

Improvement Coach Professional Development Program

March – June 2027

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	March 4, 2027	• Welcome, Introductions, & Program Overview • What is a Coach? • Building Teams (Part 1)
Session 2	March 11, 2027	• Building Teams (Part 2) • What is QI? • Aim Statements (Part 1)

Session 3	March 18, 2027	• Understanding Variation • Run Charts (Part 1)
Session 4	March 25, 2027	• Measurement Journey • Teamwork & Communication
Session 5	April 1, 2027	• Change Ideas • PDSAs (Part 1)
Session 6	April 8, 2027	• Driver Diagrams • Data Collection • Run Charts (Part 2)
Session 7	April 15, 2027	• Running Effective Team Meetings
Session 8	May 6, 2027	• Creativity • Coaching to Learn
Session 9	May 13, 2027	• Works in Progress (Part 1) • PDSA Coaching • Qualitative Data
Session 10	May 20, 2027	• Works in Progress (Part 2) • Visual Displays of Data • Tools for Prioritizing Changes
Session 11	May 27, 2023	• Six Thinking Hats

		• Coaching Practice (Part 1)
Session 12	June 3, 2027	• Implementation & Sustainability • Control Charts • Coaching Practice (Part 2)
Session 13	June 10, 2027	• Adoption & Spread • Recap of Tools and Topics • Journey Boards • Celebration and Next Steps