

Welcome!

While we wait for others to log on, please chat in:

- Your name
- Your role
- The organization you represent





Improvement Coach Professional Development Program

Program Informational Call

Rebecca Steinfield, Director
Catherine Warchal, Program Manager

December 2, 2025

IHI Program Team



Catherine Warchal
Program Manager
Institute for Healthcare Improvement



Rebecca Steinfield
Advisor, Improvement Science Hub
Institute for Healthcare Improvement



Agenda

**Here's how we will
spend our time
together.**



IHI Overview



Hear from a Past Participant



Program at a Glance



What to Expect



Questions?



IHI Mission

To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



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.



Let's Hear from You

What drew you to this call?

What would make a course like this most valuable to you?



Past Participant Experience



Veriko Geradze, MBA

Continuous Quality Improvement Director,
Caucasus Medical Center, Tbilisi, Georgia

Improvement Coach Professional Development

Program: February 2025



From tools to transformation — how the program shaped my work

- A transformative mix of structured learning & creative exploration
- Learned not just QI tools, but how to think and act as a coach
- Global networking – sharing real stories, challenges, and wins
- Applied learning immediately in hospital QI projects

Program is about activating people's agency, listening deeply, and helping teams find their own solutions rather than simply telling them what to do.



Impact & Advice for New Participants


- Driver Diagram as a roadmap for projects
- Coaching Arc to guide meetings & conversations
- Facilitation skills improved meeting productivity
- Open, honest questions uncovered hidden issues
- Advice:
 - Be open to personal growth as a coach
 - Ask more questions than you answer


Focus on making change *with* people, not *for* them




Program Overview

Start Your Journey

 **Open School Subscription**
Online course subscription options include Full Access Pass, Patient Safety Bundle, Quality Improvement Bundle and GME Bundle.


 **Patient Safety and Quality Improvement: Foundations for Early Career Professionals**
Build confidence and skills to launch your career improving safety and quality in health care.


 **Moving Quality Improvement from Theory to Action**
Develop hands-on skills with QI tools to drive meaningful, measurable improvements


Patient & Workforce Safety Path

Quality Improvement Path

Advance Your Skills

 **Leading Patient Safety: Essentials for Managers**
Coach your teams to deliver safer care and create systems that consistently perform at a higher level.

 **Human Factors in Action**
Apply human factors to create safer, smarter healthcare by design.

 **Redesigning Event Review with Root Cause Analyses and Actions (RCA²)**
Turn adverse events into lasting improvements using proven root cause analysis methods.


 **Preventing & Mitigating Workplace Violence in Healthcare**
Reduce harm by addressing workplace violence with proactive prevention and response practices.


 **Certification Programs**

 **Leading Quality Improvement: Essentials for Managers**
Equip managers to lead QI work that engages staff and improves results across the organization.


 **Creating and Analyzing Control Charts**
Use control charts to analyze variation, spot trends, and strengthen your improvement work..

 **Certification Programs**

 **Better Quality Through Better Measurement**
Harness the power of data to detect risks, guide improvements, and strengthen performance..

 **Improvement Coach**
Develop coaching skills that inspire teams to own outcomes, drive change, and achieve lasting improvements.


Elevate Your Leadership

 **Beyond HRO**
Shape patient safety with a modern approach grounded in Resilience Engineering and Human Factors.

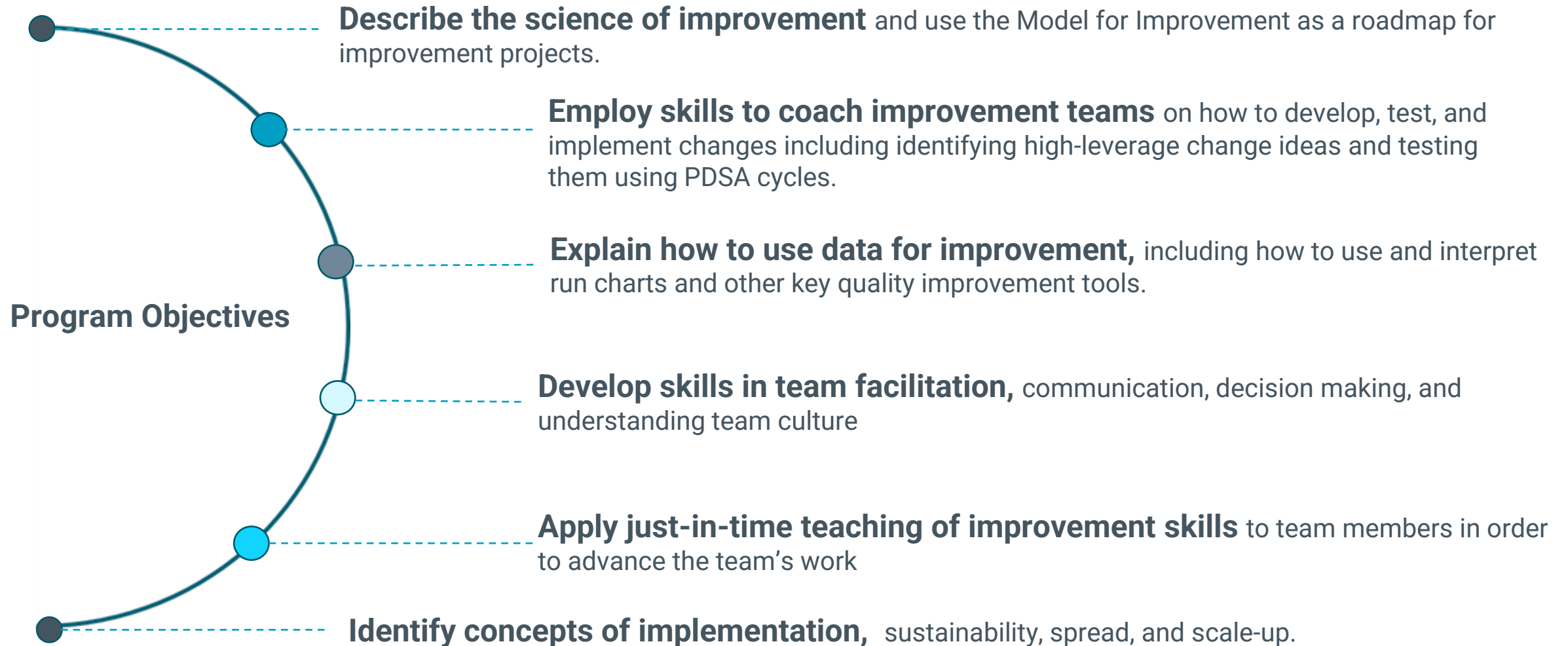
Learn, Connect and Grow with IHI Education

Pick Your Path to Meaningful Impact

 **Chief Quality Officer**
Gain the foundational skills and frameworks to excel as a Chief Quality Officer while building your leadership network

 **Improvement Advisor**
Develop advanced improvement skills through a year of virtual learning, coaching, and real-world project work.

In this program, you will learn how to:



Program Design and Key Agenda Dates

- 13 sessions (3 hours each) across 14 weeks
- ~15 minutes to 1 hour of independent learning on the education platform between sessions
- 2-4 hours/weekly applying your learning with your team

Session #	Date	Day of the week	Time (ET)
1	5-Mar	Thursday	10AM-1PM
2	12-Mar	Thursday	10AM-1PM
3	19-Mar	Thursday	10AM-1PM
4	26-Mar	Thursday	10AM-1PM
5	2-Apr	Thursday	10AM-1PM
6	9-Apr	Thursday	10AM-1PM
7	16-Apr	Thursday	10AM-1PM
TWO WEEK BREAK			
8	7-May	Thursday	10AM-1PM
9	14-May	Thursday	10AM-1PM
10	21-May	Thursday	10AM-1PM
11	28-May	Thursday	10AM-1PM
12	4-Jun	Thursday	10AM-1PM
13	11-Jun	Thursday	10AM-1PM



Core Faculty



**Kendra Njoku (MBBS, MSc PH,
FISQua)**

Public Health Professional and
Quality Improvement Expert



Michael A. Posencheg, MD
Associate Division Chief for
Clinical Affairs and the
Medical Director, Children's
Hospital of Philadelphia.



**Phyllis M. Virgil, MHA, ASQ
CSSBB**

Improvement Advisor and
Principal, PMV Consulting



What is unique about this program?

- This program will help you 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.
- The program allows learners to **practice** coaching tactics among peers and build their confidence before doing so with their teams. In doing so, participants **deepen their understanding** of improvement and their ability to guide others on their improvement journey. Learners will **receive feedback** from peers and faculty on their work outside the classroom through a Works in Progress Presentation showcasing their learning.



Who Should Attend

- This program is ideal for people who support improvement teams on a weekly basis.
- Participants are encouraged to have a foundation in quality improvement (QI) concepts, methods, and tools. QI team members or leaders who are interested in deepening their knowledge in QI and coaching others in improvement would also be a great fit.
- Consider registering for this program if you are looking to:
 - Coach colleagues on how to apply improvement concepts, methods, and tools in daily work
 - Support teams in identifying a problem and scoping an improvement project



Expectations



Attendance | Getting the Most out of your Learning



Active Participation | Works in Progress Presentations



Asynchronous Assignments



Continuing Education



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

This program is *pending approval* to provide **40 credits** for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



Any Questions?



What's Next?

Register

- [Enroll as an Individual HERE](#)
- [Enroll as a Group HERE](#)

Discounts and Scholarships

[Apply for a needs-based scholarship HERE](#)
(Deadline February 6, 2026)

Have additional questions?

Contact Catherine Warchal (cwarchal@ihi.org)

Want to learn about other IHI programs?

Please visit <https://www.ihi.org/learn/courses>

