

Programme Agenda

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

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

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"> 1. Apply different techniques for working efficiently with multidisciplinary colleagues. 2. Identify how team roles and composition relate to improvement science.
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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

1. Organise strategies for testing and implementing management standard work.
2. Explain the Board's role in Quality Control.
3. Examine the roles regulators plan in Quality Control and how to partner with them on your Whole System Quality Strategy.

Session 6: Quality Planning

Live Online Session

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

Objectives

1. Determine the connection between a quality plan and a strategic plan.
2. Examine the attributes of a Board committed to quality.
3. Identify a framework for governance of health system quality

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

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