Institute for Healthcare Improvement

IHI Open School User Guide

for Students Accessing the Free Curriculum

ihi.org

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How to Cite This Document: *IHI Open School User Guide for Students Accessing the Free Curriculum.* Boston: Institute for Healthcare Improvement; February 2024. (Available at ihi.org/OpenSchool)

Institute for Healthcare Improvement

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IHI Open School: Getting Started

User Account Creation

Getting Started: IHI Open School Free Curriculum for Students

Qualifying students who would like access to the IHI Open School free curriculum must register by creating an IHI User Account. NOTE: All courses are labeled as “Student Version” in their respective course titles.

What is included in the IHI Open School free limited-access curriculum for students?

The IHI Open School free curriculum for students includes 13-courses for the IHI Open School Basic Certificate:

- Quality Improvement (QI 101-105)
- Patient Safety (PS 101-105)
- Triple Aim (TA 101)
- Person- and Family-Centered Care (PFC 101)
- Leadership (L 101)

These newly updated courses provide students with a certificate of completion for each individual course and one certificate of completion for the entire 13-course curriculum. Certificates of completion for courses offered through the free curriculum are available only to acknowledge the student’s participation and endeavors in learning; transcripts for completed IHI Open School courses are not provided. Certificates of completion are not valid for continuing education credits or for claiming contact hours.

Access to additional courses beyond the 13-course IHI Open School Basic Certificate curriculum requires the purchase of an individual subscription or group subscription. These additional courses are listed in the student catalog as "Add to Cart."

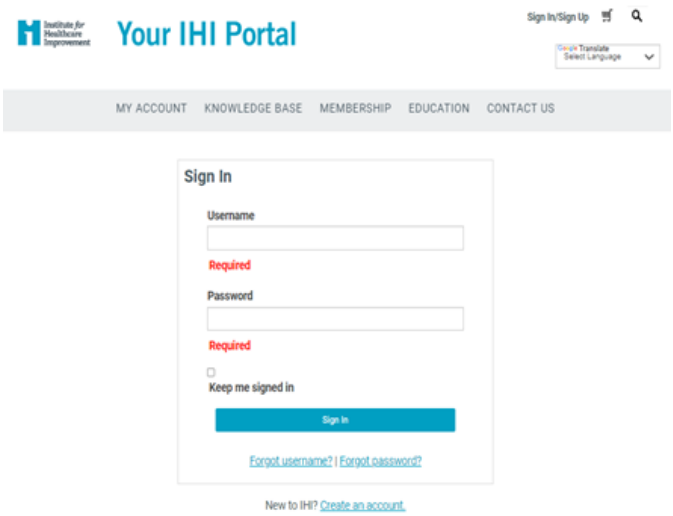
IHI does offer single course purchase options for advanced courses in the Open School for a discounted rate to students.

For more information, please visit IHI Open School on our website.

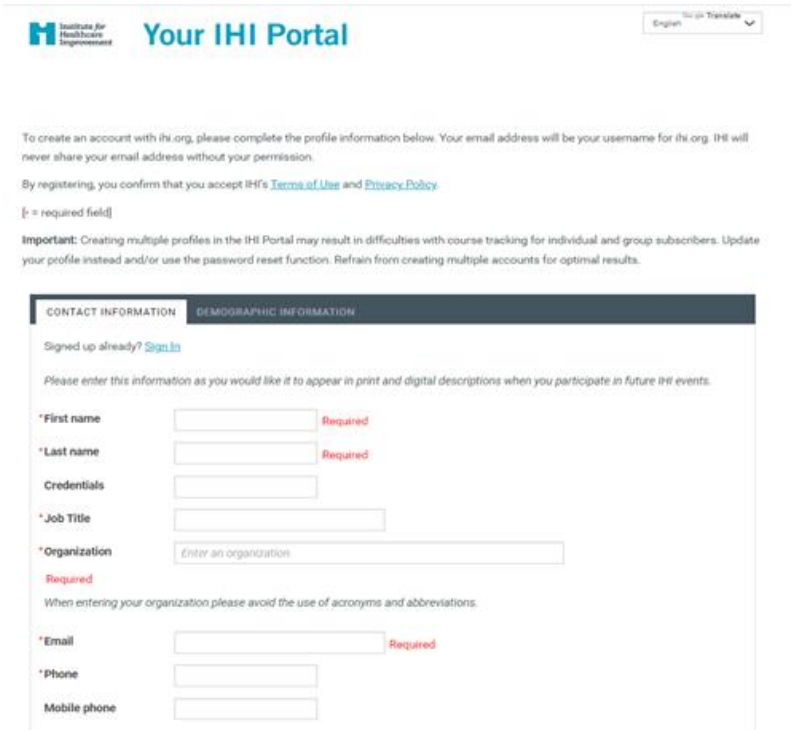
Create an IHI User Account

Students wishing to access the free curriculum to the IHI Open School must register by creating an IHI User Account. If you have an existing IHI User Account, please see the instructions below for updating your existing account.

1. Create your account at ihi.org.



2. You will then be prompted to provide an email address for your school or institution (it may be different from the email you use as your login username) and your year of graduation or end of your residency. IHI will never share your email address without your permission. [All fields with an asterisk (*) are required fields.]



3. After successfully creating your IHI User Account, the process is complete.
   Do not attempt to complete the payment form or it will generate an invoice for payment on your account.

Important Notices

Account creation: Please choose a username/email that you will remember.

IHI cannot update a username once one has been assigned. Users are required to update their own profiles and/or use the password reset function. Refrain from creating multiple accounts for optimal results. Multiple profiles in the My IHI portal may result in difficulties with course tracking for individual and group subscribers and problems with individual user's profiles.

Your IHI Open School curriculum will be available in 24 hours.

After that time, please proceed directly to the Education Platform login to access your courses.

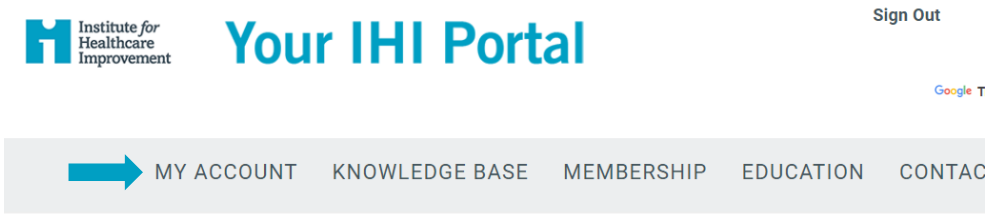
By creating an IHI User Account, you confirm that you accept IHI's Terms of Use and Privacy Policy.

Your contact information will be used for enrollments in IHI programs and other interactions with IHI. If you use certain features of ihi.org, IHI may make some of your personal contact information publicly available. (See Terms of Use for details.)

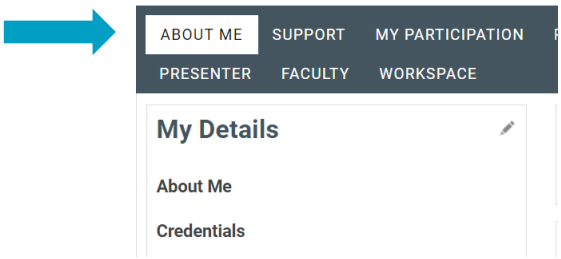
Update an Existing IHI User Account

Valid students with an existing IHI User Account must update their account to access the IHI Open School courses that are freely available to students.

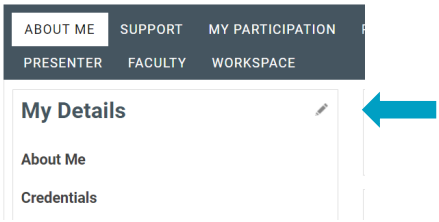
1. Go to My Account.



2. On the "About Me" tab, update the Students and Residents section by clicking on the pencil icon.



3. Under "My Details" click the pencil icon to edit, then update "Primary Role" by selecting "Student" from the drop-down list and click "Save."



4. After updating your account, **log out and then log in again.**
5. Access your IHI Open School courses on the IHI Education Platform.

IHI Open School: Begin Your Learning

Access Courses on the Education Platform

Access IHI Open School Courses

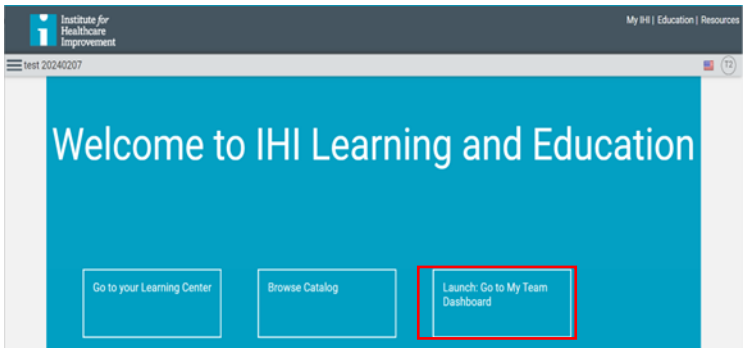
The IHI Open School free curriculum for qualifying students and residents includes the 13-course curriculum for the IHI Open School Basic Certificate: Quality Improvement (QI 101-105), Patient Safety (PS 101-105), Triple Aim (TA 101), Person- and Family-Centered Care (PFC 101), and Leadership (L 101).

Access to additional courses beyond the 13-course IHI Open School Basic Certificate curriculum requires the purchase of an individual subscription or group subscription. These additional courses are listed in the student catalog as "Add to Cart."

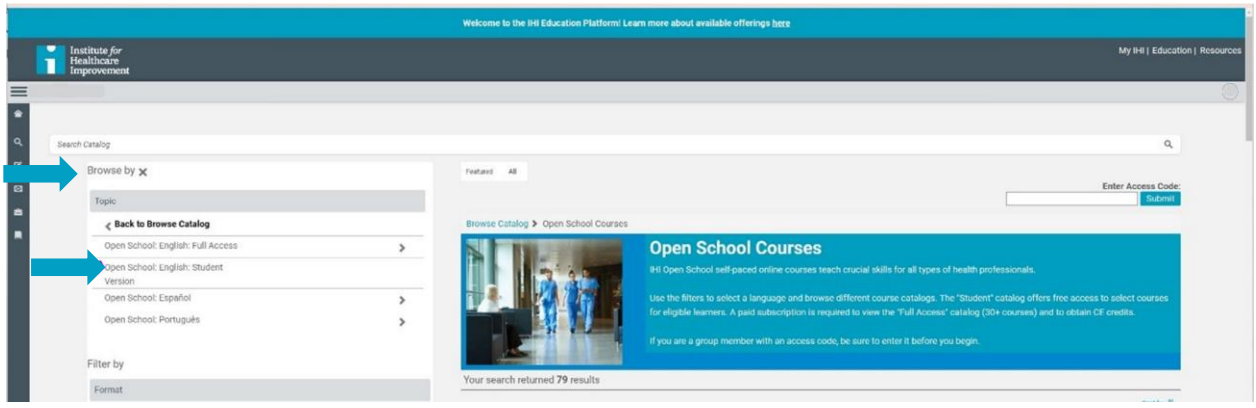
For more information, please visit IHI Open School on our website.

How to Use the Education Platform

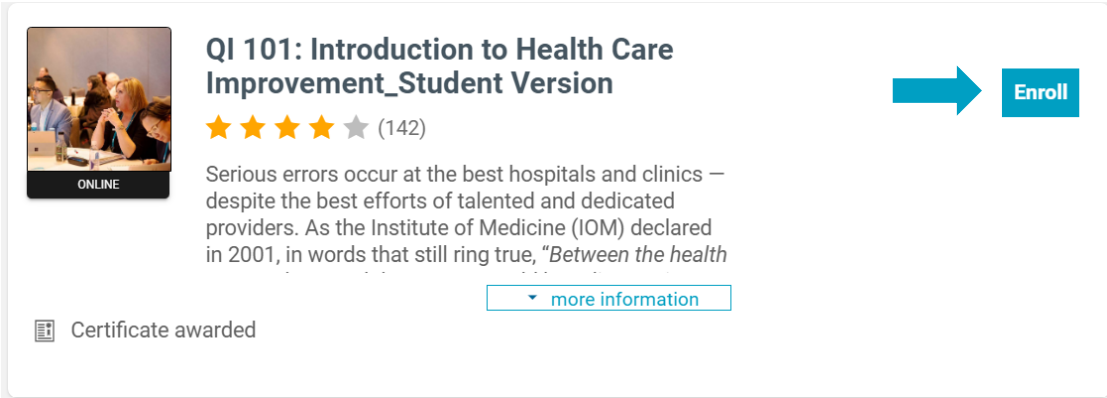
1. Go to the IHI Education Platform and log in.
2. Once you are logged in, select “Browse Catalog.”



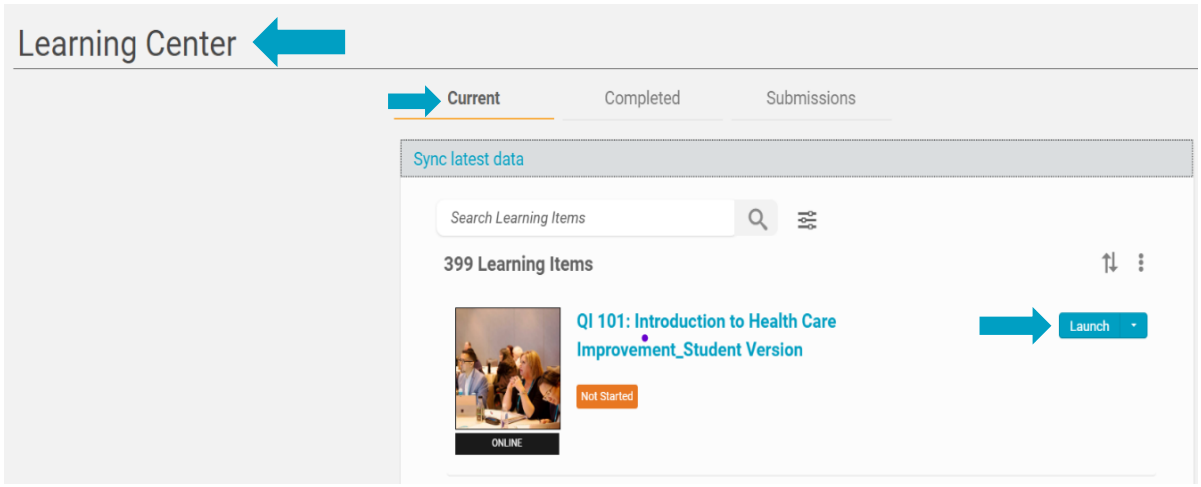
3. Use the “Browse by” section to filter the options by the category to locate “Open School: English: Student Version.”



4. Click on the “Enroll” button to enroll in the course.

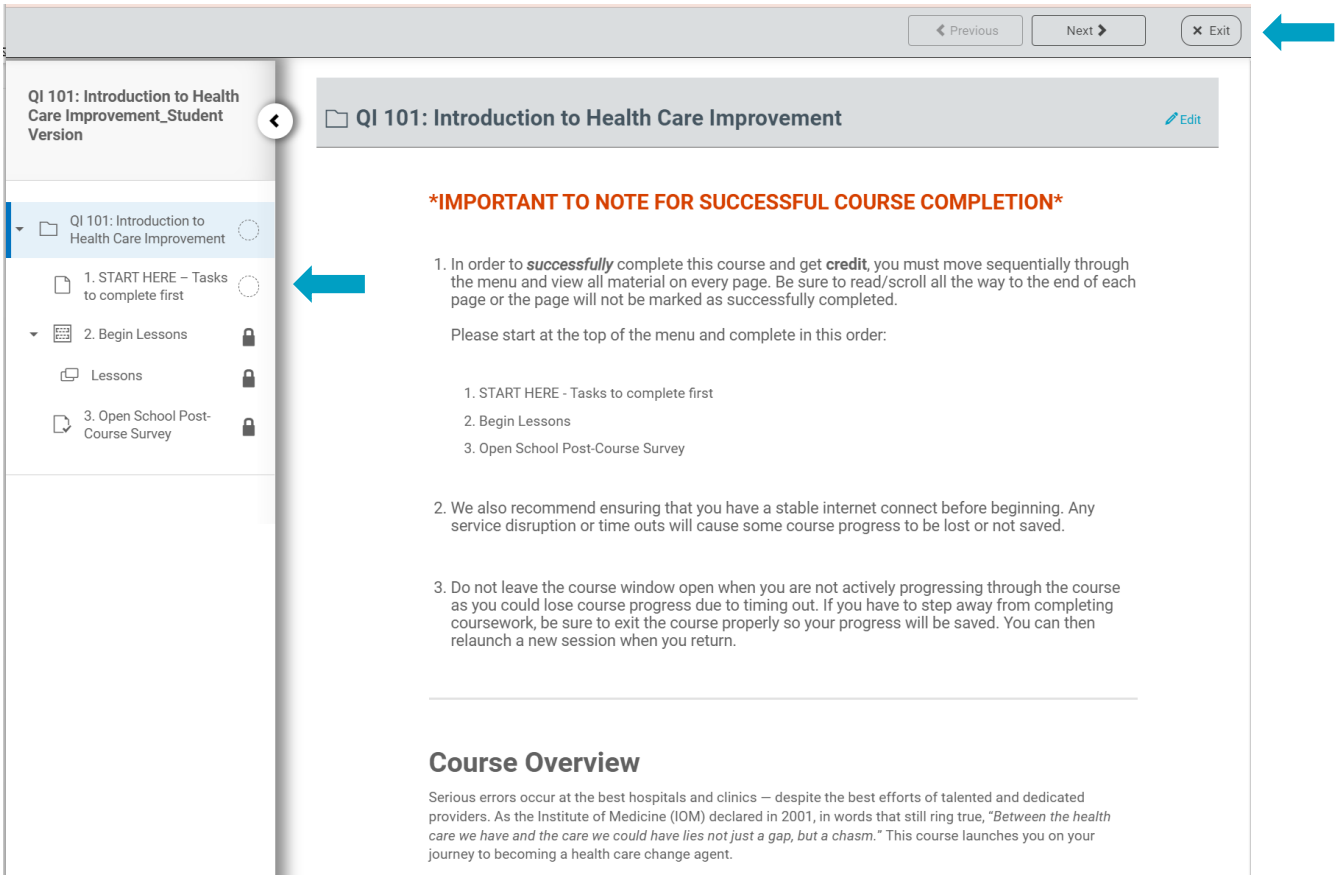


5. After enrolling in a course, return to your Learning Center and click “Launch” to begin the course.



Begin Taking Online Courses

- Use the “START HERE” section (in the left pane) at the beginning of each lesson for information and directions for the new features.
- The prompts for course activities are new, opening in dynamic pop-up windows. *Important: You will need to disable your browser’s pop-up blocker to view the prompts for course activities.*
- To leave the course, the “Exit” button is located at the top right of the browser window.



IHI Open School: Tips and Important Information

Tips

Update Contact Information

Go to the “About Me” section of the My IHI portal to update your contact email and other personal information.

- Log in to My IHI.
- Click on the pencil icon in the “My Details” box to edit your information.

*Please note that this will only update the email address in your contact information, not the username for your IHI User Account. Once a username has been assigned it cannot be updated, so please be sure to create a username that you will remember. If you decide to create a new account, we will not be able to merge multiple accounts together.

Find Certificates of Completion

Certificates of completion are not valid for continuing education credits or for claiming contact hours. By “Claiming Credits” you are only acknowledging completion and participation in IHI Open School course(s).

Before you can download and save or print your certificates, you must first claim credits for the courses you have completed.

- Go to the IHI Education Platform and click on the “Completed” tab.
- Click on the yellow “Claim Credits” button and select the credits that pertain to you and your field of study.
- After credits have been claimed, you can find your certificate in the “Credits” tab of the My IHI portal.

For additional information, please visit the “Claiming Credits” web page.
[*Note: Use the Google Translate widget (located in upper right corner) to translate the web page content into other languages.]

Open and Save/Print a Certificate of Completion

Certificates of completion are not valid for continuing education credits or for claiming contact hours. By “Claiming Credits” you are only acknowledging completion and participation in IHI Open School course(s).

- After credits have been claimed, you can find your certificate in the "Credits" tab of the My IHI portal.
- Click on the credit type to open a certificate, then click on the red Adobe icon in the top left corner of the certificate to open and save or print it.

For additional information, please visit the “Claiming Credits” web page.

Claim the Certificate of Completion for the Required 13 Courses

Certificates of completion are not valid for continuing education credits or for claiming contact hours. Certificates of completion for the free IHI Open School Student Version courses are only to acknowledge the student's participation and endeavors in learning; we do not provide transcripts for completed IHI Open School courses.

- Navigate to the "Completed" tab of your Learning Center on the IHI Education Platform.
- After completing all 13 courses: In the "Completed" tab, a 14th item will appear titled "Open School Basic Certificate English." Scroll until you find this item and click the "Claim Credits" button.
    - Note: The Basic Certificate may not be the first item that appears on the "Completed" tab. You may have to scroll to find it. If you do not see this item listed, please verify that you have completed all 13 courses required for the certificate (PS 101–105, QI 101–105, PFC 101, L101, TA 101).
- Check the box to select the credit type and then click "Submit." A pop-up will appear asking you to confirm your selection.
- You will return to your Learning Center.
- To find your certificate, visit the Certificate Center within the Learning Center, accessed by clicking "Print Certificates, view your course history and claimed credits in My IHI" located underneath the "Completed" tab in the Learning Center.
- Once you have navigated to the Certificate Center, scroll down until you find the "Open School Basic Certificate English."
    - Note: The name of the certificate has changed to "Open School Basic Certificate English," which is the same as "IHI Open School Basic Certificate."
- To create a printable/downloadable certificate click on "Credit Type."
- On the next screen, click the button just above your certificate to download a PDF of your certificate.

Claim Individual Certificate for Course Completion

- Navigate to the "Completed" tab of your Learning Center.
- Click on the yellow "Claim Credits" button next to the course for which you want to claim credits.
- Select the credits that pertain to you and your field of study.
- Click "Submit" and confirm by clicking "Yes."
- After credits have been claimed, you can find your certificate in the "Credits" tab of the My IHI portal.

Certificates of completion for the free IHI Open School Student Version are available on completion of each course in the 13-course Basic Certificate curriculum. **Certificates of completion are not valid for continuing education credits or for claiming contact hours.**

Certificates of completion for the free IHI Open School Student Version courses are only to acknowledge the student's participation and endeavors in learning; we do not provide transcripts for completed IHI Open School course(s).

Other Important Information

Certificate Date

The dates listed in the "Credits" tab are the dates when you enrolled in the course, not when you were awarded the certificate of completion. When you open the certificate by clicking on the credit type, you will see that the certificate is dated from the date of enrollment to the date of when the certificate was awarded. **Certificates of completion are not valid for continuing education credits or for claiming contact hours.** By "Claiming Credits" you are only acknowledging completion and participation in IHI Open School course(s).

Course Not Showing as Completed

If your course has not been marked as completed, this means there is a module or lesson that is incomplete. Please go to the "Current" section of your Learning Center and click on the name of the course. This will pull up the assignments for that course. If an assignment does not have a green check mark, click on the name of the assignment and scroll all the way up and down the page to ensure the system recognizes this page has been read in full.

The following is a sample of how to check for course completeness. This review can also be done in a private browser window for improved performance:

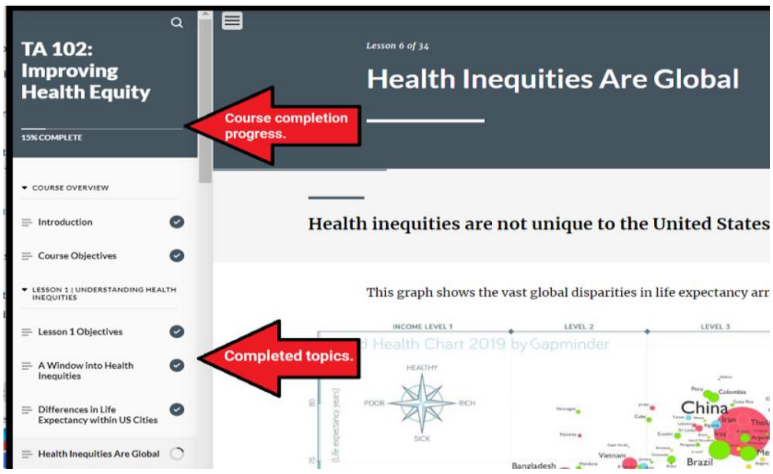
- Go to "START HERE – Tasks" to complete the first assignment.
- Select one of the lessons (Lesson 1, for example) and check the following:
    - If the IHI Open School post-course survey does not have a green check mark next to it, click on the survey to launch and complete it.
    - If the "Lessons" section has a red exclamation point, this means that there is an incomplete lesson. Click on the "Lessons" link, then on the three lines at the top left corner within your course to open the course menu. Here you will see the progress bar at the top and a list of each lesson below it. The lessons that have been completed will have a grey check mark next to them, while the ones that are incomplete will not. Click on the name of the incomplete lesson to launch and complete it.

Open School Survey Is Locked

- Before you can move onto the post-course survey, you must complete all lessons in the course.
- Go to the "Current" section of your Learning Center, click on the name of the course, and assignments for that course will be listed. If the "Lessons" section has a red exclamation point, this means that there is an incomplete lesson.

- Click on the “Lessons" link, then on the three lines at the top left corner within your course to open the course menu. Here you will see the progress bar at the top and a list of each lesson below it. The lessons that have been completed will have a grey check mark next to them, while the ones that are incomplete will not. Click on the name of the incomplete lesson to launch and complete it.

Reference Image: H. OS Survey is Locked



Pop-up Message/Pop-up Blocker

The pop-up message is no longer relevant and the IHI IT team is currently working to remove that message. Please click "OK" or “Next” button to dismiss the message. Your content should load. If the course content doesn’t load, check your pop-up blocker.

To disable your pop-up blocker:*

- Right click on the red pop-up blocker icon located on the right-side of the search bar.
- Select the option to “Always allow pop-ups.”
- Select “Done.”

*These instructions are available in the “START HERE” section of each course.

More detailed instructions for specific browsers are available at the following links:

- Chrome: Block or allow pop-ups in Chrome - Computer - Google Chrome Help
- Firefox: How do I disable a Pop-up blocker? | Firefox Support Forum | Mozilla Support
- Safari: Block pop-up ads and windows in Safari - Apple Support

Course Default Display Size

The course display’s default size cannot be enlarged. You can do one of two things to expand the viewable browser window area for the course:

- Click the hamburger icon to close the course progress menu.
- Click the white arrow on the left to close the left menu bar.

Unable to Access Courses/Courses Not Loading

You may need to verify whether your Internet browser is set to load the courses.

- Log in to the IHI Education Platform.
- Click the circular “Profiles and Settings” icon in the upper right (i.e., the circle containing the initials of your name) and then select “Settings.”
- Click on “Is My Browser Supported?” This window will then display whether your settings are supported. If they are not supported, please update your settings, and then access the site again.

Resources

- IHI Open School
- IHI Open School Frequently Asked Questions
- IHI Knowledge Base
- IHI Open School Continuing Education Credits