



Institute *for*
Healthcare
Improvement

Improvement Advisor Professional Development Program

Questions

What questions do you have about the IHI IA Program that you are hoping to have answered today? Please put them in the chat and we will try to get through as many as we can on today's call!



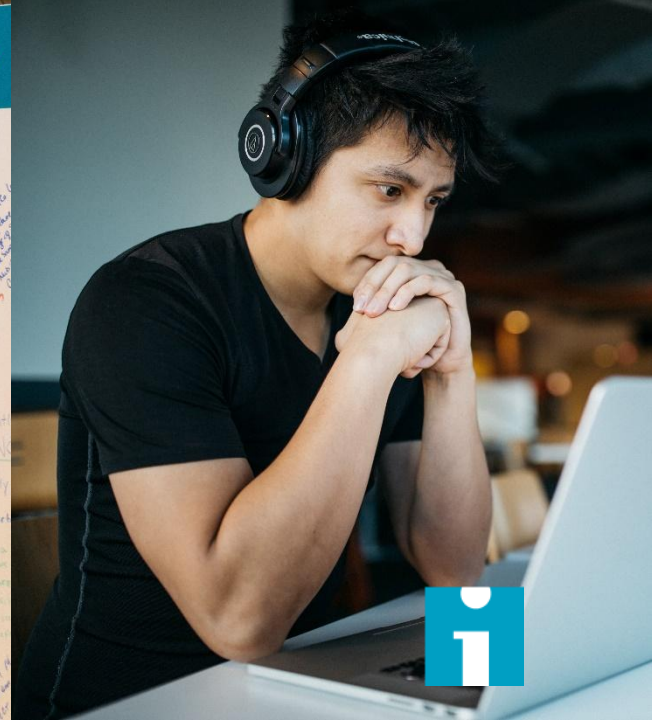
Let's improve health and health care together



Since 1991

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.

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



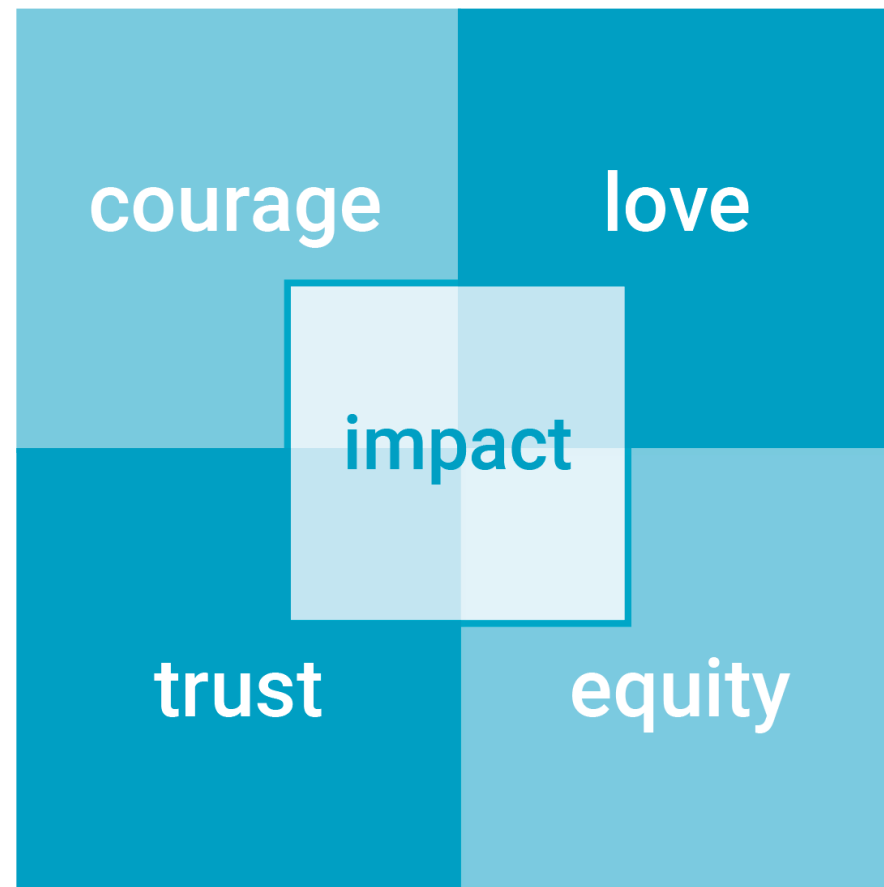
Our Mission

To improve health
and health care
worldwide

Our Vision

Everyone has
the best care and
health possible

Our Values



IHI Exists to Fill the Quality Gap!

“Between the health care we have and the care we could have lies not just a gap, but a chasm.”

- Institute of Medicine, Crossing the Quality Chasm, 2001

- Applying reliably the best-known science.
- Developing efficiencies with our precious resources.
- Reducing and eliminating patient harm.



Recognizing that mistakes are more the result of bad systems and processes, not bad people.

"Every system is perfectly designed to get the results it gets."

We need to fundamentally change how work gets done at the system level.



Purpose of the IA Professional Development Program



Develop healthcare Improvement Advisors (IAs) to be effective facilitators of the improvement strategies within their organizations.

Objectives

- To develop individuals in healthcare organizations to be competent Improvement Advisors in their organizations; and
- To have a successful outcome on the IA's selected improvement project.



A Participant's Experience

Emma Sandhu, MSN, RN, CPPS

VP Chief Quality and Patient Safety Officer

Children's Hospital of Orange County



A Participant's Experience!

“The [IA] programme has been a genuinely life-changing experience for me. Learning to apply the Model for Improvement to an important project in our hospital has led to unprecedented improvement in the quality of care, length of stay, and experience for our spinal surgery patients. The quality of teaching, range of topics covered, and educational techniques were the best I have encountered in 25 years as a doctor.”

Michael Walburn, MBChB, Consultant Anesthetist, Taunton & Somerset NHS Foundation Trust, England



Wave 86 Faculty and Staff



Dave Williams
Lead Faculty



Jane Taylor
Workshop 1



**Rebecca
Steinfeld**
Program Director
Faculty, WS2



Lloyd Provost
Faculty, WS3



Elena Origlio
Senior Program Manager



Who Attends?

Health care professionals who are currently regarded as leaders of improvement efforts within the organization and who want to deepen their knowledge and enhance their effectiveness in this role should attend this program.

- Director or Vice President of Quality Improvement
- Quality Coach/Facilitator
- Chief Quality Officer
- Quality Improvement Specialist
- Clinicians



Traditional “Training” versus the IA Approach to Professional Development

Traditional Training

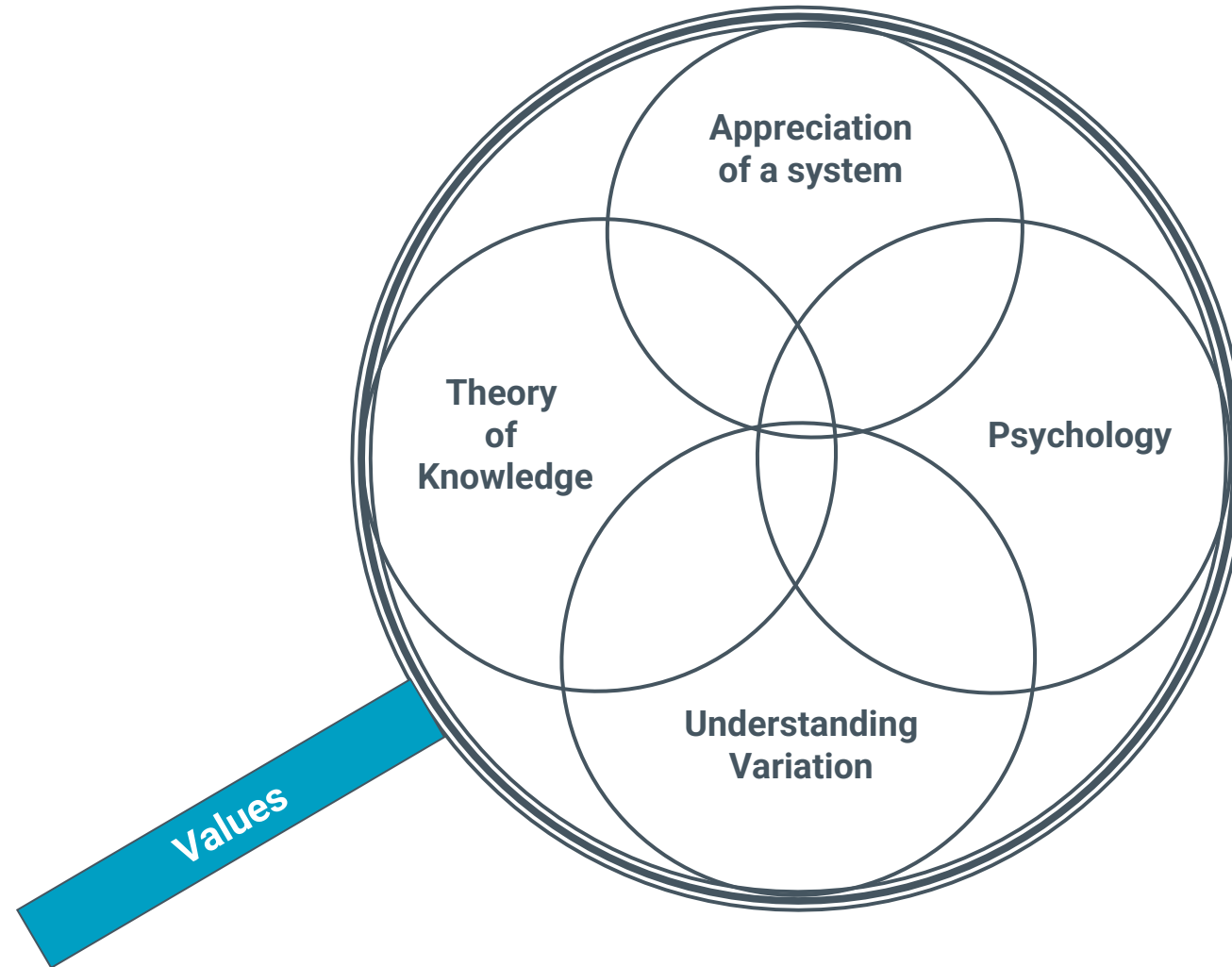
- Case Studies
 - Predictable Solution leads to a defined set of tools & methods
 - Learn by example; practice with case studies. Known outcomes.
 - Answers are available
- Passive Learning
- Lecture book, or listing of presentation slides
- Subject/Instructor Focus
- Understanding topics

IA Workshops

- **A Real Project**
 - Project influences which tools and methods will be emphasized
 - **Theory Based Approach**; Outcomes are unknown
 - Unknown Solutions
 - Learn by doing and reflecting on assumptions
 - "Make the road by walking"
- **Active Learning**
- **Reference Materials**
- **Adult Learning Focus**
- **Learning to Consult; learning to give feedback; learning to inquire**
- **Equity focus**

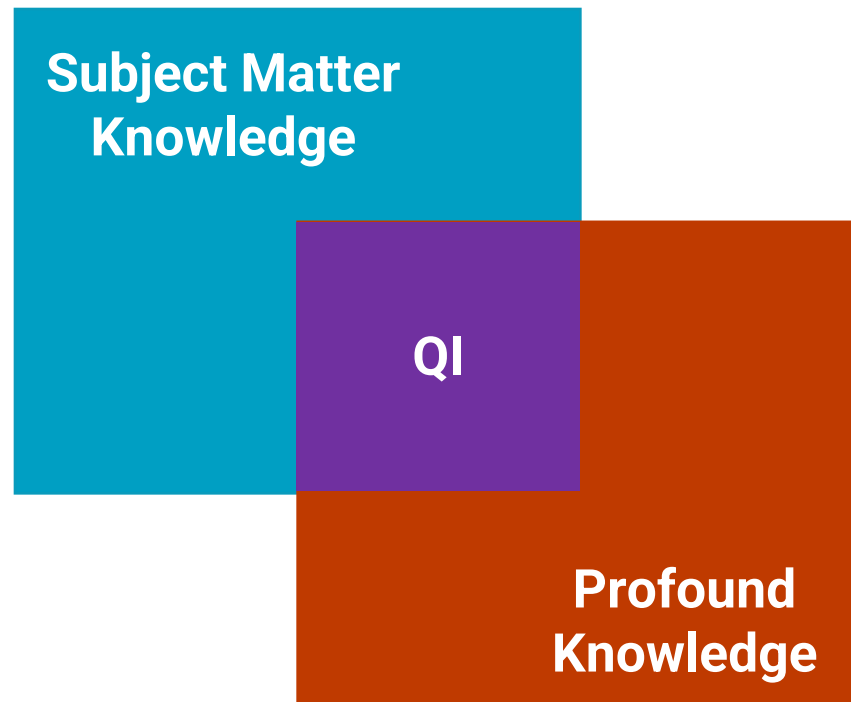


Deming's System of Profound Knowledge: The Science of Improvement



Knowledge for Improvement

Improvement: Learn to combine subject matter knowledge and profound knowledge in creative ways to develop effective changes for improvement.



Model for Improvement

When you
combine
the 3
questions
with the...

Aim	Measures	Changes
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)

PDSA cycle,
you get...

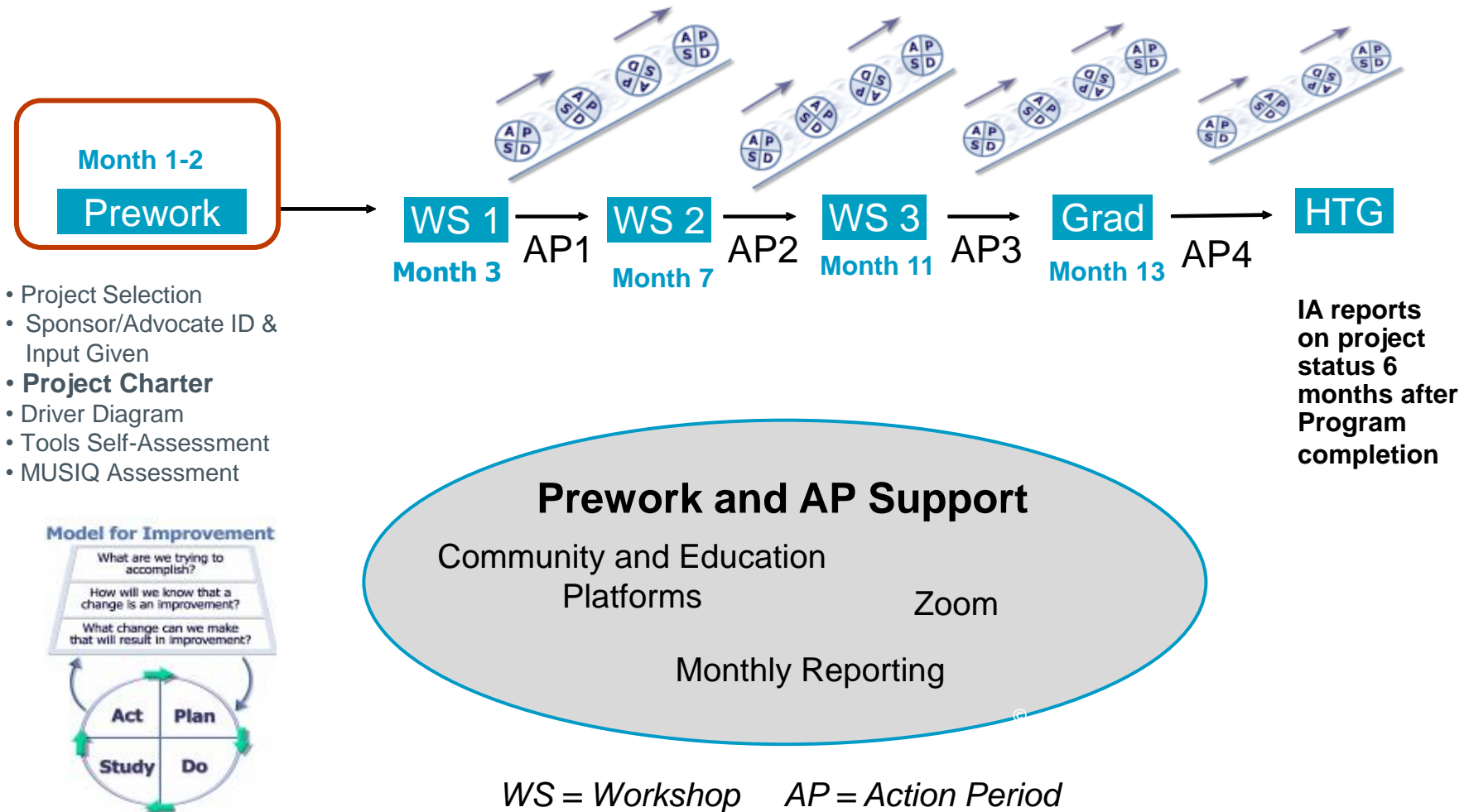
...the Model
for
Improvement.



Program Design and Timeline

18

18 Months - (12 months for the Program + “Holding the Gains” 6 months later)



Technical Requirements

Participants should be proficient with Excel.

- Strong Excel skills will be critical as you move into the second and third workshops, where we will be spending a lot of time working with and thinking about data.



Minimum Excel Skills for IA the Program

Entering data

Using basic formula (e.g. summing, average, median, minimum, maximum, count)

Copy, cut and paste cells

Inserting/deleting cells/rows

Formatting cells (e.g. numbers, dates, etc.)

Sorting data

Transposing data

Pivot tables

Producing charts (e.g., line charts, histograms, and scatterplots)

Annotating on graphs (e.g. text box)

Printing spreadsheets/charts



Virtual Calls

- ❖ Virtual sessions are hosted on Zoom and will run for 1.5 hours.
- ❖ We expect you attend all sessions.
- ❖ However, for the occasional conflict, all sessions are recorded.



In-Person Workshops

- ❖ All three in-person workshops will be held in Boston.
- ❖ Workshops run for 4 days from 8:30 AM – 5:30 PM each day.
- ❖ Breakfast and lunch are provided.
- ❖ Attendance is required for in-person workshops



Logistics

- Enrollment Fee**

- Regular Rate: \$16,400 per participant
- Group Rate: \$13,940 per participant (15 % discount for 3 or more registrants)

- GSA Pricing**

- Special rates available for U.S. government employees (see [GSA schedule](#))

- Scholarships**

- Limited funds to offset enrollment costs only (does not cover travel, lodging, meals)
- 1 50% off Needs Based Scholarship
- 1 25% off Needs Based Scholarship
- Applications due by July 27, 2025

- Payment & Cancellation**

- Full payment due 60 days before program start
- Full refund if cancelled \geq 45 days before start; 50 % refund if visa delays attendance ([ihi.org](#))





**We hope you can
join us on our
journey!**

For more information contact:

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