



# **Engaging the Next Generation of Health Professionals in the Improvement Community**

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Deepa Ranganathan, Content Manager

Presentation to the Eighth National Quality Colloquium  
August 18, 2009

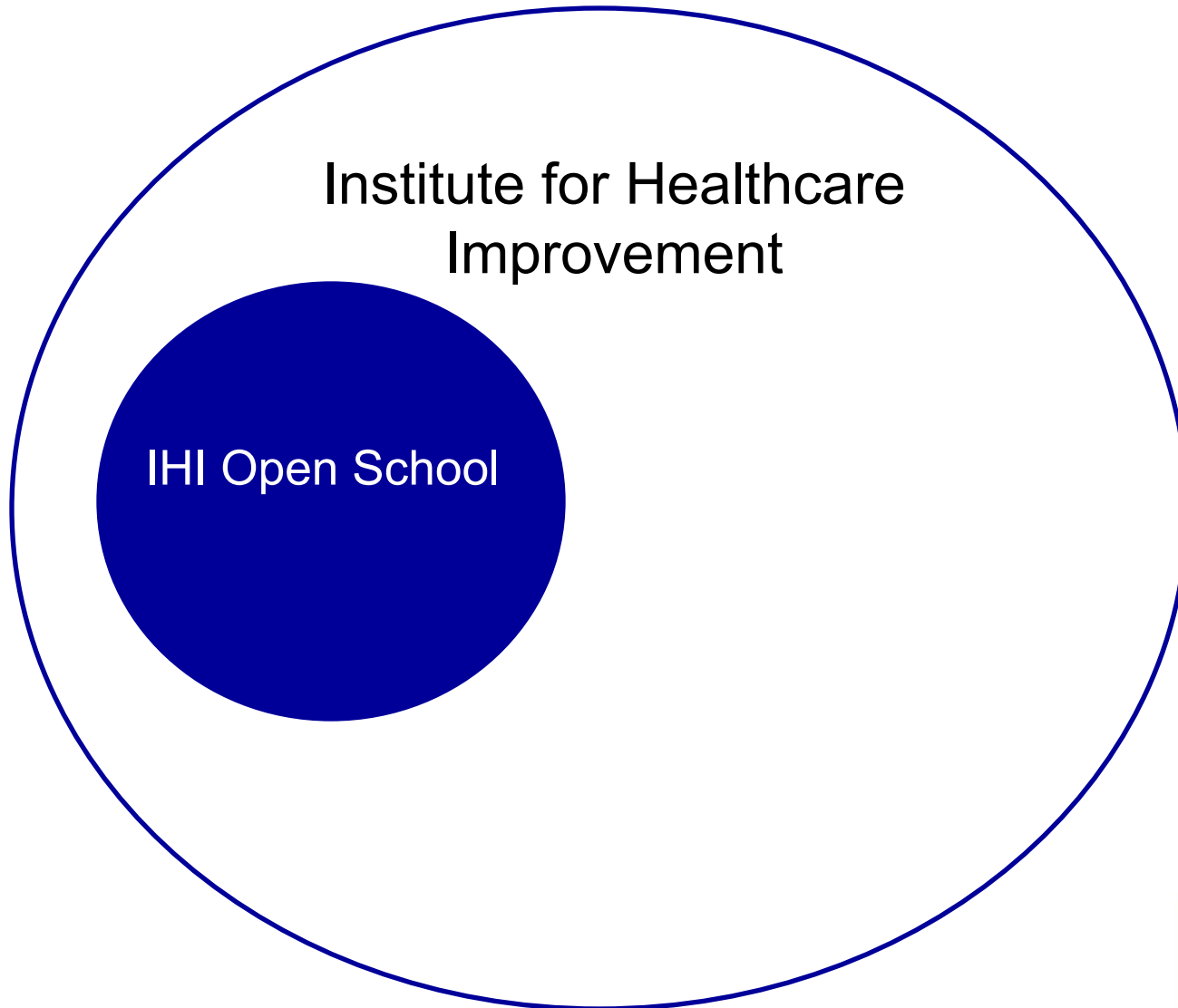
# Our objectives

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1. Introduce the Institute for Healthcare Improvement and the IHI Open School for Health Professions
2. Give you at least one online tool you can start using immediately
3. Identify ways you can help your local IHI Open School Chapter—and how it can help you

# IHI & the IHI Open School

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# About IHI

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- Founded in 1991
- Cambridge, Massachusetts
- Non-profit
- Global
- Health care improvement

# About IHI

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- National initiatives and prototyping
- Collaboratives and special interest groups
- Seminars and the National Forum
- Professional development programs
- Webinars, audio and video downloads
- Publications and free white papers
- Networks

# About IHI

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- Who we are
  - We are a reliable source of energy, knowledge, and support for a never-ending campaign to improve health care worldwide.
- What we will accomplish
  - We will improve the lives of patients, the health of communities, and the joy of the health care workforce.
- What we will become
  - We will be a recognized and generous leader, a trustworthy partner, and the first place to turn for expertise, help, and encouragement.

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# Why the IHI Open School?

# A survey of students taught us...

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- 33% receive information about quality improvement in their current school curriculum
- 78% expressed interest in gaining these skills.
- 85% believed QI skills would be important to future employers
- 91% saw QI as important to their personal effectiveness.

Source: *IHI student survey, 2008*

# What did faculty want?

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“create a **model quality improvement curriculum** for health professional training schools”

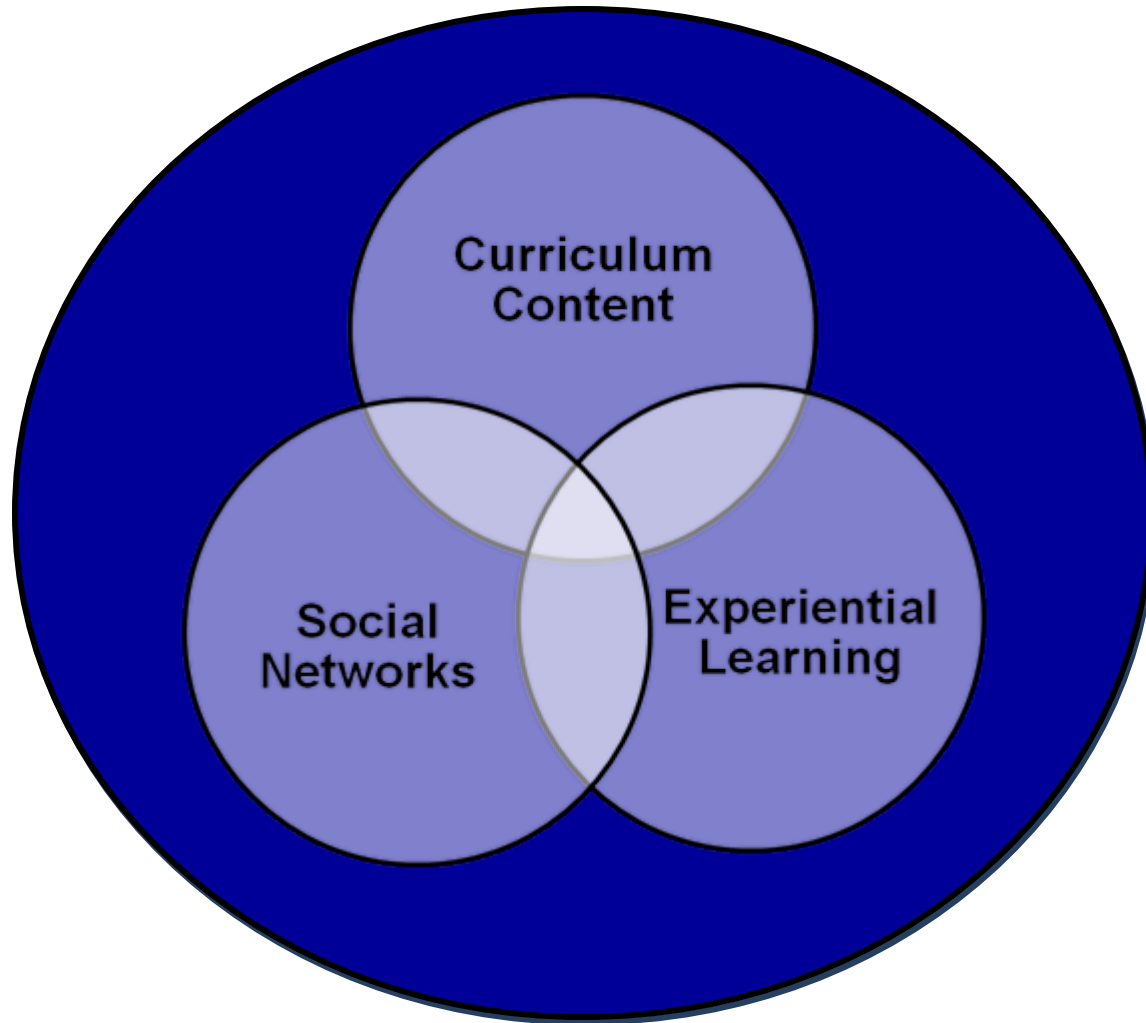
“create a **virtual community** for health professional students to engage them in quality training and active work”

“**include students and patients** in the design”

“focus on leadership skills in all roles;  
**transform health care leadership**”

# The IHI Open School

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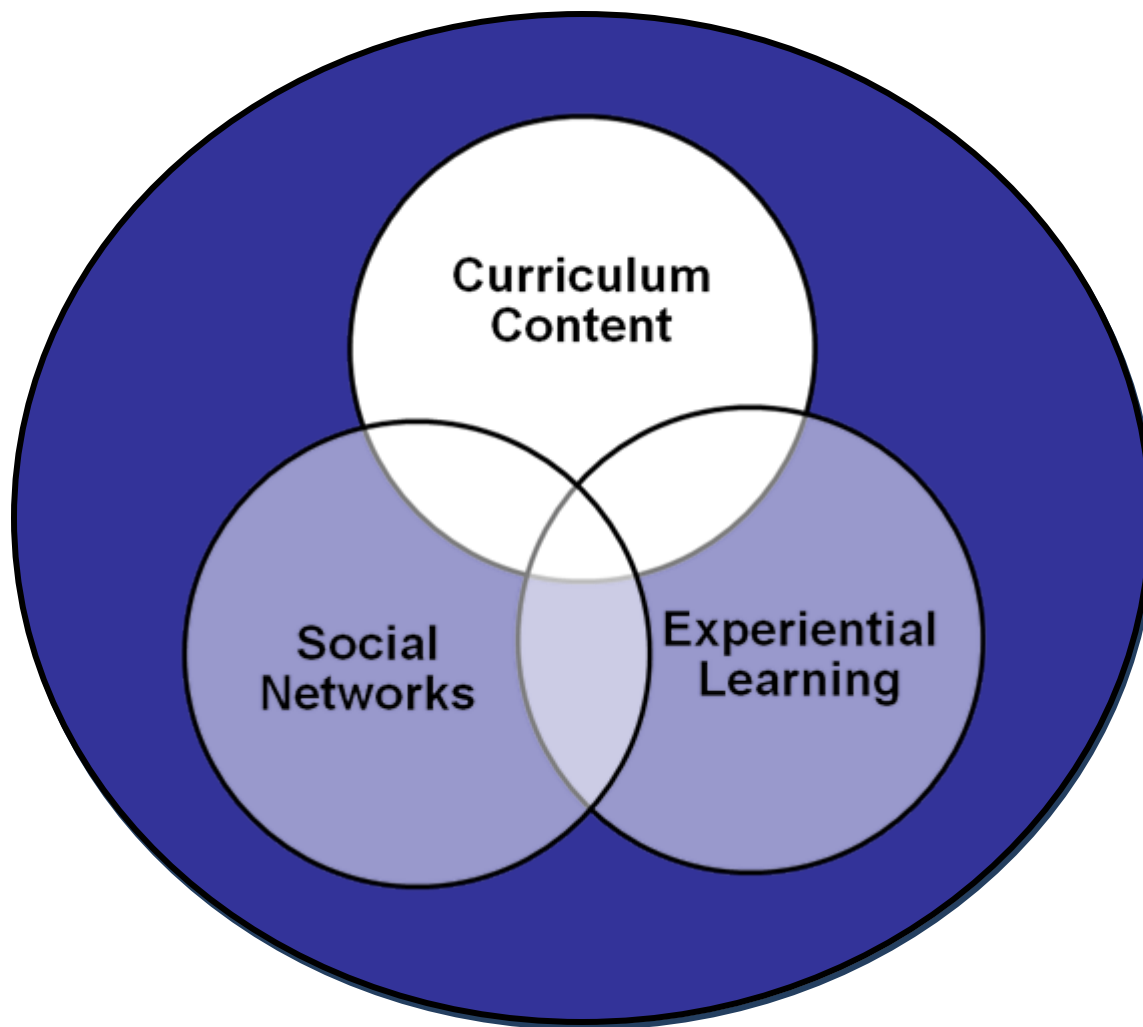
# Our Mission

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“Advance health care improvement and patient safety competencies in the next generation of health professionals worldwide.”



What does the  
IHI Open School do?



# Curriculum and Content

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## Access free content

- Online courses
- Case studies
- Audio recordings
- Videos
- Recommended reading
- Contests

### New Stuff



#### [How to Get a Job at Cincinnati Children's Hospital](#)

Uma Kotagal, senior vice president for quality and transformation at this improvement-focused hospital, explains what she's looking for in new hires.



#### [How to Write Titles and Abstracts](#)

David Stevens, editor-in-chief of the journal *Quality and Safety in Health Care*, walks you through writing a great title and abstract.



#### [The Writer's Corner](#)

Inside tips on writing for journals and the popular press.



#### [On Call: Get Your Work Published](#)

Mystified by the publication process? Frank Davidoff, IHI's executive editor, and David Stevens, editor-in-chief of the journal *Quality and Safety in Health Care*, explain it all for you.



#### [Chapter Stories: Spring 2009 Chapter Progress Report Results](#)

[See more resources >>](#)

### Events

#### [Research to Reform: Achieving Health System Change: September 13-16, Bethesda, MD](#)

AHRQ presents its third annual conference at the Bethesda North Marriott Convention Center in Bethesda, Maryland.

#### [Transform: A Collaborative Symposium on Innovations in Health Care Experience and Delivery: September 13-15, Rochester, MN](#)

The Mayo Clinic presents a symposium on innovative ways to deliver health care in the 21st century.

#### [The Student Experience - Service Improvement in Pre-registration Education: September 17, Birmingham, UK](#)

The NHS Institute is hosting a conference to showcase students' achievements in the area of service improvement.

#### [Training Tomorrow's Doctors: Graduate Medical Education and Patient and Family Centered Care: September 25-26, Chicago, Illinois](#)

An opportunity to meet and learn from leaders in graduate medical education and patient- and family-centered care.

#### [IHI National Forum on Quality Improvement in Health Care: December 6-9 - Orlando, FL](#)

Scholarships available for students, faculty, and residents.

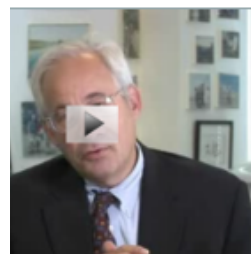
[See all events >>](#)

# IHI OPEN SCHOOL

for health professions

Overview Resources Courses Chapters Discussions Calendar Get Involved FAQs

interprofessional educational community giving you the skills to become an agent in health care. [Read more >>](#)



#### [What's the IHI Open School?](#)

Donald Berwick, IHI's president and CEO, explains.

Like what you see? [Get involved.](#)

## EARN

online courses in quality and safety credit toward IHI certification

## CONNECT

global network of campus chapters at like-minded students, faculty, and professionals

## LEARN MORE »

Articles • Video • Newsletters  
Case Studies • Audio • Contests

### ! Don't Miss This

- [IHI Open School Blog](#)
- [Twitter](#)
- [YouTube](#)
- [Facebook](#)

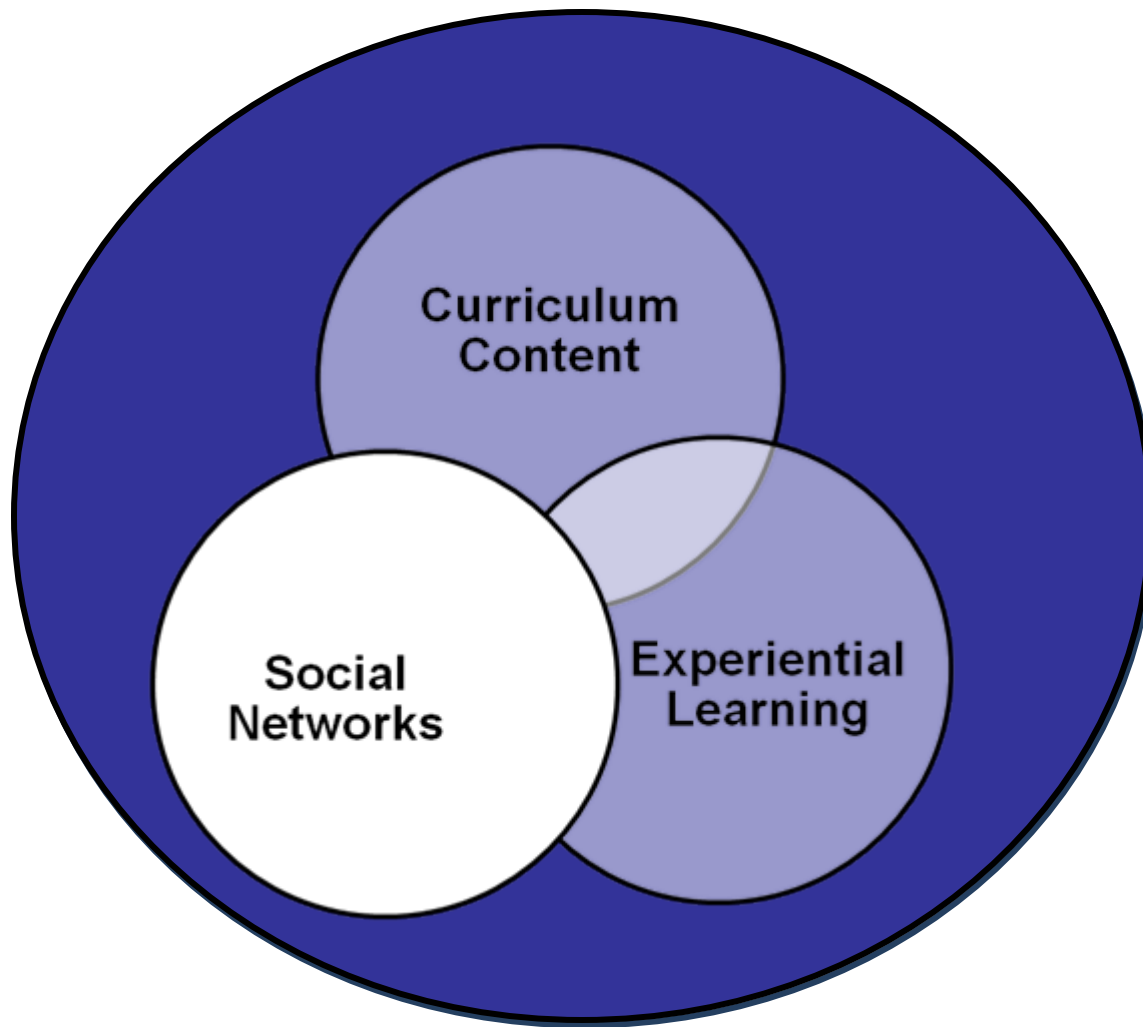
**Textbooks aside, where do you turn to learn more about health care?**

- Academic journals
- Blogs
- Magazines
- Newspapers
- TV specials
- the Web

# Partnering in Health Professions Education

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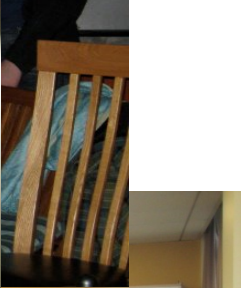
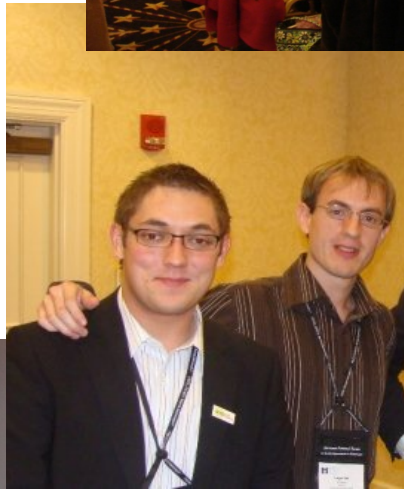
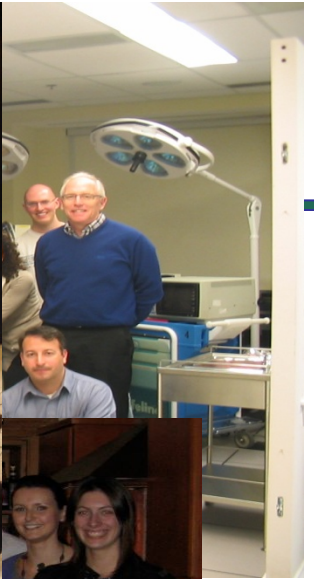




# IHI Open School Chapters



**156**  
campuses



# Social Networks

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- Join a **community**
  - Chapter Leaders
  - Faculty Advisors
  - Dean Advisors
  - Health Professionals
- Join the **online community**





Student Perspectives: Alexi

3 months ago

165 views

IHIOpenSchool

no rating

Welcome to the IHI Open School: ...

3 months ago

152 views

IHIOpenSchool

no rating

When Improvement Isn't in the Cu...

2 months ago

137 views

IHIOpenSchool

no rating



Bottom-Up Versus Top-Down Change

Video Tour of IHI

Reducing Global Health Disparities



Login Join Twitter!

Hey there! IHIOpenSchool is using Twitter.

Twitter is a free service that lets you keep in touch with people through the exchange of quick, frequent answers to one simple question: What are you doing? Join today to start receiving IHIOpenSchool's tweets.

Join today!

Already using Twitter from your phone? Click here.



RT @NPRhealth: Getting Health Care Right http://bit.ly/evCZR #ihi

12:14 PM Aug 13th from TweetDeck

Learn from LOW COST, HIGH QUALITY Hospitals in the US (NYT) http://tinyurl.com/ne97pf #ihi

12:13 PM Aug 13th from TweetDeck

Lessons for Health Reform - Federal Employee Health Benefits Program (RWJF) http://tinyurl.com/im6rey #ihi

12:12 PM Aug 13th from TweetDeck

Respectful Care at the End of Life: http://tinyurl.com/4mo2k #ihi

9:03 AM Aug 13th from TweetDeck

Berwick, Fisher, Gawande, & McClellan - 10 Steps to Better Health Care (NYT) http://tinyurl.com/ne97pf #ihi

8:50 AM Aug 13th from TweetDeck

Name IHI Open School Location Boston, MA Web http://ihi.org/IH... Bio The Institute for Healthcare Improvement is an independent not-for-profit organization helping to lead the improvement of health care throughout the world.

192 following 443 followers

Tweets 608

Favorites

Following



Basic Info

Type:

Student Groups - Clubs & Societies

Description:

The IHI Open School for Health Professions exists to teach students beginner, intermediate, and advanced competencies in quality improvement and patient safety. It is "the other school," in which students of medicine, nursing, dentistry, pharmacy, health care administration, and other allied health professions can enroll on a voluntary basis while they attend the physical professional school of their choice.

Contact Info

Email:

openschool@ihi.org

Website:

http://www.ihi.org/IHI/Programs/IHIOpenS...

Office:

Institute for Healthcare Improvement

Location:

20 University Rd., 7th fl Cambridge, MA

Members

Displaying 8 of 448 members

See All



Amy Runk



Andrew Charles Kattner



Valerie P



Erin Thompson



Jonathan Small



Reesha Shah



Markus Josephson



Robin Zachary

Discussion Board

Displaying 3 of 4 discussion topics

Start New Topic | See All

SEARCH BLOG FLAG BLOG Next Blog



IHI OPEN SCHOOL for health professions

JUN 15, 2009

What Causes a Plane to Crash?

With the crash of Air France flight 447 still fresh in many of our minds, I thought it was a coincidence that an entire chapter of Malcolm Gladwell's Outliers: The Story of Success (an audiobook I'm currently listening to) would be devoted to discuss plane crashes.

The chapter investigates the causes behind the Avianca flight 52 crash and here are some interesting points that were discussed:

Plane crashes are more likely to be a result of an accumulation of minor malfunctions and extenuating circumstances. Characteristics of a typical crash include:

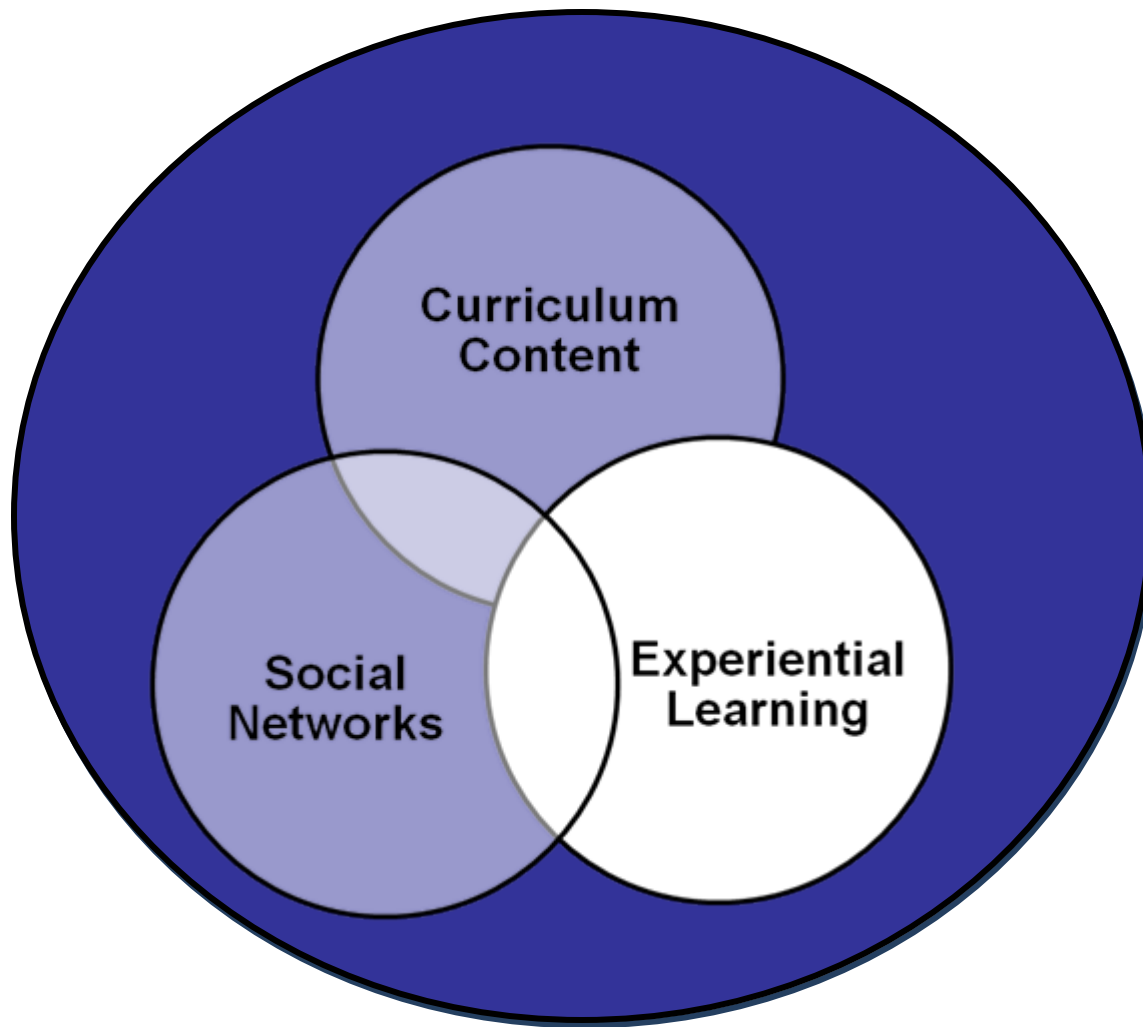
- Poor weather (causing a little more stress than usual)
- Planes are behind schedule (causing pilots to be rushed)
- The pilot has been awake for over 17 hours (meaning the pilot is tired)

IHI Open School Chapters Around the World



View Open School Chapter in a larger map





# Experiential Learning

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- Projects initiated by students
- Projects initiated by faculty
- Projects initiated by the IHI Open School team

# Coming Soon

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- New courses and resources:
  - Patient and Family-Centered Care
  - Teamwork and Communication
  - Population Health
  - Operations Management
- Advanced courses in Patient Safety and Improvement
- IHI Open School Certificate of Completion
- Continuing Education Credits

# Contact us

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- Visit our website: [www.ihl.org/openschool](http://www.ihl.org/openschool)
- Shannon Mills: [smills@ihl.org](mailto:smills@ihl.org)
- Deepa Ranganathan: [dranganathan@ihl.org](mailto:dranganathan@ihl.org)
- Open School team: [openschool@ihl.org](mailto:openschool@ihl.org)

# One Year Later: Our Progress

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- >10,000 students newly registered on IHI.org
- 1,450 faculty and deans newly registered on IHI.org
- >6,000 online courses completed
- Chapters in 35 states and 18 countries
- National Forum: 200 students and faculty
- International Forum: 100 students and faculty

# Faculty: what's in it for you?

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- **Free teaching materials** to complement your courses
- **Eager students** who want your advice
- Opportunities to network and share best practices with **like-minded faculty**
- **Recognition** for scholarly contributions

# Health Professionals: what's in it for you?

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- Ready-made learning materials for professional development
- Students who want to help improve your organization—for free
- A fresh group of health professionals trained in quality improvement methodology

# Thank you to our generous donors

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The Rx Foundation

The Kaiser Permanente Community Benefit

The John D. and Catherine T. MacArthur  
Foundation

The Josiah Macy, Jr. Foundation