

# Leading Quality Improvement: Essentials for Managers

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# Program Faculty & Staff

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Project Director



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# Improving Care Improving Lives with You

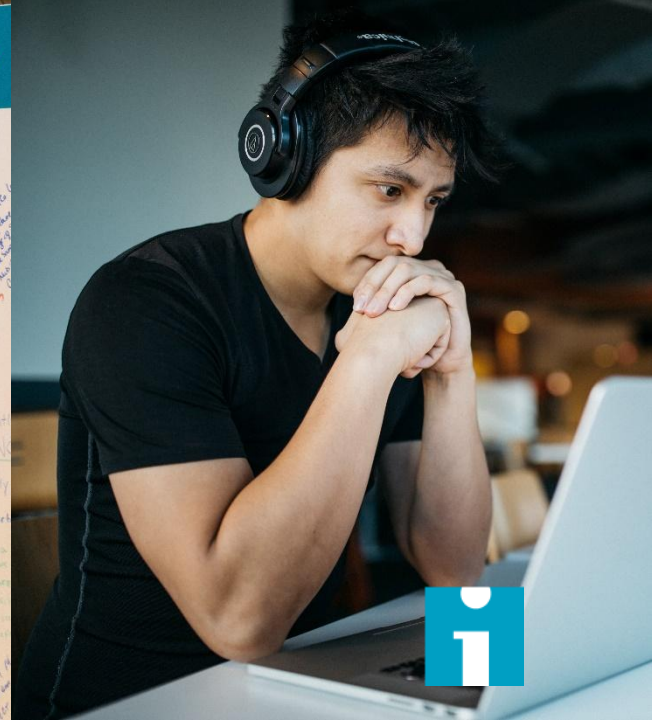
# Since 1991

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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.

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We build improvement capability by providing people with methods and tools to make care better.



# Our Mission

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To improve health  
and health care  
worldwide

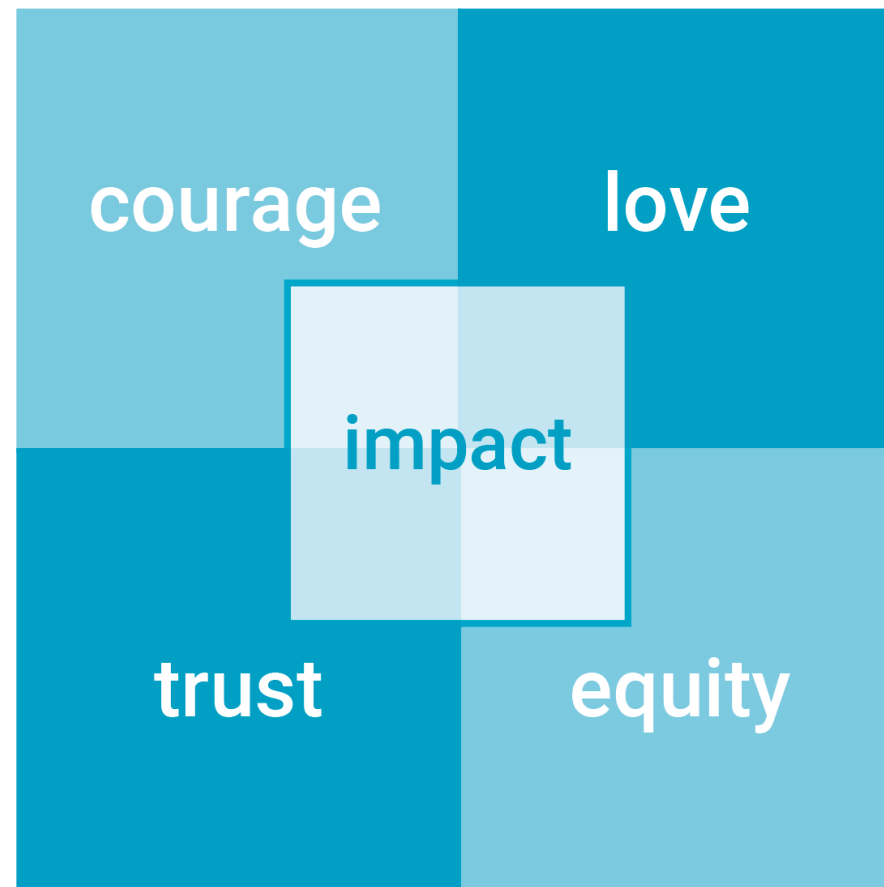
# Our Vision

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Everyone has  
the best care and  
health possible

# Our Values

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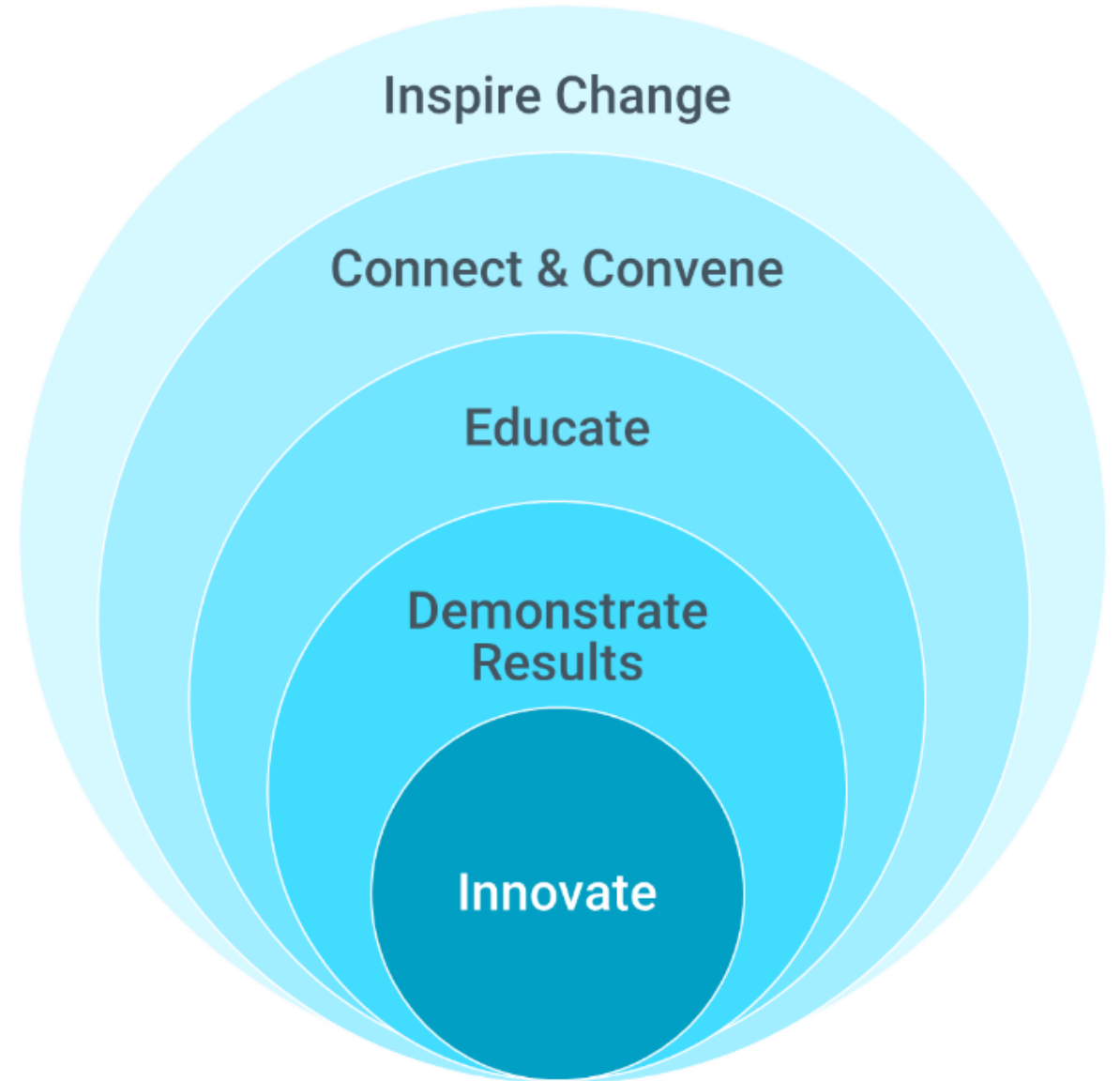


# How IHI Works

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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.





Institute *for*  
Healthcare  
Improvement

# Overview of Leading Quality Improvement: Essentials for Managers

# What You Will Gain from the Program

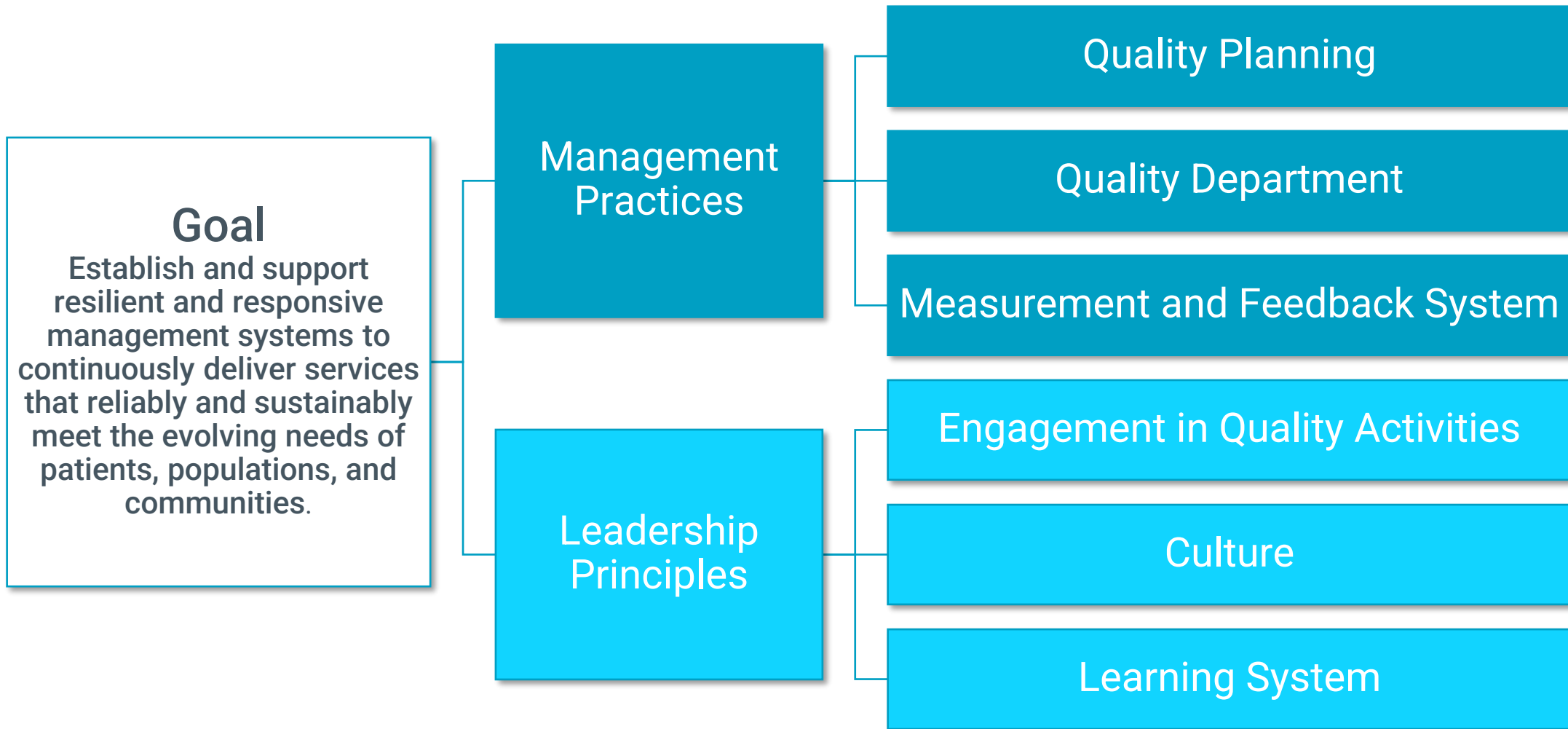
After completing this online course, you will be able to:

- 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

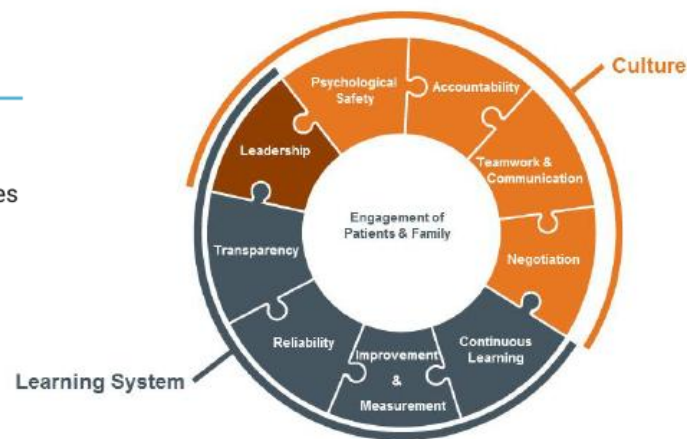
Pursue an integrated set of activities that support an infrastructure for learning across the organization to ensure alignment of quality efforts



## Leadership Principles

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

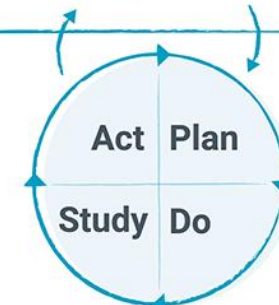
Figure 1. Framework for Safe, Reliable, and Effective Care



What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?



Source: Adapted from The Improvement Guide (2009)



# LQI Lessons

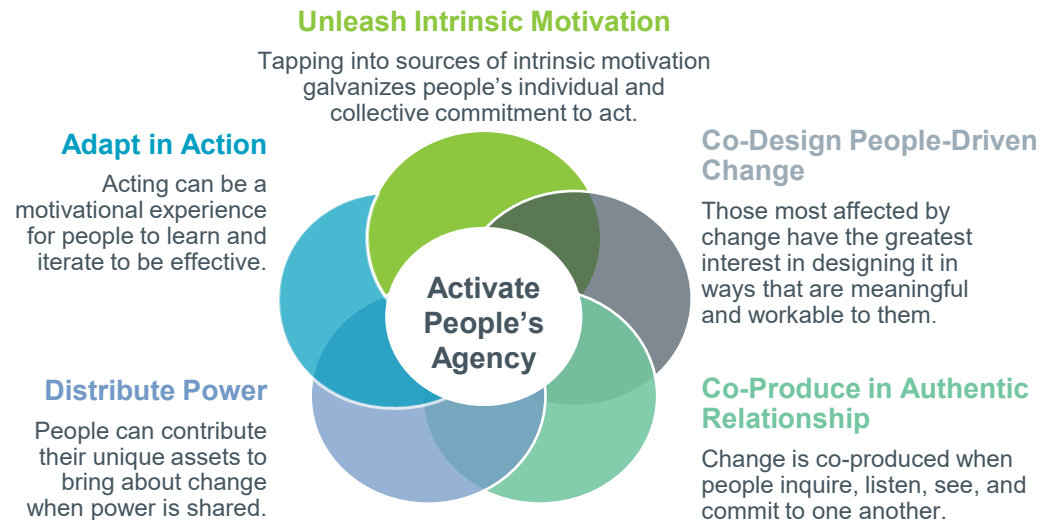
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Lesson 5 – Tools and Techniques to Foster Collective Learning and Teamwork

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

Scan the QR code, or visit the link in Chat to complete the assessment.

## Leading Quality Improvement: Essentials for Managers Self- Assessment



# Program Format & Expectations

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## 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

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## Live Virtual Sessions 11:00 AM – 12:00 PM ET

Session	Date	Session Topic
Session 1	September 11, 2025	Introduction to Whole System Quality
Session 2	September 25, 2025	Applying Systems Thinking to Process and Culture
Session 3	October 9, 2025	Quality Improvement for Managers
Session 4	October 23, 2025	Exploring "What Matters": A Vision for Quality
Session 5	November 6, 2025	Tools and Techniques to Foster Collective Learning and Teamwork
Session 6	November 20, 2025	Quality Planning for Managers
Session 7	December 4, 2025	Shared Sense of Purpose: Turning Quality Goals into Action and Results
Session 8	December 18, 2025	Quality Control for Managers



# Continuing Education Credits

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*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.



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION



# Registration Rates

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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.





**Your voice matters!**  
**Help IHI continuously**  
**improve here:**

<https://forms.office.com/r/r198kYG3u8>

# Leading Quality Improvement: Essentials for Managers Informational Call

