

Leading Quality Improvement: Essentials for Managers

Online Course with Coaching High-Level Agenda

March -June 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 eight self-directed and eight live sessions. All content will be available for six weeks following the conclusion of the program.

**Mark your calendar for these live events!*

Module 1: Introduction to Whole System Quality

Self-directed session: March 3 –19, 2025

Live virtual session*: March 19, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Objectives

- Define Whole System Quality and the leadership principles required to support it.
- Describe three interrelated components – quality planning, quality improvement, and quality control – that inform a holistic Whole System Quality approach.
- List activities health care leaders can undertake to build a foundation for Whole System Quality.

Module 2: Applying Systems Thinking to Process and Culture

Self-directed session: March 19 – April 2, 2025

Live virtual session*: April 2, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Objectives

- Explain how to be a systems thinker and how this relates to process and culture.
- Describe how to draw a flow chart to help visualize and explore systems and processes.
- Compare the culture in your local area of work to recommendations for a culture of safety.

Module 3: Quality Improvement for Managers

Self-directed session: April 2 – 16, 2025

Live virtual session*: April 16, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Objectives

- Explain the utility of improvement science for health care managers.
- Apply the Model for Improvement to set an aim, establish measures, identify changes, and plan tests of change.
- Describe how to use a run chart to analyze data over time.

Module 4: Exploring "What Matters": A Vision for Quality

Self-directed session: April 16 – April 30, 2025

Live virtual session*: April 30, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Objectives

- Describe the importance of qualitative data.
- Apply strategies to assist in learning about and understanding what really matters to patients and support networks, the local community, and the health care force.

Module 5: Tools and Techniques to Foster Collective Learning and Teamwork

Self-directed session: April 30 – May 14, 2025

Live virtual session*: May 14, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Objectives

- Apply quality improvement tools to understand the root causes of problems.
- Describe strategies to facilitate effective teamwork and communication.

Module 6: Quality Planning for Managers

Self-directed session: May 14 –28, 2025

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

Objectives

- Describe the roles needed for effective quality planning.
- Develop a quality planning event.

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

Self-directed session: May 28 – June 11, 2025

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

Objectives

- Explain the importance of aligning strategic goals across all levels of the organization.
- Apply storytelling to build a shared sense of purpose.

Module 8: Quality Control for Managers

Self-directed session: June 11 – 25, 2025

Live virtual session*: June 25, 2025; 10:00–11:00 AM ET | 3:00–4:00 PM GMT

Objectives

- Describe the basic theory and principles of quality control.
- Apply tools to find and understand special cause variation.

Faculty



Marianne Smith, MAS-PSHQ, BSN, RN, CPPS, is a Project Director at the Institute for Healthcare Improvement (IHI). She joined IHI in 2023 with over 25 years of healthcare experience in emergency nursing, patient experience, and patient safety. She is dedicated to integrating the tenets of high reliability and human factors engineering in her work to transform & ensure safe, high quality, and equitable care in diverse environments. Marianne worked extensively as a travel RN across the US, relocating to Australia as an advanced practice & trauma RN in the Sydney Southwest Area Health System. Returning to the US, she devoted nearly a decade to UW Medicine Valley Medical Center in Seattle, where she led improvement initiatives in patient experience, developed novel processes to manage COVID assessment & tracking, and managed operations for the organization's TeamSTEPPS program, in addition to facilitating root cause analyses & improvement projects to address serious patient safety events. In addition to her Certified Professional in Patient Safety credential, Marianne received her BSN from the University of Michigan School of Nursing and her MAS in Patient Safety and Healthcare Quality from Johns Hopkins Bloomberg School of Public Health.



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. Jesse also has extensive experience in coaching organizations to engage clinical staff to reduce burnout and foster joy in work. Jesse 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.