



# Improvement Coach Professional Development Program

Program Informational Call

April 21, 2025

# Quick Introductions: IHI Improvement Coach Info Call Hosts



**Lauren Hayden**  
Improvement Advisor  
ICP Director and Faculty



**Catherine Warchal**  
Program Manager  
ICP Program Lead



# The aim of this program is to...

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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.

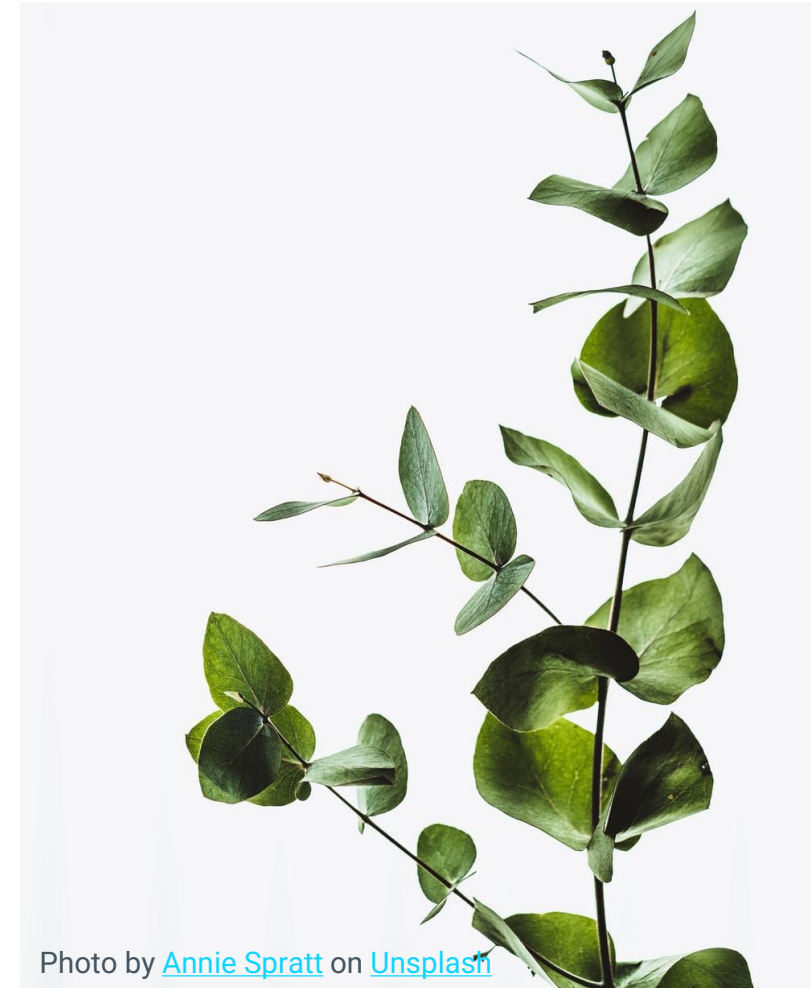


Photo by [Annie Spratt](#) on [Unsplash](#)



# This program is designed to help you...

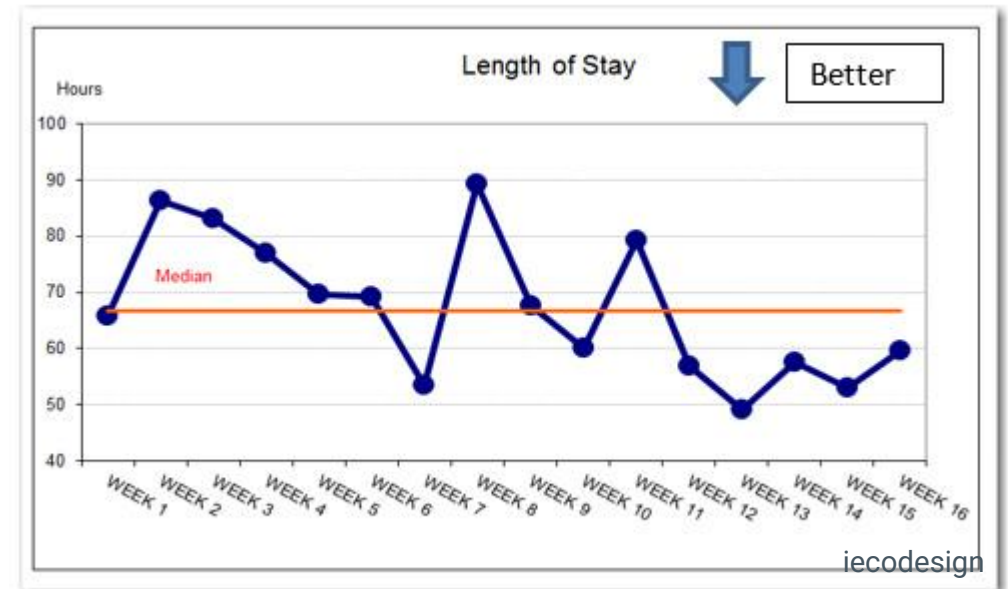
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1. Describe the science of improvement and use the Model for Improvement as a roadmap for improvement projects.
2. Employ skills to coach improvement teams on how to develop, test, and implement changes including identifying high-leverage change ideas and testing them using PDSA cycles.



# This program is designed to help you...

3. Explain how to use data for improvement, including how to use and interpret run charts and other key quality improvement tools.
4. Develop skills in team facilitation, communication, decision making, and understanding team culture



# This program is designed to help you...

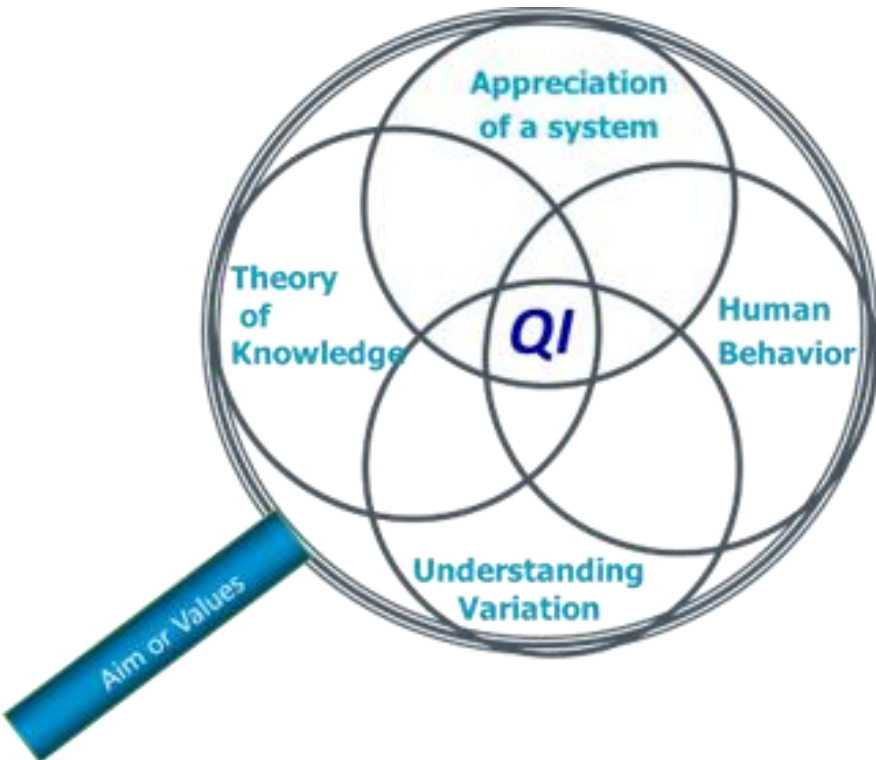
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5. Apply just-in-time teaching of improvement skills to team members in order to advance the team's work
6. Identify concepts of implementation, sustainability, spread, and scale-up.

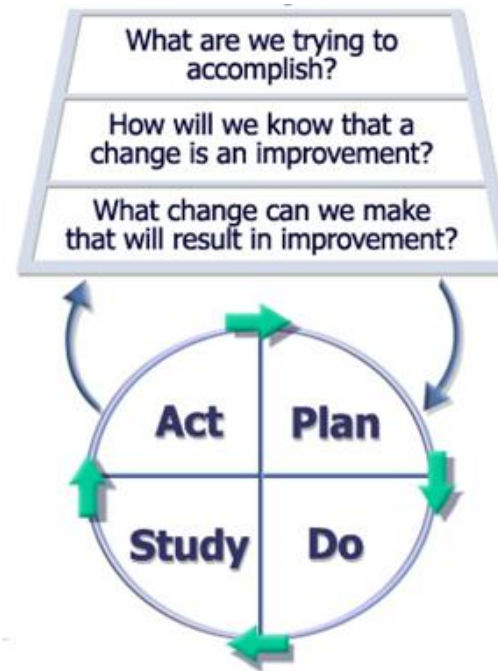


# Curriculum on a page

Deming's System of Profound Knowledge



Model for Improvement



Langley, et al, *The Improvement Guide*, 2009

Coaching Toolbox



# Content Roadmap

Coaching Skills

Teamwork & Communication

Facilitation

Running Effective Team Meetings

Sharing works in progress presentations

Art of asking questions & coaching to learn

Sustainability

Implementation, spread and scale up

Qualitative data

Forms/tools for collecting data

Creativity methods

PDSA Cycles

Driver Diagrams

Change Ideas (developing; selecting)

Run Charts

Measurement

Data and Variation

Aim Statements

Improvement Skills, tools, and methods

Building Teams

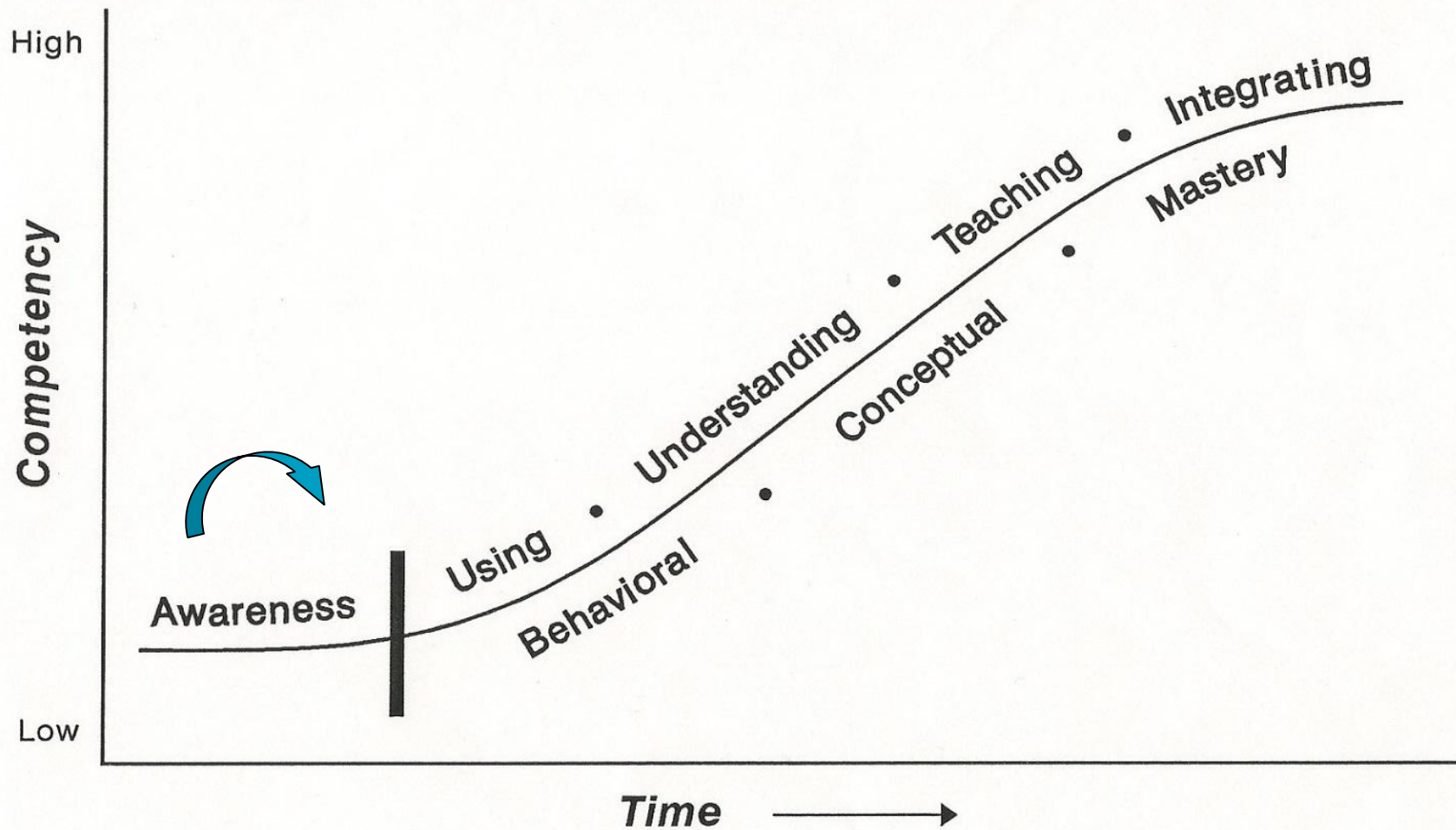
What is a coach?

What is QI? Lens of Profound Knowledge





# Building Competency as a QI Coach



Adapted from Bloom's Taxonomy of Educational Objectives ,1956

# Program Design and Key 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

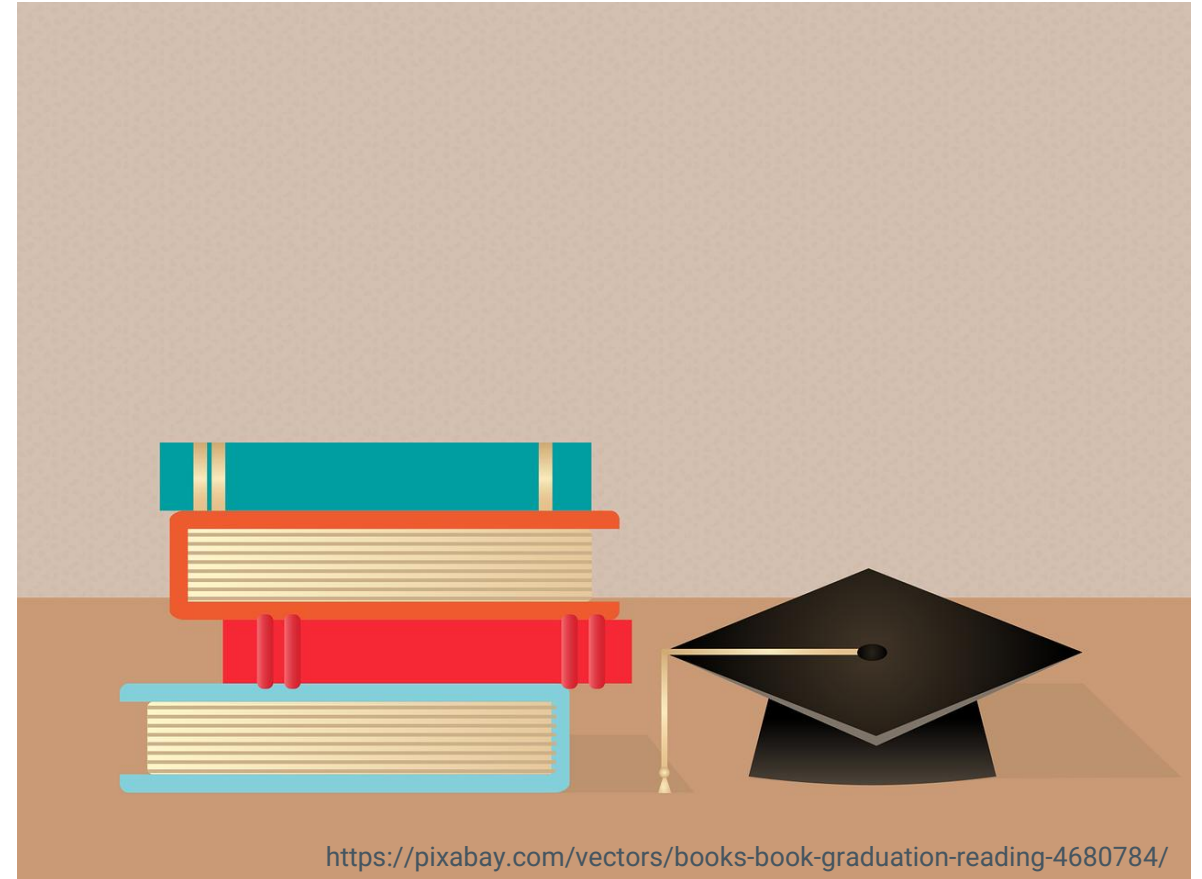
Session #	Date and Time
1	Thursday, August 28; 10:00am - 1:00pm ET
2	Thursday, September 4; 10:00am - 1:00pm ET
3	Thursday, September 11; 10:00am - 1:00pm ET
4	Thursday, September 18; 10:00am - 1:00pm ET
5	Thursday, September 25; 10:00am - 1:00pm ET
6	TUESDAY, September 30; 10:00am - 1:00pm ET
7	Thursday, October 9; 10:00am - 1:00pm ET
8	Thursday, October 16; 10:00am - 1:00pm ET
9	Thursday, October 23; 10:00am - 1:00pm ET
10	Thursday, October 30; 10:00am - 1:00pm ET
11	Thursday, November 6; 10:00am - 1:00pm ET
12	Thursday, November 13; 10:00am - 1:00pm ET
13	Thursday, November 20; 10:00am - 1:00pm ET



# Completion Requirements

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- ❑ Attend 10 of the 13 sessions live:
  - If you need to miss a session, please contact us
  - If you miss a session, we expect you to view the recording
  
- ❑ Complete session prep prior to all sessions
  - All content will be available online
  - Session prep may include follow-up work from the previous session
  
- ❑ Share your learning in a Works in Progress Presentation with your peers



# Continuing Education

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*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 health care team.*

- This program is pending approval to provide **40 credits** for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.
- To be eligible for a continuing education certificate, attendees must complete the online evaluation within **30 days** of the final program session (November 21, 2024). After this period, you will be unable to receive a certificate.



# What's Next?

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If you're interested in joining:

[Enroll as an individual here](#)

[Enroll as a group here](#)

[Apply for a needs-based scholarship here by  
August 7, 2025](#)

If you still have questions...

You can send any questions to Catherine  
Warchal [cwarchal@ihi.org](mailto:cwarchal@ihi.org)

