



# IHI OPEN SCHOOL

**for health professions**

Expand your skills *and* fulfill professional requirements with the quality and safety experts at the Institute for Healthcare Improvement. The IHI Open School for Health Professions offers a growing catalog of online courses for more than **20 contact hours** (CME, CEU, ACPE) for **nurses, physicians, and pharmacists.**

## Online Courses

### Quality Improvement

*Topic Leader: Lloyd Provost, MS*

QI 101: Fundamentals of Improvement

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

QI 103: Measuring for Improvement

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

QI 105: The Human Side of Quality  
Improvement

QI 106: Level 100 Tools

### Patient Safety

*Topic Leader: Lucian Leape, MD*

PS 100: Introduction to Patient Safety

PS 101: Fundamentals of Patient Safety

PS 102: Human Factors and Safety

PS 103: Teamwork and Communication

PS 104: Root Cause and Systems Analysis

PS 105: Communicating with Patients after  
Adverse Events

PS 106: Introduction to the Culture of Safety

### Leadership

*Topic Leader: James Reinertsen, MD*

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

### Patient- and Family-Centered Care

*Topic Leader: James Conway, MS;*

*Sue Sheridan, MIM, MBA*

PFC 101: Dignity and Respect

### Managing Health Care Operations

*Topic Leader: Eugene Litvak, PhD*

MHO 101: Achieving Breakthrough Quality,  
Access, and Affordability

“When I took my first IHI Open School course, I was absolutely blown away. The IHI Open School puts me on a transformative path of change as I work to learn the science of providing the very best care.”

- Ginny Combs, RNC-MN, BSN,  
IBCLC, UMass Memorial Medical Center

**For more information about the IHI Open School or to read course descriptions and access subscription information, please visit [www.IHI.org/IHIOpenSchool](http://www.IHI.org/IHIOpenSchool)**