Welcome!

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

- Your name
- Your role
- The organization you represent

Institute for Healthcare Improvement

Leading Quality Improvement: Essentials for Managers

Informational Call

Catherine Warchal, Program Manager
Jesse McCall, Senior Director

February 9, 2026

Your IHI Program Team

Jesse McCall, MBA
Senior Director and
Improvement Advisor

Catherine Warchal
Program Manager
OCC Program Lead

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

What drew you to this call?

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

Previous Participant Feedback

Please share an example of how you applied what you learned in this course or what you will do differently as a result of taking this course.

“One key takeaway from this course that I’ve already begun applying is the structured approach to quality planning events. As we work on establishing a perioperative quality committee, the frameworks and strategies presented in the course have been instrumental in helping us define our focus areas, set clear objectives, and align stakeholders. I now feel more confident in facilitating discussions that are goal-oriented and data-driven, and I plan to continue using these tools to ensure our committee is both effective and sustainable.”

Institute for Healthcare Improvement

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

Advance Your Skills

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.

Redesigning Event Review with Root Cause Analyses and Actions (RCA^2)
Turn adverse events into lasting improvements using proven root cause analysis methods.

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

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

Certification Programs

Quality Improvement Path

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

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

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

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

Certification Programs

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:

Describe the skills, tools, and resources needed for mid-level managers to effectively lead quality improvement efforts at the local level.

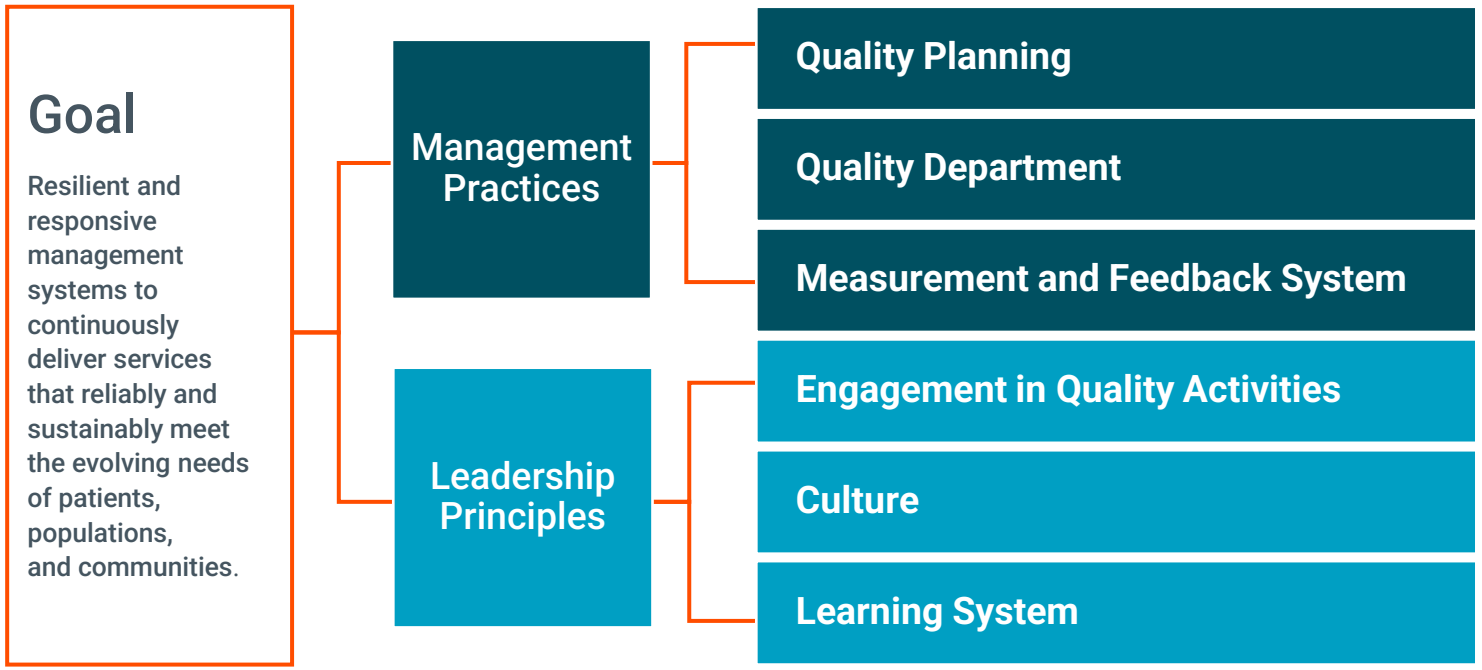
Demonstrate how to link department-level improvement activities to the organization's goals and overall strategic plan.

Apply approaches to quality planning, quality control, and quality improvement that can be used by mid-level managers to successfully partner with front-line staff and key stakeholders.

Institute for Healthcare Improvement

Overview of the Leading Quality Improvement: Essentials for Managers

Drivers of Whole System Quality



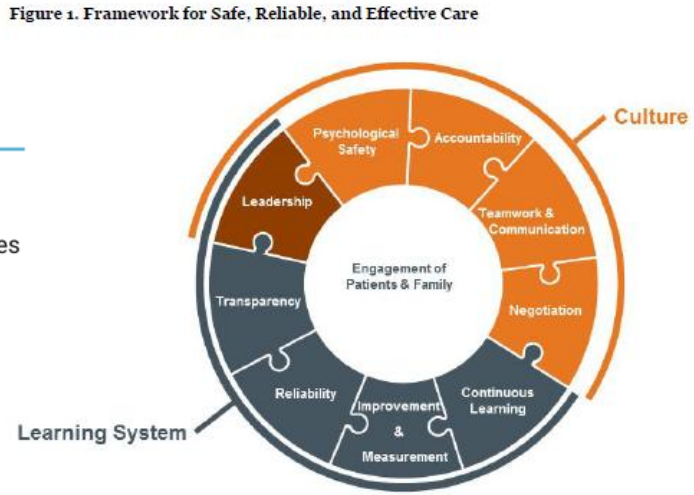
LQI Lessons

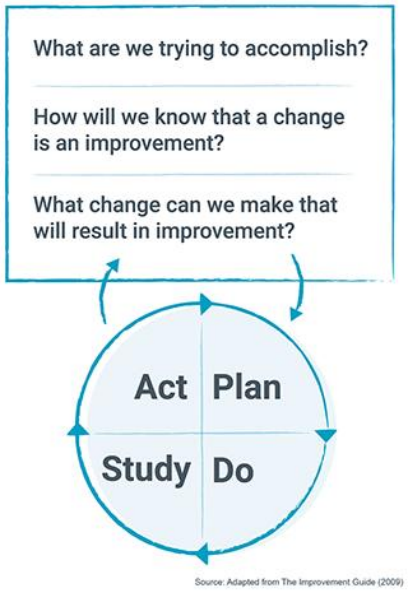
Lesson 1 – Introduction to Whole System Quality

Lesson 2 – Applying Systems Thinking to Process and Culture

Lesson 3 – Quality Improvement for Managers

Lesson 4 – Exploring “What Matters”: A Vision for Quality





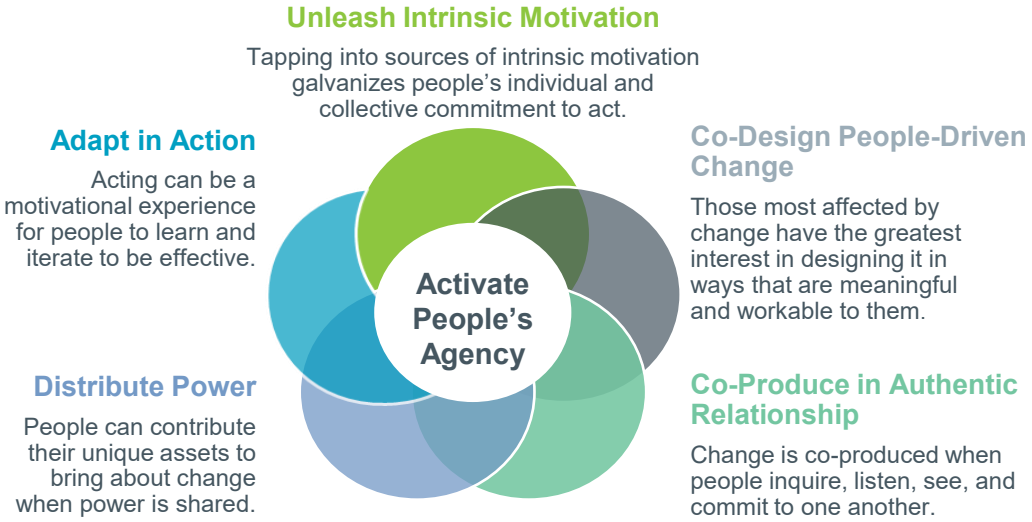
LQI Lessons

Lesson 5 – Tools and Techniques to Foster Collective Learning and Teamwork

Lesson 6 – Quality Planning for Managers

Lesson 7 – Shared Sense of Purpose: Turning Quality Goals into Action and Results

Lesson 8 – Quality Control for Managers



Skills and Opportunities

5 min - Take the self-assessment

1 min - Personally reflect on your strengths and opportunities

Leading Quality Improvement: Essentials for Managers Self-Assessment

Institute for Healthcare Improvement

Leading Quality Improvement: Essential for Managers
Skills Self-Assessment

The 7 drivers below comprise essential skills for managers to lead with a focus on quality and team engagement.

Rate your agreement with the statements from 1: never, 2: rarely, 3: often, 4: always.

Exploring "What Matters"	**1**	**2**	**3**	**4**
Regularly invites input from each team member				
Uses both quantitative and qualitative data to understand people's experiences				
Actively engages and listens to people who know the work/area best				
Meaningfully incorporates patients, families, and community members in improvement efforts				
Applying Systems Thinking to Process and Culture	**1**	**2**	**3**	**4**
Routinely questions the status quo and seeks opportunities for improvement				
Recognizes that the success or failure of individuals depends upon surrounding systems				
Allows others to be vulnerable, creating an environment in which it is safe to speak up				
Uses improvement tools effectively to visualize and better understand complex systems				
Fostering Collective Learning and Teamwork	**1**	**2**	**3**	**4**
Fosters open dialogue, including admitting mistakes honestly				
Engages others in the identification and solution of problems				
Builds healthy interpersonal relationships				
Welcomes diversity in experience, understanding, and background				
Building a Shared Sense of Purpose	**1**	**2**	**3**	**4**
Aligns improvement activities with organizational goals				
Builds agreement and consensus across teams and departments				
Pushes teams to standardize processes and procedures				
Uses stories to inspire action				
Quality Planning	**1**	**2**	**3**	**4**
Supports changes with meaningful data				
Actively participates in org. quality planning processes				
Strategically prioritizes areas of focus for improvement efforts				
Engages staff in quality planning activities				
Quality Improvement				
Articulates aims for improvement initiatives				
Knows what to measure and how to measure it				
Starts with small tests of change before ramping up				
Supports others in building improvement skills				
Quality Control	**1**	**2**	**3**	**4**
Pushes teams to standardize processes and procedures				
Tracks key systems performance metrics in a visible location				
Uses tools to find and understand special cause variation				
Supports others in understanding methods for surfacing and addressing problems				

What is unique about this program?

1. Built for Managers Who Bridge Strategy and Daily Operations
2. A Practical, Hands-On Approach to Learning
3. A Clear Path from Insight to Action
4. Strong Emphasis on People, Culture, and Engagement
5. Expert Faculty with Deep Improvement Experience
6. Blended Online + Live Format for Maximum Support

Who Should Attend

- Nurses
- Physicians
- Directors
- Managers (Especially Risk, Quality, and/or Safety Managers)
- Supervisors
- Department heads
- Health care administrators
- Those transitioning or desiring to transition from a clinical to a leadership role

Program Agenda

Blended Learning

- 8 live virtual sessions
- 8 self-directed lessons in between live sessions

Time Commitment

Approx 1 hour per week across the 16 weeks of the program.

Session	Date(s)	Live or Self-Paced
Lesson 1	Opens: June 9th	Self-Paced
All Learner Call 1	**June 23, 2026; 12:00-1:00 PM ET**	Live
Lesson 2	Opens: June 23rd	Self-Paced
All Learner Call 2	**July 7, 2026; 12:00-1:00 PM ET**	Live
Lesson 3	Opens: July 7th	Self-Paced
All Learner Call 3	**July 21, 2026 ; 12:00-1:00 PM ET**	Live
Lesson 4	Opens: July 21st	Self-Paced
All Learner Call 4	**August 4, 2026; 12:00-1:00 PM ET**	Live
Lesson 5	Opens: August 4th	Self-Paced
All Learner Call 5	**August 18, 2026; 12:00-1:00 PM ET**	Live
Lesson 6	Opens: August 18th	Self-Paced
All Learner Call 6	**September 1, 2026; 12:00-1:00 PM ET**	Live
Lesson 7	Opens: September 1st	Self-Paced
All Learner Call 7	**September 15, 2026; 12:00-1:00 PM ET**	Live
Lesson 8	Opens: September 15th	Self-Paced
All Learner Call 8	**September 29, 2026; 12:00-1:00 PM ET**	Live

Expectations

Attendance

Active Participation

Asynchronous Assignments

Continuing Education Credits

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 program is ***PENDING APPROVAL*** to provide 16 credits for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.

JOINTLY ACCREDITED PROVIDER™

INTERPROFESSIONAL CONTINUING EDUCATION

Please provide feedback!

IHI's Leading Quality Improvement: Essentials for Managers: Informational Call Feedback

IHI's Leading Quality Improvement: Essentials for Managers: Informational Call

Any Questions?

What's Next?

Register

- Enroll as an individual here

Scholarships

- Apply for a needs-based scholarship here by April 24th

Have additional questions?

- You can send **any** questions to Catherine Warchal cwarchal@ihi.org

Want to learn about other IHI programs?

- Please visit https://www.ihi.org/learn/courses