



Leading Patient Safety: Essentials for Managers and Directors

Informational Call

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IHI Program Team



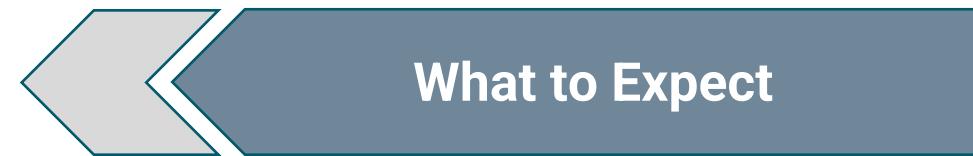
Elena Origlio Bowles
Senior Program Manager, PMP
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Katherine Rowbotham
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Agenda

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



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

Let's Hear from You

If you're joining us live, we'd love to hear from you—feel free to share in the chat or reflect on the following questions:

What drew you to this session?

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

If you're watching the recording, we invite you to pause and consider these questions as you think about whether this program is a good fit for you.





Program Overview

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



- 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.

Certification Programs

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.

Quality Improvement Path

- 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.

Learn, Connect and Grow with IHI Education

Pick Your Path to Meaningful Impact

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

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:



Lead a Safer System – Not Just Safer Moments

Describe the skills, tools, and resources needed to effectively and reliably coach and guide your teams to enhance safety for patients and staff

Equip Your Teams to Make Safety the Standard—Not the Exception

Align department-level safety improvement activities to the organization's goals and overall strategic plan.

Align Goals, Amplify Impact

Improve safety culture and process reliability to successfully partner with front-line staff and other partners.

Partner with Staff to Make Reliability Real

Apply the core components and principles of a fair and just culture to identify and solve problems.

A Culture Where Honesty Drives Safety

Lead proactively using modern safety science by integrating Safety-I/Safety-II thinking with change management, reliability, and resilience strategies.



Program Agenda

Session	Date	Session Topic
Module 1	March 17, 2026	Safety Reimagined: Establishing the Foundation
Module 2	March 31, 2026	Advancing a Systems Approach to Safety Leadership
Module 3	April 14, 2026	Designing Safer Systems with Human-Factors Engineering
Module 4	April 28, 2026	Incorporating Principles of Change Management to Advance Safety
Module 5	May 12, 2026	Building and Sustaining a Fair and Just Culture
Module 6	May 26, 2026	Applying Improvement Tools to Reduce Harm and Enhance System Safety
Module 7	June 9, 2026	Building, Nurturing and Sustaining Your Team
Module 8	June 23, 2026	One Big Dot - Safety as a Common Thread Across Outcomes



Core Faculty



**Bryce Clark, MPA, BSN,
RN, CPHQ**
Director of Patient Care
Services
Children's Hospital
Colorado



**Orysia Bezpalko
Hernandez**
Harm Prevention & Safety
Improvement Manager
Children's Hospital of
Philadelphia (CHOP).



Daniel Hyman, MD
Center for Healthcare
Improvement and Patient
Safety (CHIPS)



Leah Konwinski, MS, CPE
Human Factors Engineer
and the Director of Human
Factors and Innovation
Corewell Health



Core Faculty



Dave Munch
Faculty
IHI



**Jennifer L. Wiler, MD,
MBA**
Professor
University of Colorado
School of Medicine
Co-Founder
UCHealth CARE Innovation
Center



James Won
Director of Human Factors
and Systems Design
Children's Hospital of
Philadelphia (CHOP)



What is unique about this program?

**How will this program help you succeed in
your current or future role?**



Daniel Hyman, MD
Center for Healthcare
Improvement and Patient
Safety (CHIPS)

Who Should Attend

This program is for leaders who oversee teams and drive organizational goals at the microsystem or unit level, including:

- Nurses
- Physicians
- Directors
- Managers (especially Risk, Quality, or Safety)
- Supervisors
- Department heads
- Health care administrators

Open to leaders across disciplines: health care, academia, industry, and beyond with special value for those moving from clinical to leadership roles.



Continuing Education



JOINTLY ACCREDITED PROVIDER™

INTERPROFESSIONAL CONTINUING EDUCATION

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.

This course is approved to provide 16 credits for physicians, nurses, pharmacists, quality and risk professionals, and Certified Professional in Patient Safety (CPPS) recertification



Expectations



Attendance



Active Participation



Asynchronous Assignments

What's Next?

[Register](#)

[Group Discount](#) and [Scholarships](#)

Have additional questions?

info@ihi.org

Want to learn about other IHI programs?

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



Feedback

At IHI, **continuous improvement** is what we do.

Your feedback helps us learn, adapt, and make future sessions even more valuable.

We'd love to hear from you!

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