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Check out the numerous free IHI resources on Partnership for Patients topics, such as How-to Guides and Mentor Hospitals.

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Also in the Spotlight
- Canadian Foundation for Healthcare Improvement teams up with IHI to offer programs that support healthcare improvement in Canada
- A new Spanish translation of the "How to Talk to Your Doctor" guide is available from The Conversation Project

New Online Course: Preventing Pressure Ulcers
A new online course in the IHI Open School’s professional catalog, PS 202: Preventing Pressure Ulcers, provides practical strategies and best practices that aim to help organizations eliminate pressure ulcers.
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South Africa: Increasing Access to Therapy for HIV-Infected Pregnant Women

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Campaign Approach Improves Antiretroviral Therapy Access
A four-fold increase in HIV-infected women initiated on ART is the result of a targeted campaign approach among health workers to improve access.
Open School

Download the IHI Open School Mobile App
Now available for iPhones and iPads! Learn more.

The Spread of the IHI Open School Courses
Universities and health organizations around the world are integrating IHI Open School courses into curricula and training programs. Explore and join the list.

What We’re Reading

- **U.S. News:** How Increasing Medical School Enrollment Affects M.D. Hopefuls
- **The Atlantic:** When the Best Hospitals Are the Worst
- **LA Times:** U.S. Health System Has Flaws, But Not in Quality of Care
- **In-Training:** Choosing Internal Medicine: Reflections from a Graduating Medical School Senior

'Sue, Can You Smile?'
No one expects mistakes to happen. But sometimes, despite the best intentions, they do. In a new patient story, we meet Sue and her surgeon, Dr. Rae, who were both part of an adverse event that changed their lives.
Courses & Certificates

The IHI Open School offers a range of online courses in quality improvement, patient safety, patient- and family-centered care, managing healthcare operations, leadership, and population health.

To get started, please select one of the following two options:

**Students, Residents, and Faculty**

[www.IHI.org/StudentCourses](http://www.IHI.org/StudentCourses)

**Professionals**

[www.IHI.org/ProfessionalCourses](http://www.IHI.org/ProfessionalCourses)
Welcome to the IHI Open School online courses!

The IHI Open School offers a range of online courses in improvement capability, patient safety, triple aim for populations, person- and family-centered care, leadership, and quality, cost, and value. Each course takes roughly an hour to two hours to complete and consists of several lessons, which take 15-30 minutes each.

The courses are completely free for students, medical residents, university faculty who teach courses, and users from the Least Developed Countries. You’ll take a quiz at the end of each lesson. To pass, you must score 75% or better.

If your class requires the Basic Certificate of Completion, you are required to take the 16 courses listed here.

Links:
- Upcoming Courses
- Continuing Education
- Mobile App for iPhones and iPads
- Curriculum Examples

Technology Requirements
Select any course

**PS 100: Introduction to Patient Safety**
- Lesson 1: Understanding Medical Error and Patient Safety
- Lesson 2: Understanding Unsafe Acts
- Lesson 3: A Call to Action — What YOU Can Do

**PS 101: Fundamentals of Patient Safety**
- Lesson 1: To Err Is Human
- Lesson 2: Responding to Error
- Lesson 3: Identifying and Reporting Errors
- Lesson 4: Error versus Harm

**PS 102: Human Factors and Safety**
- Lesson 1: Understanding the Science of Human Factors
PS 100: Introduction to Patient Safety

Catalog: IHI Open School Student

No one embarks on a health care career intending to harm patients. But much too often, patients die or suffer injuries from the care they receive. In this course, you'll learn why becoming a student of patient safety is critical for everyone involved in health care today. First, you’ll learn about the human and financial toll of medical error around the world. Next, you’ll learn the basics of the psychology of error and try your hand at identifying unsafe acts in real health care cases. Finally, you’ll learn five essential behaviors that any health care worker can adopt right away to improve the safety of patients.

Estimated Time of Completion: 1 hour 30 minutes

Type of Activity: Knowledge

Release Date: 11/27/2009

Last Update Date: 3/1/2013

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Lesson 1: Understanding Medical Error and Patient Safety

Course: PS 100: Introduction to Patient Safety

A woman dies from untreated internal bleeding. A patient and her family are shaken by a series of medical errors during a long hospital stay. A pharmacist is devastated when fatal mistakes occur on his watch. In this lesson, you’ll find out just how many people are affected by medical errors worldwide. You’ll go beyond the numbers to watch videos of family members who’ve lost loved ones to such errors. Finally, you’ll explore the reasons that providing safe care isn’t always easy in an environment in which powerful drugs, quick decisions, and persistent distractions are the norm.

Estimated Time of Completion: 30 minutes

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