

IHI Customized Services

Our expert advisors can help you and your teams improve health and health care

Interested in learning more about how IHI can help you tackle your biggest challenges?

Visit: ihi.org/CustomizedServices



IHI Expert Advisors and Applied Knowledge

We are a team of passionate advisors, committed to improving health and health care and have been for more than 25 years. Using our quality improvement tools and methods our global experts can work alongside you to ensure success and help you and your teams transform the quality and safety of care you provide.

Organizational Transformation

IHI helps organizations rapidly test changes to find the best process improvements while focusing on positively influencing outcomes. We provide guidance for how to sustainably spread the improvements across a system, a region, or a nation. IHI strives to meet our partners where they are today and work side-by-side with them to chart the path to future success.

Diagnostics

Diagnostics are a way to crystallize system-wide organizational priorities, strategies, and/or initiatives, informing a clear path forward to transforming the system. A diagnostic can also serve to clarify roles, while helping to build will and energize leadership to move forward.

Quality Planning

IHI helps organizations assess safety and quality, existing strengths and opportunities for improvement.

We then deploy a multi-tiered approach, called the Quality Operating System, to support the achievement of strategic quality, safety and value goals. The Quality Operating System pragmatically approaches quality as business strategy. In this model, we work deeply with an organization to develop a robust strategy based on a strong foundation of quality planning (QP) and quality improvement (QI).

Building Leadership and Workforce Capability for Improvement

IHI offers training courses on QI fundamentals, patient safety, and leadership skills. IHI provides mentoring and coaching for teams to ensure that QI knowledge is put into practice successfully and that improvements are sustained.

Leadership Alliance

The IHI Leadership Alliance is an exclusive leadership initiative for ambitious health care system executives and their teams. IHI provides a place to come together with experts and partners, access the organizations that are the closest to achieving these aims, and drive the innovation and improvement required to discover the roadmap to success for your organization.

IHI delivered six concrete recommendations, with both quick-win actions and strategic direction, that were embraced by all stakeholders and have helped both the region and our system become more transparent and focused on safety and value for our patients and communities.

— Joanne Roberts
MD, Chief Value Officer
Providence St. Joseph Health, USA



Jennifer Lenoci-Edwards RN, MPH, CPPS
IHI, Head of North American Region

Interested in learning more about how IHI can help you tackle your biggest challenges?

CustomizedServices@ihi.org