<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Topic</th>
<th>Prework</th>
<th>Activities</th>
<th>Speakers</th>
</tr>
</thead>
</table>
| 9/25/19   | 1-3  | Introduction                              | Register for IHI Open School Coursework      | Pre-course survey – 15 min  
IHI survey – 15 min  
Course Goals/Structure – 30 min  
History of QI – 30 min  
Many Questions Game – 15 min  
Mentor/Project Introductions – 15 min | Emerson Ahuja  
Emerson  
Emerson  
Emerson |
| 10/16/19  | 1-3  | Introduction to Improvement/Project Groups| QI 101                                       | Guest Speaker – 60 min  
Discuss projects, divide into teams – 15 min  
Marshmallow/Spaghetti challenge – 45 min | Chang/Kelleher  
MGH |
| 10/30/19  | 1-3  | Model for Improvement                     | QI 102                                       | Model for Improvement – 60 min  
(SMART Aims/Key Driver Diagrams)  
Measure a banana – 15 min  
Work on team project charters – 45 min | Choi  
Emerson  
Emerson |
| 11/6/19   | 1-3  | Model for Improvement (continued)        | QI 103                                       | Model for Improvement (cont’d) – 60 min  
(Process Mapping, PDSA Cycles)  
Coin spinning – 30 min  
Team updates/planning – 30 min | Choi  
Emerson  
Emerson |
| 11/20/19  | 1-3  | Leading Quality Improvement               | QI 105                                       | Discovery Phase/Tools – 45 min  
Change Concepts – 45 min  
Paper Airplane Exercise – 30 min |                                |
| 12/4/19   | 1-3  | Interpreting Data                        | QI 104                                       | Run Charts/Variation  
Skittle exercise |                                |
| 12/18/19  | 1-3  | Midcourse Feedback/Project Updates        |                                              | Group Project Updates |                                |
| 1/8/20    | 1-3  | Human Factors/Reliability                | PS 103, PS 105                               | Group Project Updates  
Human Factors in Design  
Reliability  
Tennis Ball Exercise |                                |
| 1/22/20   | 1-3  | Teamwork and Communication                | PS 104, L 101                                | Teamwork exercise  
Transitions of care  
Leadership Styles  
Managing Change – Kotter |                                |
| 2/12/20   | 1-3  | Error and Harm                            | PS 101, PS 102                               | Fishbone, Vanderbilt  
RL/Event Management |                                |
<table>
<thead>
<tr>
<th>Date</th>
<th>Session</th>
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<tbody>
<tr>
<td>2/26/20</td>
<td>1-3</td>
<td>Project Workshop</td>
<td>Teams present – with feedback from group</td>
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<tr>
<td></td>
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<td>(30 min per team)</td>
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<tr>
<td>3/11/20</td>
<td>1-3</td>
<td>Patient-Centered Care</td>
<td>Press Ganey</td>
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<td>Patient Experience</td>
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<td>3/25/20</td>
<td>1-2</td>
<td>Introduction to Lean</td>
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<tr>
<td>4/8/20</td>
<td>1-3</td>
<td>Triple Aim for Populations</td>
<td>Population Health</td>
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<td>Economics of Care</td>
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<tr>
<td>4/22/20</td>
<td>1-3</td>
<td>Sustainability and Spread</td>
<td>Sustaining success</td>
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<td>Spread of improvement work</td>
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<tr>
<td>5/6/20</td>
<td>1-3</td>
<td>Wrap Up</td>
<td>Project Presentations</td>
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<td>Lessons Learned</td>
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<td>Post Test</td>
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