

## Open School

### Online Course Guide:

## Summer 2016 Curriculum Updates: FAQs

### Q: Why is the IHI Open School updating the curriculum and learning system?

Since the Open School launched in 2008, we've been using the same learning interface. Last year, the IHI engineering team built a new learning system that is easier to navigate and has an updated look and feel. While we were transitioning to the new platform, we thought it would be a good time to review and update our core curriculum.

Over time, the Open School catalog has grown from six original modules to more than 30 courses, covering a wide-range of topic areas. Reflecting on what our catalog has become, we saw opportunities for improvement in the overall curriculum design, especially for learners and educators who have asked for the same level of learning in a shorter form.

Introducing all the changes at one time, instead of releasing changes one by one, has allowed us to implement improvements across many courses, and we hope will make it easier for our valued customers to adapt to the changes. We will continue to update individual courses on a routine basis, as we always have.

### Q: What's changing about the IHI Open School courses?

On August 18, you'll log in to the Open School courses as before, but you'll notice some obvious changes.

First, you'll experience the new look and feel of our updated platform. Within courses, you will notice the improved navigation: You can now jump to any page, no matter where you are in the lesson, using the table of contents on the left-hand side. You will also see many visual enhancements, including more images and high-quality videos. Even better, all of our videos are now hosted through YouTube, which makes them easier to share and speed up, if you prefer to watch videos at 1.25x or 1.5x speed.

As you explore further, you'll see that we have revised our curriculum. The Basic Certificate now has 13 courses instead of 16, which we hope will make it easier for learners to achieve this meaningful milestone. The certificate courses are now indicated with an \*asterisk, to make them easy to identify among the broader curriculum. The 13 courses in the updated Certificate are: *QI 101-105*, *PS 101-105*, *TA 101*, *PFC 101*, & *L 101* (see complete titles below).

Within the courses, you will find the following content changes within each focus area:

- In the **Improvement Capability** catalog, we have re-organized and re-named courses to present the key topics in a more clear and logical sequence. We have also added new lessons on topics such as working with interdisciplinary team members and using advanced QI tools.

- In the **Patient Safety** catalog, we have improved our content on contributing to a culture of safety, and differentiated it into two learning levels: a more introductory course on effective teamwork and communication for members of clinical teams, and a more advanced course for those who are leading teams. We have also improved our education around responding to adverse events.

- In the **Triple Aim, Leadership, and Person- and Family-Centered Care** catalogs, we have significantly updated our introductory courses (i.e., *TA 101*, *L 101*, and *PFC 101*), to bring you the very latest thinking in these areas from IHI and our expert contributors. We've more clearly labeled our content on population health and reducing costs as part of the Triple Aim — better experience of care for individuals, better health for populations, at lower cost. Our introductory course on Quality, Cost, and Value was previously in its own catalog, and you can now find this education in its new home in the Triple Aim catalog.

### **Q: What's staying the same about the IHI Open School courses?**

What you love about the courses is staying the same. The Basic Certificate as well as the curriculum as a whole still cover the same essential topics in quality and safety. Although the content may be presented differently, no education was removed as part of the improvements. (We encourage you to contact us at [openschool@ihi.org](mailto:openschool@ihi.org) if we can help you find something!)

Many courses that are not included in the Certificate will experience a title change only, and remain otherwise untouched. This list includes current course numbers (i.e., course numbers before we launch the improvements on August 18, 2016): *QI 201*; *PS 104*, *PS 201-PS 202*; *PFC 101-103*; *QCV 100-101*; *TA 102*; *GME 1-7*. You can learn the updated titles of these courses [here](#).

You'll still be able to print certificates, proving your completion of individual courses and the Basic Certificate in Quality and Safety. If you have completed courses toward the Certificate, you will still receive credit for completing those courses. The assessments will work the same way.

The courses are still completely free to students, professors, and residents and available by subscription to professionals, who can earn continuing education credits through the courses. We are continuing to offer a "Tracking Tool" feature to faculty and managers who require their students or staff to complete the courses and want to track their learning — in fact, you'll find this feature is much improved (learn more below).

### **Q: I assign courses to my students/staff. How will these changes affect me?**

It's very important that you review the summary of the changes on this page: [forms.ihi.org/improved-courses](https://forms.ihi.org/improved-courses). We recommend you use our "[Online Course Guide](#)" — the first document on the page — to identify the courses you usually assign, and learn which course titles are now recommended. We encourage you, as always, to review the courses that you want to assign to make sure you're up to date on all the content.

If you have your own communications about which courses students or staff should take (for example, listed in your syllabus or graduation requirements), you'll need to update your course assignments to avoid confusion for your students and staff. We apologize for the inconvenience this may cause.

We think the changes will make it easier for your students and staff to find the topics and courses they are looking for with our improved numbering and titling system, though there may be some confusion during the transition. Please don't hesitate to contact us at [openschool@ihi.org](mailto:openschool@ihi.org) and let us know how we can help.

**Q: Why are the course titles and numbers changing, and what do the numbers mean?**

In many cases, you'll see new course numbers and titles, but the course content has remained the same. In other cases, the content has changed or moved. (Review the sections on "What's changing?" and "What's staying the same?" for more on this.)

We hope you'll find our new course numbering and titling system much easier to use and navigate. We've differentiated three levels of learning: 100 level, which is introductory content appropriate for all learners; 200 level, which builds on 100 level courses or looks at a specific health care topics; and 300 level, which involves applied learning through real-world projects.

**Q: Will I lose any credit for the courses I've taken prior to the improvements?**

Learners who completed an outdated version of a course will still get credit for completing that course, although the content may have changed. When the transition occurs, we suggest learners in the process of completing the Basic Certificate review their progress against the new required courses, to confirm they are completing the correct courses toward the Certificate.

Although much of the content hasn't changed, learners who want to experience the new material can return to any previously completed course, select a lesson they'd like to review, and click the button that says "Review Lesson." For new content, we suggest starting with the introductory courses on person- and family-centered care, the Triple Aim, and leadership (i.e., *PFC 101*, *TA 101*, and *L 101*).

**Q: What is the new reporting feature and how does it work?**

Previously, administrators could generate reports showing their group's participation. While this feature is still available, we've created a Tracking Tool to allow better management of a group subscription. This Tracking Tool, which includes a dashboard, provides a snapshot of current uptake, overall course completion and continuing education numbers, and subscription expiration/renewal information. Also, a simplified one-click report is now available, along with the option to receive these reports periodically by email. Finally, there is a collection of tools and resources administrators may find useful for introducing the courses to their participants.

**Q: What courses are in the updated Basic Certificate in Quality and Safety?**

The updated Basic Certificate consists of the following 13 courses:

<b>Improvement Capability</b>	<b>Patient Safety</b>
QI 101: Introduction to Health Care Improvement	PS 101: Introduction to Patient Safety
QI 102: How to Improve with the Model for Improvement	PS 102: From Error to Harm
QI 103: Testing and Measuring Changes with PDSA Cycles	PS 103: Human Factors and Safety
QI 104: Interpreting Data: Run Charts, Control Charts, and other Measurement Tools	PS 104: Teamwork and Communication in a Culture of Safety
QI 105: Leading Quality Improvement	PS 105: Responding to Adverse Events
<b>Triple Aim for Populations</b>	<b>Person- and Family-Centered Care</b>
TA 101: Introduction to the Triple Aim for Populations	PFC 101: Introduction to Person- and Family-Centered Care
<b>Leadership</b>	
L 101: Introduction to Health Care Leadership	

*Still have questions? Email us at [openschool@ihi.org](mailto:openschool@ihi.org) and we'd be delighted to help. Thank you for using the IHI Open School to advance quality and safety in health care.*