

# Leading Quality Improvement: Essentials for Managers

## IHI Online Course with Coaching



As the bridge between senior leadership and the front lines, it is the job of managers to turn high-level objectives into action at the department or unit level.

The [Institute for Healthcare Improvement's \(IHI's\) Leading Quality Improvement: Essentials for Managers](#) begins by guiding experienced managers through assessing their own leadership and work styles. It continues by building quality planning skills to identify, align, and prioritize improvement opportunities within a unit or care team through leveraging both qualitative and quantitative data. Participants will also learn basic quality improvement and quality control tools and methods, as well as strategies to engage front-line staff in each of these phases of the improvement journey.

### Who Should Attend:

This program is for anyone who has direct reports and/or manages an organization's strategic goals at the microsystem or unit level, including:

- Nurses
- Physicians
- Directors
- Managers (Especially Risk, Quality, and/or Safety Managers)
- Supervisors
- Department heads
- Health care administrators

Participants from any discipline — including leaders who work in health care and clinical settings, academia, industry, health care insurance, and other settings — are welcome to participate. This program is also particularly beneficial for those transitioning or desiring to transition from a clinical to a leadership role.

**"The main thing I've learned from the course is how to make an accurate diagnosis in the system and how to choose an area to start the improvement journey... Every step of the course was important because we were building a house block by block."**

– Armand Njimafo Tiam, General Practitioner, Mboppi Baptist Hospital

### Learning Goals:

After completing this 16-week 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



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