

## Programme Agenda

Live-Virtual	Self-Directed	In-Person
<b>Course Preparation</b>		
<ul style="list-style-type: none"> <li>• Read IHI's Whole System Quality Whitepaper (optional).</li> <li>• Review the pre-course overview video on the Education Platform.</li> <li>• Review the video welcomes from core faculty on the Education Platform.</li> </ul>		
<b>Session 1: Quality Leadership</b>		
<b>Live Online Session</b>		
22 January 2024; 14:00-16:30 UK Time		
Objectives	<ol style="list-style-type: none"> <li>1. Introduce participants to the programme, faculty, and each other.</li> <li>2. Describe the programme logistics and expectations.</li> <li>3. Explain the expectations and objectives of participant project.</li> <li>4. Identify individual learning aims.</li> </ol>	
<b>Support Activity</b>		
<ul style="list-style-type: none"> <li>• Begin individual Quality Planning project.</li> <li>• Read ELFT article: How to move beyond Quality Improvement Projects <a href="https://qi.elft.nhs.uk/wp-content/uploads/2020/07/How-to-move-beyond-quality-improvement-projects.pdf">https://qi.elft.nhs.uk/wp-content/uploads/2020/07/How-to-move-beyond-quality-improvement-projects.pdf</a></li> </ul>		
<b>Session 2: Quality Management</b>		
<b>Live Online Session</b>		
21 February; 14:00-17:30 UK/ 15:00-18:30 CET		
Objectives	<ol style="list-style-type: none"> <li>1. Define whole system quality and the leadership principles required to support this approach.</li> <li>2. Examine three interrelated components – quality planning, quality improvement, and quality control – that inform a more holistic whole system quality approach.</li> <li>3. Elaborate activities that health care organisations can undertake to build a foundation for the transition to whole system quality.</li> </ol>	

Support Activity

Preparation for in-person workshop

- Create a one-page bio slide on PowerPoint.
- Review video on [giving effective feedback](#).
- Create slide presentation to share; a template will be provided.

**In-Person Session:** 12 and 13 March 2024

Location: London, United Kingdom

Time	Topic	Objectives
9:00– 17:00 UK both days	<b>Session 3: Building the Case for Whole System Quality</b>	<p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Apply knowledge and experiences to peer coaching and learning opportunities.</li> <li>• Create plans for Whole System Quality in partnership with peers and for review and coaching from expert faculty and guest presenters.</li> <li>• Take part in discussions about the future of health and health care and the role that Whole System Quality will play.</li> <li>• Develop connections with peers and faculty through interactive learning activities.</li> </ul>

Support Activity

- Begin Phase Two of your Quality Planning Project: developing recommendations and plan.

**Session 4: Building an Improvement System**

Live Online Session

16 April; 14:00-16:30 UK/15:00-17:30 CET

Objectives	<ol style="list-style-type: none"> <li>1. Apply different techniques for working efficiently with multidisciplinary colleagues.</li> <li>2. Identify how team roles and composition relate to improvement science.</li> </ol>
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### Support Activity

- Watch the video- Why is sustaining improvement so important- and so hard?  
<https://www.youtube.com/watch?v=JuMFBdV-gh8>.
- Read the Sustaining improvement White Paper.  
<https://www.ihl.org/resources/Pages/IHIWhitePapers/Sustaining-Improvement.aspx>.

### Session 5: Quality Control

#### Live Online Session

22 May; 14:00-17:30 UK/ 15:00-18:30 CET

Objectives	<ol style="list-style-type: none"> <li>1. Organise strategies for testing and implementing management standard work.</li> <li>2. Explain the Board's role in Quality Control.</li> <li>3. Examine the roles regulators plan in Quality Control and how to partner with them on your Whole System Quality Strategy.</li> </ol>
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### Session 6: Quality Planning

#### Live Online Session

25 June; 14:00-17:30 UK/ 15:00-18.30 CET

Objectives	<ol style="list-style-type: none"> <li>1. Determine the connection between a quality plan and a strategic plan.</li> <li>2. Examine the attributes of a Board committed to quality.</li> <li>3. Identify a framework for governance of health system quality</li> </ol>
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### Support Activity

- Read *Evidence: How safe are clinical systems?* <https://www.health.org.uk/publications/evidence-how-safe-are-clinical-systems>

### In-Person Session: 11 and 12 September 2024

Location: Edinburgh, United Kingdom

Time	Topic	Objectives
9:00– 17:00 UK both days	<b>Session 7: Qualitative and Quantitative Data and Measurement</b>	<p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Explain the importance of data and analytics.</li> <li>• Identify common sources of data and key considerations related to those data.</li> <li>• Illustrate important considerations in reporting data to key stakeholder groups, including the Board.</li> </ul>

		<ul style="list-style-type: none"> <li>• Compile and illustrate characteristics of highly reliable systems</li> </ul>
<p><b>Session 8: Develop the Infrastructure</b></p> <p>Live Online Session</p> <p>8 October; 14:00-17:30 UK/15:00-18:30 CET</p>		
Objectives	<ol style="list-style-type: none"> <li>1. Examine the financial and clinical implications of improving care.</li> <li>2. Plan strategies to communicating costs and benefits to stakeholders with different and sometimes conflicting interests: the Board, clinicians, individual patients, and society.</li> <li>3. Discover policy changes to better align financial incentives for improved quality of care.</li> </ol>	
<p><b>Support Activity</b></p> <ul style="list-style-type: none"> <li>• Prepare your three-slide presentation to report out and share progress.</li> </ul> <p>Send your presentation to the IHI team by Monday 6 November 2024.</p>		
<p><b>Session 9: Closing and Celebration</b></p> <p>Live Online Session</p> <p>13 November; 15:00-16:30 UK/ 16:00-17:30 CET</p>		
Objectives	<ol style="list-style-type: none"> <li>1. Discuss and celebrate the close of the programme with cases and stories from participants.</li> <li>2. Plan for follow through on the quality plans that were developed throughout the course</li> </ol>	