

Hospital Flow Professional Development Program

October 17-19, 2021; October 26-28, 2021 · Virtual

The IHI Hospital Flow Program is specifically designed for leadership teams that are accountable for system-wide flow improvement*. We recommend that participants from your flow leadership team co-locate during the IHI Flow Program (either in-person or via a virtual platform within your organization).

In-Person Recommendations

- Project virtual program on a large screen
- Participants to individually log in on a personal laptop to actively engage with faculty and other participants using the chat function (read entries, add comments during program sessions, and ask/answer questions)

Breakout Sessions

There are times your team will benefit by distributing your team members to concurrent breakout sessions. Individuals can join a breakout session using their personal laptop. Pre-planning will help your team to actively participate in all content-specific breakout sessions.

Storyboard Rounds

Each organization should provide a designee to lead an overview of your storyboard. Your team will benefit by distributing team members to each of the storyboard presentations. This approach will maximize learning from all organizations participating in the IHI Flow Program.

Team Huddles at End of Each Day

We recommend you convene as a team at the end of each day to reflect on learning throughout the sessions and begin your plans for improvement. These reflections will help teams be prepared to develop an Action Plan during the final session ("Putting It All Together") of the IHI Flow Program at the end of day six.

"Putting it all Together" Session on Day 6

For this session, it is especially important for all participants from your organization convene as a team (either in-person or virtually), so that you can share learning, discuss priorities, and create Action Plans. During this session, there will also be a program-wide breakout where you will interact with other organizations. All participants should still log in individually to be able to participate in the breakout.

* It is recommended that this team include key C-Suite executives, clinical leaders for surgery, medicine and nursing; heads of major departments; staffing and resourcing leaders; data and operations analysts; and quality improvement specialists.