agreement and consensus across teams and departments				
Pushes teams to standardize processes and procedures				
Uses stories to inspire action				
Quality Planning	1	2	3	4
Supports changes with meaningful data				
Actively participates in org. quality planning processes				
Strategically prioritizes areas of focus for improvement efforts				
Engages staff in quality planning activities				
Quality Improvement				
Articulates aims for improvement initiatives				
Knows what to measure and how to measure it				
Starts with small tests of change before ramping up				
Supports others in building improvement skills				
Quality Control	1	2	3	4
Pushes teams to standardize processes and procedures				
Tracks key systems performance metrics in a visible location				
Uses tools to find and understand special cause variation				
Supports others in understanding methods for surfacing and addressing problems				

Self-Assessment

Leading Quality Improvement: Essentials for Managers Self- Assessment





Program Format & Expectations

Blended Learning

8 live virtual sessions

8 self-directed lessons in between live sessions

Time Commitment

Approx 1 hour per week across the 16 weeks of the program.



Program Schedule

Live Virtual Sessions
10:00 AM – 11:00 AM ET

Session	Date	Session Topic
Session 1	March 19, 2025	Introduction to Whole System Quality
Session 2	April 2, 2025	Applying Systems Thinking to Process and Culture
Session 3	April 16, 2025	Quality Improvement for Managers
Session 4	April 30, 2025	Exploring "What Matters": A Vision for Quality
Session 5	May 14, 2025	Tools and Techniques to Foster Collective Learning and Teamwork
Session 6	May 28, 2025	Quality Planning for Managers
Session 7	June 11, 2025	Shared Sense of Purpose: Turning Quality Goals into Action and Results
Session 8	June 25, 2025	Quality Control for Managers



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 healthcare team.

This program is approved to provide 16 credits for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.



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INTERPROFESSIONAL CONTINUING EDUCATION



Registration Rates



Regular rate:
\$995 per person



Groups of 3 or more:
\$846 per person
[Register a group](#)

IHI is pleased to offer a limited number of 25% and 100% scholarships to assist with program registration costs.



Please provide feedback!

<https://forms.office.com/r/5eDVuHv9g4>

Leading Quality Improvement: Essentials for Managers Informational Call

