



## Leading Quality Improvement: Essential for Managers

This program consists of 8 live online sessions, each at 10:00–11:00 AM 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
Session 1	September 12, 2024	Introduction to Whole System Quality
Session 2	September 26, 2024	Applying Systems Thinking to Process and Culture
Session 3	October 10, 2024	Quality Improvement for Managers
Session 4	October 24, 2024	Exploring "What Matters": A Vision for Quality
Session 5	November 7, 2024	Tools and Techniques to Foster Collective Learning and Teamwork
Session 6	November 21, 2024	Quality Planning for Managers
Session 7	December 5, 2024	Shared Sense of Purpose: Turning Quality Goals into Action and Results
Session 8	December 19, 2024	Quality Control for Managers