



# IHI Patient Safety & Quality for Emerging Leaders Informational Call

Elena Origlio, Senior Program Manager

Katherine Rowbotham, Director of Accreditation

February 4, 2025

# Staff and Faculty



**Jessica Behrhorst, MPH, CPPS, CPQH, CPHRM**  
Quality, Safety and HRO  
Consultant, Aptive  
Resources



**Jesse McCall, MBA**  
Senior Director, IHI



**Lauge Sokol-Hessner, MD, CPPS**  
Associate Professor,  
Medicine  
University of Washington



**Srikant Iyer, MD, MPH**  
Chief Quality Officer  
and Chief of Emergency  
Services for Children's  
Healthcare of Atlanta



**Pat Folcarelli, RN, MA, PhD**  
Sr. Vice President for Patient  
Care Services and Chief  
Nursing Officer at Beth Israel  
Deaconess Medical Center



**Katherine Rowbotham, MA**  
Director of Accreditation



**Elena Origlio**  
Senior Program Manager



# Agenda

---



Overview of the Institute for  
Healthcare Improvement



Introduction to the program



Expectations



Questions



# Let's improve health and health care together





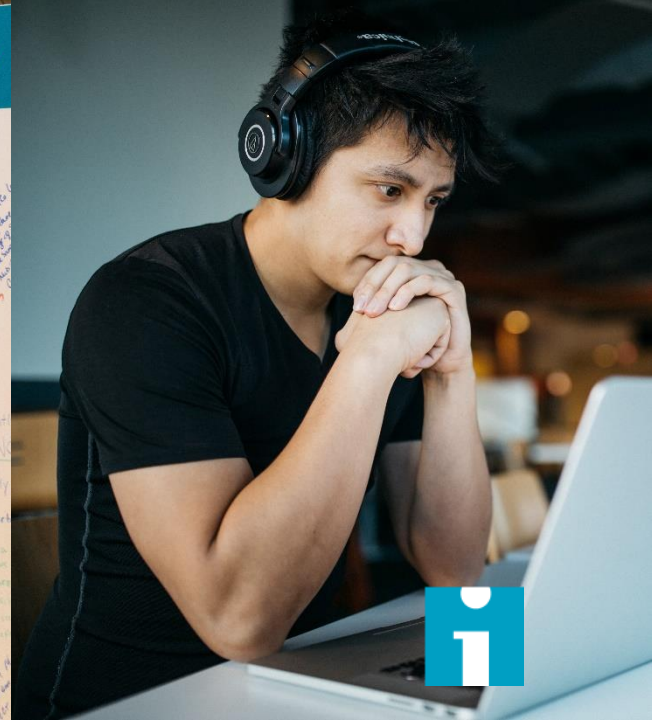
# Since 1991

---

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.



# Our Mission

---

To improve health and health care worldwide

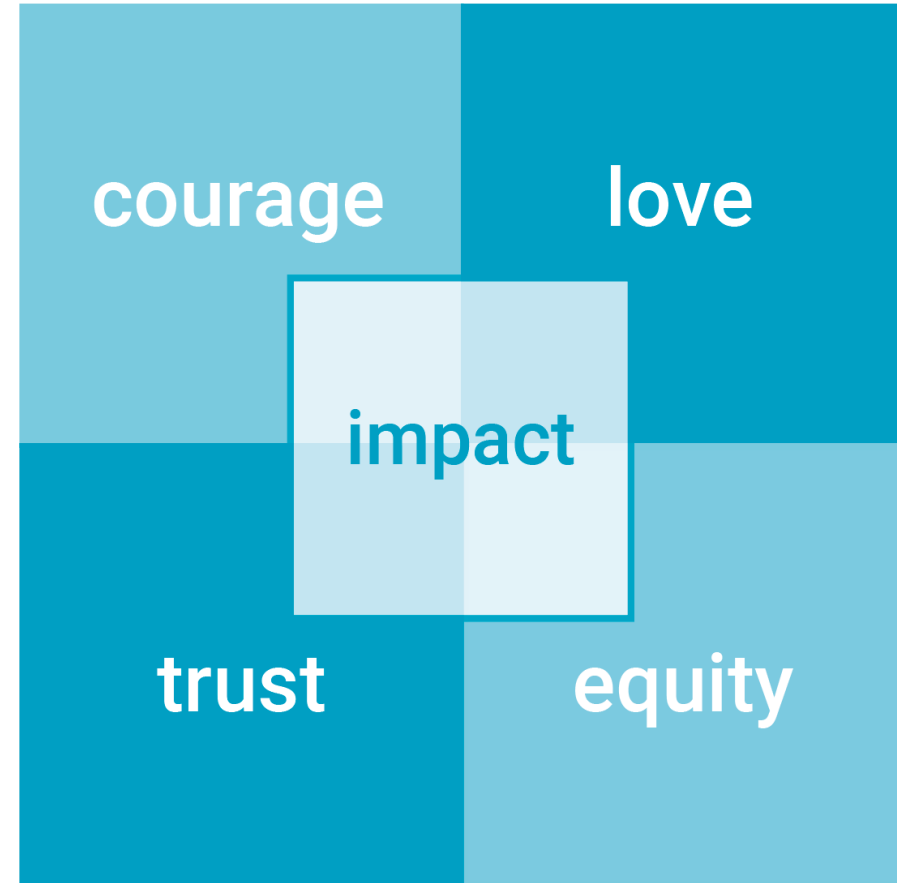
# Our Vision

---

Everyone has the best care and health possible

# Our Values

---



# Overview of the Patient Safety and Quality for Emerging Leaders

# Why this Course – A Patient Safety Professional's Perspective



- Your clinical experience will help you understand the why, but the complexity of the content is overwhelming to learn on the way
- Your Chief and team may be wonderful, but may not have the time to explain how these concepts interact
- Project work will only give you a small view
- There is a career pathway if you find this content interesting and meaningful





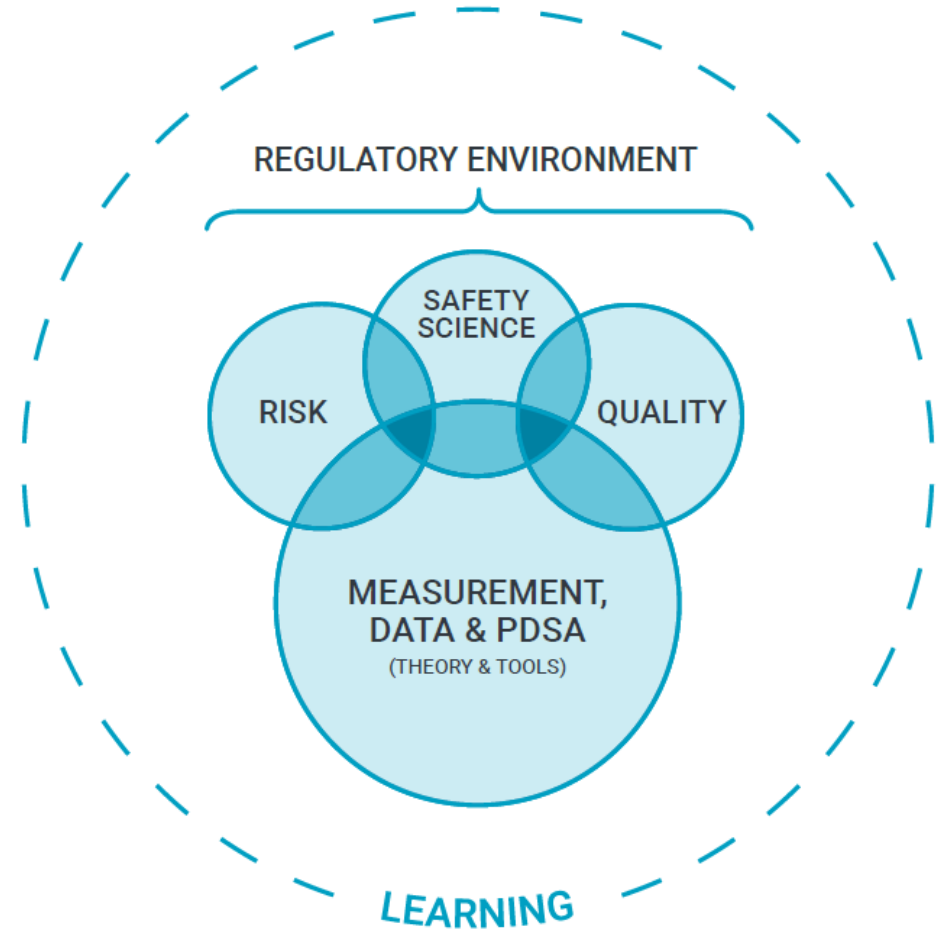
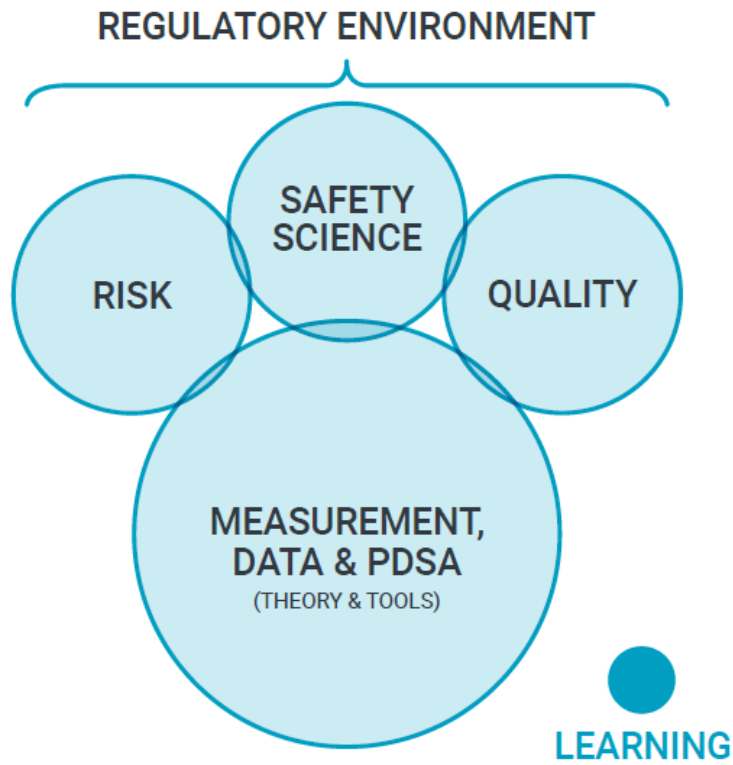
# Why this Course – A Chief's Perspective

---



- Our systems are complex and structurally, we work in different departments, but increased cooperation and collaboration among individuals within these areas will be needed to meaningfully improve our care delivery systems.
- We have found that similar inputs can come into our system through different departments, it's important to have a common knowledge base, set of tools, and approach to these issues.
- Improvement science methods can provide this common skillset and toolbox to bring these seemingly separate areas together.
- Having a common knowledge base to problem solving and learning will ultimately improve the whole system and not simply 1 or 2 parts of the system. In fact, it's important to note that optimizing 1-2 parts of the system may end up suboptimizing the whole system.





**CURRENT STATE**

# Topics We'll Explore

---

## **INTERSECTIONS OF SAFETY, QUALITY, AND QUALITY IMPROVEMENT**

EXPLORE HOW SAFETY, QUALITY, AND SYSTEMS THINKING OVERLAP—AND WHERE YOUR WORK FITS IN

## **ACCREDITATION, REGULATION, AND OVERSIGHT OF QUALITY & SAFETY**

DECODE THE RULES AND STANDARDS SHAPING SAFETY AND QUALITY—AND HOW TO NAVIGATE THEM EFFECTIVELY

## **MEASURING OUTCOMES**

LEARN HOW TO MEASURE WHAT MATTERS AND TURN DATA INTO REAL-WORLD IMPROVEMENTS

## **NEAR MISSES & EVENTS**

DISCOVER HOW TO LEARN FROM NEAR MISSES, ADDRESS HARM EVENTS, AND COMMUNICATE OPENLY

## **BUILDING A CULTURE OF SAFETY**

SHAPE A WORKPLACE CULTURE BUILT ON TRANSPARENCY, ACCOUNTABILITY, AND SHARED PURPOSE

## **UNDERSTANDING QI AND VARIATION**

UNCOVER PATTERNS IN DATA TO MAKE SMARTER, EVIDENCE-BASED DECISIONS

## **CATEGORIZING MEASURES**

TIE DATA TO YOUR ORGANIZATION'S GOALS BY IDENTIFYING PRIORITIES AND IMPROVING PROCESSES

## **YOUR ROLE IN SUPPORTING DAILY SAFETY WORK**

STRENGTHEN PARTNERSHIPS, SHARE INSIGHTS, AND EMBED SAFETY PRACTICES INTO EVERYTHING YOU DO



# Case Based Learning

---



# Who Should Attend

---





# Program Format & Expectations



14 Weeks Total

## Blended Learning Model



9 self-directed modules – learn at your own pace!



6 live virtual sessions – interactive coaching and collaboration



# Program Schedule

Chat Question:  
What is your biggest barrier at this time?

## Self-Paced Modules

DATE	Module(s)
March 3, 2025	Module 0, Module 1
March 27, 2025	Module 2
April 10, 2025	Module 3, 4, 5
April 24, 2025	Module 6
May 8, 2025	Module 7, 8
May 22, 2025	Module 9

## Live Online Sessions 11:00 AM – 12:00 PM ET

DATE	LIVE ONLINE SESSION
March 27, 2025	Call #1
April 10, 2025	Call #2
April 24, 2025	Call #3
May 8, 2025	Call #4
May 22, 2025	Call #5
June 5, 2025	Call #6



# 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 program is approved to provide 16 continuing education credits for physicians, nurses, pharmacists, quality and risk professionals, and Certified Professional in Patient Safety (CPPS) recertification.

The Institute for Healthcare Improvement designates this blended learning activity for a maximum of 16 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



# Cost of Enrollment

---

Enrollment  
Price: \$900

Groups of 3 or  
more get 15%  
off (\$765)



# Scholarships

---

IHI is pleased to offer a limited number of (4) 25%, and (10) 100% scholarships to assist with program registration costs for those working in:

- Independent, [United States Federally Qualified Health Centers](#) (FQHCs) that are not affiliated with a hospital or health system
- Critical Access Hospitals
- Independent practices with fewer than 20 physicians
- Hospitals with fewer than 50 beds
- Members of [America's Essential Hospitals](#)
- 501(c)(3) organization with a defined operating budget of less than \$5 million, serving community-based populations
- Ministries of Health
- Faith-based health institutions
- Skilled Nursing Facilities





# Next Steps

Want to talk 1:1? Email [krowbotham@ihi.org](mailto:krowbotham@ihi.org) to schedule time

[Register Here!](#)

[Scholarship Application](#)

[Group Enrollment Form](#) or email Elena at [eoriglio@ihi.org](mailto:eoriglio@ihi.org)



QUESTIONS?



# Feedback

---

We love feedback!

Please take a minute to provide us feedback for today's call.

## Patient Safety & Quality for Emerging Leaders Informational Call

