



Institute for Healthcare Improvement (IHI) Courses: Brought to you by Health Quality Ontario

WHY:

By participating in the IHI Open School, participants will learn the foundation of quality improvement science and will develop the ability to become a change agent within your organization. Courses are designed by world class faculty to support your quality improvement journey and will focus on the development of skills such as patient safety, teamwork, leadership, and patient-centered care in healthcare. Case studies, podcasts, videos, featured articles and on-line resources in which you can access anywhere you have a computer, will be at your disposal to support your learning needs. All at no cost to you.

WHAT:

Opportunity to take advantage of free enrolment in the Institute for Healthcare Improvement (IHI) Open School courses in quality improvement, patient safety and leadership. A certificate will be issued upon completion.

WHO:

Enrolment is open to all healthcare professionals participating in an improvement initiative supported by Health Quality Ontario.

WHEN:

Registration is now open.

Registration is required with no costs associated to participate: Health Quality Ontario would like you and your healthcare colleagues to benefit from this opportunity so we have pre-paid for your enrolment.

Health Quality Ontario is providing you with the opportunity to enrol in IHI Open School improvement courses for health professionals designed for the next generation of leaders. IHI Open School is an inter-professional educational community that gives learners the skills to become change agents in health care improvement.

Enrolment is open to all healthcare professionals in Ontario, at no charge, who are interested in obtaining a foundation of knowledge that supports their quality improvement journey.

What Courses are Being Offered?

The IHI Open School currently offers a range of online courses in the areas of quality improvement, patient safety, and leadership, which will compliment the learning and coach supported training you have received from HQO. [Click here](#) for a list of courses being offered by IHI Open School. Certificates of completion will be offered to those who successfully complete the [required courses](#).

Registration

To register with HQO, please contact Amy Thomas at amy.thomas@hqontario.ca or at 416-323-6868.

Once you have registered with HQO, you will be sent a confirmation e-mail, including all information on how to log in and access your courses. You can log in and start learning as soon as you receive your confirmation e-mail and IHI Open School details.

Want more information on IHI Open School? [Click here](#)

About HQO

Health Quality Ontario (HQO) is a partner and leader in transforming Ontario's healthcare system so that it can deliver a better experience of care and better outcomes for Ontarians, and better value for money. HQO was formed through the consolidation of some of the top healthcare quality improvement organizations in the province. HQO's legislated mandate under the *Excellent Care for All Act*, 2010 is to evaluate the effectiveness of new healthcare technologies and services, report to the public on the quality of the healthcare system, support quality improvement activities and make evidence-based recommendations on healthcare funding. HQO is an arms-length agency of the Ontario government. Visit www.hqontario.ca for more information.

IHI Open School Courses

Sample of courses offered. For a full list of courses offered, please visit www.ihl.org/offerings/ihlopenschool/courses

Leadership

L 101: So You Want to Be a Leader in Health Care

- Lesson 1: Taking the Leadership Stance
- Lesson 2: The Leadership Stance Is Not a Pose
- Lesson 3: Influence, Persuasion, and Leadership
- Lesson 4: Measuring Leadership

Patient Safety

PS 100: Introduction to Patient Safety

- Lesson 1: Understanding Medical Error and Patient Safety
- Lesson 2: Understanding Unsafe Acts
- Lesson 3: A Call to Action — What YOU Can Do

PS 101: Fundamentals of Patient Safety

- Lesson 1: To Err Is Human
- Lesson 2: Responding to Error
- Lesson 3: Identifying and Reporting Errors
- Lesson 4: Error versus Harm

PS 102: Human Factors and Safety

- Lesson 1: Understanding the Science of Human Factors
- Lesson 2: Changes Based on Human Factors Design Principles
- Lesson 3: Using Technology to Mitigate the Impact of Error

PS 103: Teamwork and Communication

- Lesson 1: Why Are Teamwork and Communication Important?
- Lesson 2: Basic Tools and Techniques
- Lesson 3: Communication During Times of Transition
- Lesson 4: Developing and Executing Effective Plans

PS 104: Root Cause and Systems Analysis

- Lesson 1: Root Cause Analysis Helps Us Learn from Errors
- Lesson 2: How a Root Cause Analysis Works
- Lesson 3: How Root Cause Analysis Can Help Improve Health Care

PS 105: Communicating with Patients after Adverse Events

- Lesson 1: The Importance of Communication When Things Go Wrong
- Lesson 2: Responding to an Adverse Event: A Step-by-Step Approach
- Lesson 3: The Impact of Adverse Events on Caregivers: The Second Victim
- Lesson 4: The Apology
- Lesson 5: To Communicate or Not to Communicate

PS 106: Introduction to the Culture of Safety

- Lesson 1: The Power of Speaking Up
- Lesson 2: What Is a Culture of Safety?
- Lesson 3: How Can You Contribute to a Culture of Safety?

Quality Improvement

QI 101: Fundamentals of Improvement

- Lesson 1: Errors Can Happen Anywhere—and to Anyone
- Lesson 2: Health Care Today
- Lesson 3: The Institute of Medicine's Aims for Improvement
- Lesson 4: How to Get from Here to There: Changing Systems

QI 102: The Model for Improvement: Your Engine for Change

- Lesson 1: An Overview of the Model for Improvement
- Lesson 2: Setting an Aim
- Lesson 3: Measuring
- Lesson 4: Developing Changes
- Lesson 5: Testing Changes

QI 103: Measuring for Improvement

- Lesson 1: Measurement Fundamentals
- Lesson 2: Displaying Data
- Lesson 3: Learning from Measures

QI 104: Putting It All Together: How Quality Improvement Works in Real Health Care Settings

- Lesson 1: The Life Cycle of a Quality Improvement Project: Innovation, to Pilot, to Implementation, to Spread
- Lesson 2: Spreading Changes
- Lesson 3: Case Study: Reducing Waiting Times Throughout the Veterans Health Administration

QI 105: The Human Side of Quality Improvement

- Lesson 1: Overcoming Resistance to Change
- Lesson 2: What Motivates People to Change
- Lesson 3: Culture Change Versus Process Change

QI 106: Level 100 Tools

- Lesson 1: Using Plan-Do-Study-Act (PDSA) Cycles (Part 1)
- Lesson 2: Using Plan-Do-Study-Act (PDSA) Cycles (Part 2)
- Lesson 3: Using a Measurement Planning Form
- Lesson 4: Run Charts (Part 1)
- Lesson 5: Run Charts (Part 2)