

Improvement Coach Professional Development Program

August – November 2024

Program Aim: Further develop your improvement knowledge and skill so you can coach and facilitate improvement teams, as well as support the implementation of improvement strategies throughout your organization or community.

This program consists of **13** live online sessions, each at **10:00 AM–1:00 PM ET** and self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than one hour to complete.

To receive credit for completing your IHI program and, if applicable, become eligible for continuing education credit, you must:

- Attend and participate in live online sessions.
- Complete any required self-paced learning activities.
- Complete any required coursework, such as online submissions or presentations.
- Submit the post-program evaluation survey within 30 days of the program end date.

Session	Date	Session Topic(s)
Session 1	August 29 2024	<ul style="list-style-type: none"> • Welcome, Introductions, & Program Overview • What is a Coach? • Building Teams (Part 1)
Session 2	September 5, 2024	<ul style="list-style-type: none"> • Building Teams (Part 2) • What is QI? • Aim Statements (Part 1)

Session 3	September 12, 2024	<ul style="list-style-type: none"> • Works in Progress Overview • Aim Statements (Part 2) • Understanding Variation • Run Charts (Part 1)
Session 4	September 19, 2024	<ul style="list-style-type: none"> • Measurement Journey • Teamwork & Communication
Session 5	September 26, 2024	<ul style="list-style-type: none"> • Change Ideas • PDSAs (Part 1)
Session 6	October 1, 2024 (TUESDAY SESSION)	<ul style="list-style-type: none"> • Driver Diagrams • Data Collection • Run Charts (Part 2)
Session 7	October 10, 2024	<ul style="list-style-type: none"> • Running Effective Team Meetings (Part 1): Facilitation • Running Effective Team Meetings (Part 2): Tools + Simulation
Session 8	October 17, 2024	<ul style="list-style-type: none"> • Creativity • Coaching to Learn
Session 9	October 24, 2024	<ul style="list-style-type: none"> • Works in Progress (Part 1) • PDSA Coaching • Qualitative Data
Session 10	October 31, 2024	<ul style="list-style-type: none"> • Works in Progress (Part 2) • Visual Displays of Data • Tools for Prioritizing Changes

Session 11	November 7, 2024	<ul style="list-style-type: none">• Running Effective Team Meetings - Facilitation Challenges• Six Thinking Hats• Coaching Practice (Part 1)
Session 12	November 14, 2024	<ul style="list-style-type: none">• Implementation & Sustainability• Control Charts• Coaching Practice (Part 2)
Session 13	November 21, 2024	<ul style="list-style-type: none">• Adoption & Spread• Recap of Tools and Topics• Journey Boards• Celebration and Next Steps