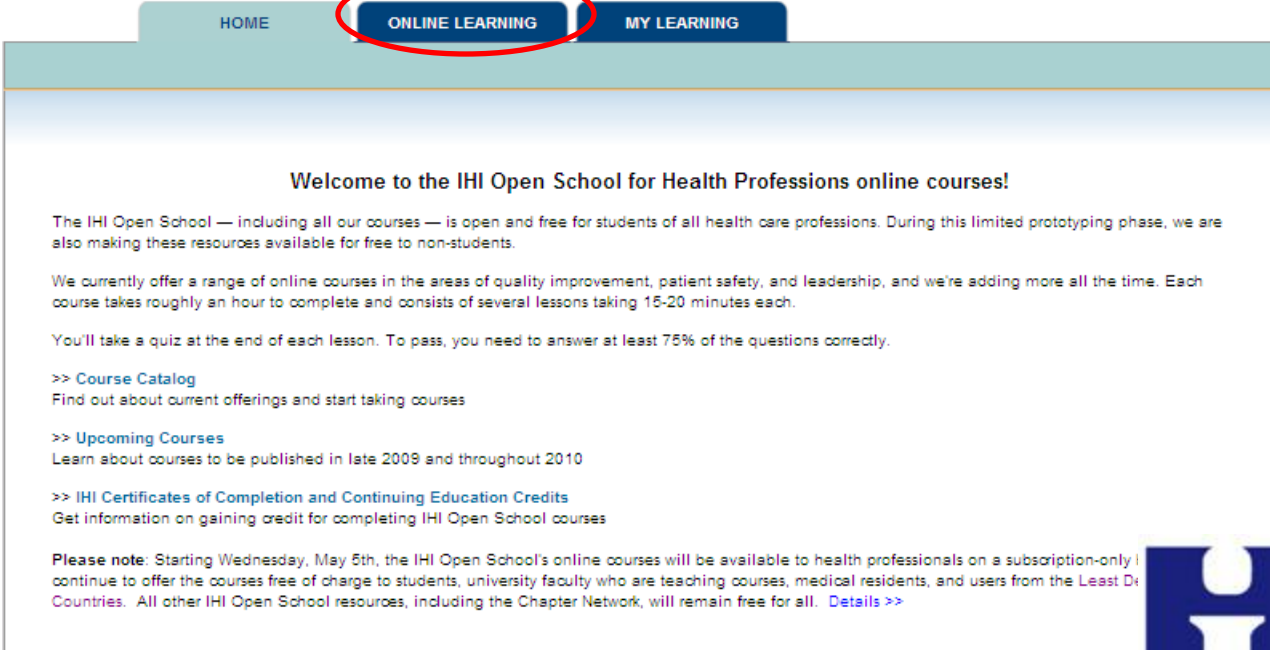


How to Start Taking Courses

Welcome to the IHI Open School for Health Professions online courses! This is a tutorial to help you get started. The whole setup process should take just a couple of minutes.

Step 1

- Type <http://app.ihi.org/lms> into your web browser to arrive at the IHI Open School online courses site.
- Once you have arrived at the IHI Open School online courses site, click the **Online Learning** tab.



The screenshot shows the top navigation bar of the IHI Open School website. The 'ONLINE LEARNING' tab is highlighted with a red circle. Below the navigation bar, the page content includes a welcome message, a paragraph about the school's open access policy, a paragraph about course offerings, and three links: '>> Course Catalog', '>> Upcoming Courses', and '>> IHI Certificates of Completion and Continuing Education Credits'. A 'Please note' section at the bottom provides information about the subscription model starting in May 2010.

HOME ONLINE LEARNING MY LEARNING

Welcome to the IHI Open School for Health Professions online courses!

The IHI Open School — including all our courses — is open and free for students of all health care professions. During this limited prototyping phase, we are also making these resources available for free to non-students.

We currently offer a range of online courses in the areas of quality improvement, patient safety, and leadership, and we're adding more all the time. Each course takes roughly an hour to complete and consists of several lessons taking 15-20 minutes each.

You'll take a quiz at the end of each lesson. To pass, you need to answer at least 75% of the questions correctly.

>> [Course Catalog](#)
Find out about current offerings and start taking courses

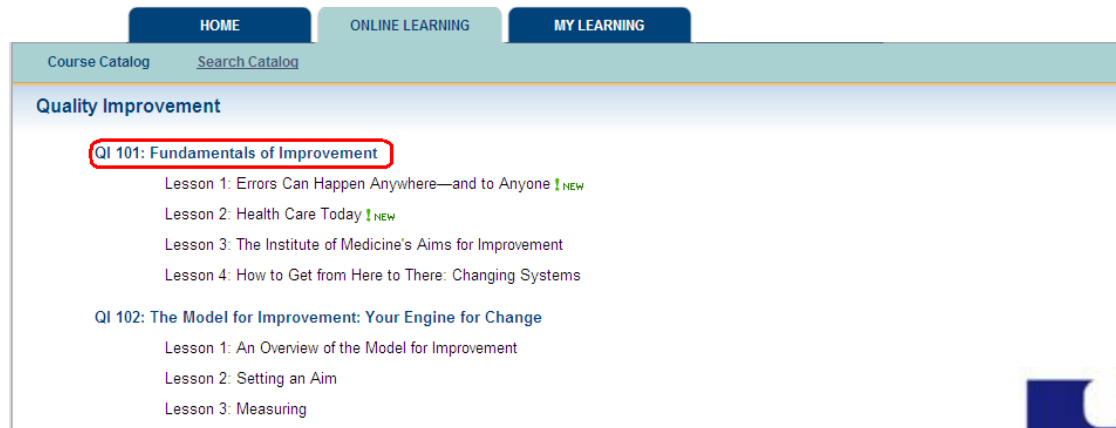
>> [Upcoming Courses](#)
Learn about courses to be published in late 2009 and throughout 2010

>> [IHI Certificates of Completion and Continuing Education Credits](#)
Get information on gaining credit for completing IHI Open School courses

Please note: Starting Wednesday, May 5th, the IHI Open School's online courses will be available to health professionals on a subscription-only basis. We will continue to offer the courses free of charge to students, university faculty who are teaching courses, medical residents, and users from the Least Developed Countries. All other IHI Open School resources, including the Chapter Network, will remain free for all. [Details >>](#)

Step 2

You have now arrived at our course catalog. Select the title of the course that you wish to begin taking. Below, you'll see we've selected "QI 101: Fundamentals of Improvement" as an example.



The screenshot shows a web interface for a course catalog. At the top, there are three navigation tabs: "HOME", "ONLINE LEARNING", and "MY LEARNING". Below the tabs, there is a search bar with the text "Course Catalog" and "Search Catalog". The main content area is titled "Quality Improvement" and lists two course options. The first option, "QI 101: Fundamentals of Improvement", is highlighted with a red box. Below this title, there are four lessons listed: "Lesson 1: Errors Can Happen Anywhere—and to Anyone", "Lesson 2: Health Care Today", "Lesson 3: The Institute of Medicine's Aims for Improvement", and "Lesson 4: How to Get from Here to There: Changing Systems". The second option is "QI 102: The Model for Improvement: Your Engine for Change", with three lessons listed: "Lesson 1: An Overview of the Model for Improvement", "Lesson 2: Setting an Aim", and "Lesson 3: Measuring".

Step 3

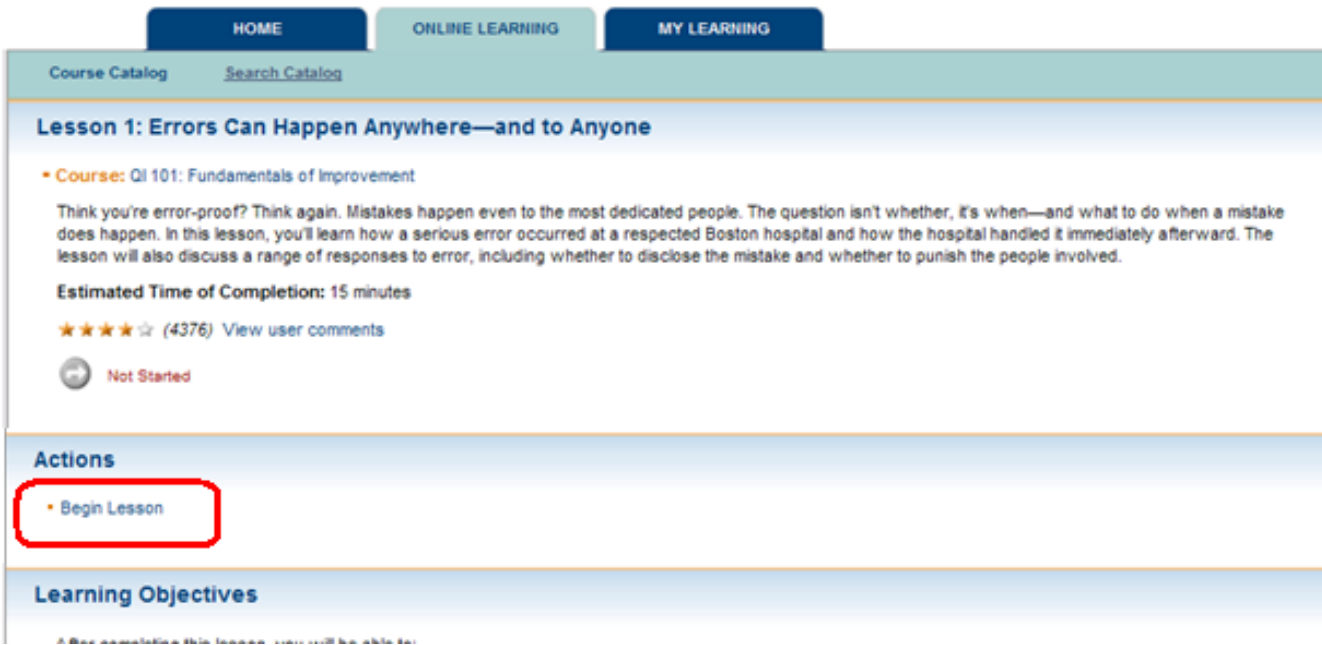
Select the first lesson in the course to get started.

The screenshot shows the course page for 'Fundamentals of Improvement' on the IHI Open School platform. The page has a navigation bar with 'HOME', 'ONLINE LEARNING', and 'MY LEARNING' tabs. Below the navigation bar, there is a 'Course Catalog' section with a search bar. The main content area is titled 'Fundamentals of Improvement' and includes a description of the course, an estimated completion time of 1 hour, and a user rating of 4.5 stars based on 17 comments. A 'Not Started' button is visible. Below this, there is an 'Actions' section with a link to 'View the Next Uncompleted Lesson in this Course.' At the bottom, there is a 'Lessons' table with four rows, each representing a lesson. The first lesson, 'Lesson 1: Errors Can Happen Anywhere—and to Anyone', is highlighted with a red border.

Status	Lesson	Rating
Not Started	Lesson 1: Errors Can Happen Anywhere—and to Anyone	★★★★☆ (4376)
Not Started	Lesson 2: Health Care Today	★★★★☆ (3721)
Not Started	Lesson 3: The Institute of Medicine's Aims for Improvement	★★★★☆ (3261)
Not Started	Lesson 4: How to Get from Here to There: Changing Systems	★★★★☆ (3086)

Step 4

When the next screen appears, select **Begin Lesson** in the actions section.



The screenshot shows a user interface for an online learning platform. At the top, there are three navigation tabs: 'HOME', 'ONLINE LEARNING', and 'MY LEARNING'. Below these is a search bar with the text 'Course Catalog' and 'Search Catalog'. The main content area is titled 'Lesson 1: Errors Can Happen Anywhere—and to Anyone'. Underneath the title, it says 'Course: QI 101: Fundamentals of Improvement'. A paragraph of text describes the lesson's content, mentioning a serious error at a Boston hospital. Below the text, it states 'Estimated Time of Completion: 15 minutes' and shows a star rating of 4.5 out of 5 with '(4376) View user comments'. There is a 'Not Started' indicator with a play button icon. The 'Actions' section is highlighted with a red box and contains a single button labeled 'Begin Lesson'. Below the actions section is the 'Learning Objectives' section, which is partially visible.



Step 5

Now you'll be prompted to log in. If you haven't registered yet, click the **Register now** link shown below:

Log In

Already registered? Log in.

Email

Password [Forgot Password](#)

Remember my email and password on this computer (not recommended for public computers)

[LOG IN](#)

Register with IHI.org

Not registered? Join the IHI.org community now! Registration with the site is free and open to all.

[REGISTER NOW](#)



Personalize Your Experience
Registering with IHI.org will allow you to personalize your web site experience.

Benefits of Registration

- Download content and use interactive tools.
- Rate and comment on content.
- Share your tools and other content with IHI.org users.
- Create public or private user communities.
- Participate in discussion groups and post to wikis and blogs.
- Connect with peers and experts from around the world using the Find a Colleague feature.
- Seek a mentor or become one to a student in the health professions using the Find a Mentor feature.
- Be alerted to new content, site features, and learning opportunities based on your interests through RSS feeds and email updates.
- Use Improvement Tracker to document improvement projects, collect data on key measures, and keep track of changes over time.

If you are already registered with IHI.org, enter your username and password to log in and skip to Step 8.

Step 6

Personal Information

Welcome

To register with IHI.org, complete the profile information below.

CONTACT INFORMATION – PUBLIC

This information is shared publicly on IHI.org when you contribute content and comment features such as User Communities, Find a Colleague, and Find a Mentor.

* required field

Salutation	<input type="text" value="- Select a Salutation -"/>
First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Credentials	<input type="text"/>
	<small>(as they should appear after your name, e.g., MD, MPH, MBA)</small>
Job Title*	<input type="text"/>
Organization Type*	<input type="text" value="- Select a Type -"/>
Your Organization*	Please click here to select your organization
City*	<input type="text"/>
Country*	<input type="text" value="United States"/>
State/Province/Region*	<input type="text" value="- Select a State -"/>

Complete the required fields on the registration page.

Important items to remember when registering for IHI.org:

- Your email address will be used as your unique user identity each time you login to the site.
- Your password will need to contain at least five (and no more than 16) characters.

Please follow the next page of instructions on how to select your organization/employer/school.

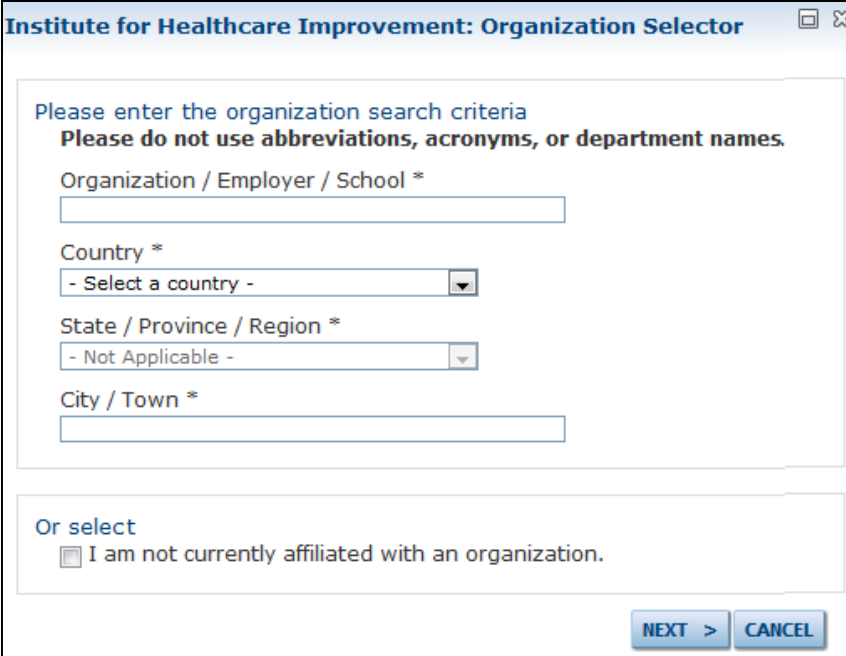
Step 6 (cont.)

- You must have the same organization name and location as your key contact in order to take courses under your organization's subscription.

Please contact your key contact if you are unsure of what to use as your organization.

- In order to link your profile with your organization, please follow these three steps:
 1. Type the name and location of your organization and click **Next**.
 2. Select your organization from the list by clicking the circular button next to it in the results box, then click **Next** in the lower right hand corner.

If no results are found, please contact your key contact to determine which organization to search for.



The screenshot shows a web form titled "Institute for Healthcare Improvement: Organization Selector". The form contains the following fields and options:

- A heading: "Please enter the organization search criteria".
- A warning: "Please do not use abbreviations, acronyms, or department names."
- A text input field: "Organization / Employer / School *".
- A dropdown menu: "Country *" with the option "- Select a country -".
- A dropdown menu: "State / Province / Region *" with the option "- Not Applicable -".
- A text input field: "City / Town *".
- A section titled "Or select" with a checkbox: "I am not currently affiliated with an organization."
- Two buttons at the bottom right: "NEXT >" and "CANCEL".

Step 7

When you have completed the form, you may click **Save and Continue**.

The next page will have personalization options and connect with colleague options. You can fill these in if you would like, but they are not required.

Click **Complete Registration** to complete your profile.

Personalization Options
Customize the site content for your interests and your interaction with other users based on the preferences you indicate below.

* required field

TOPICS OF INTEREST

CARE SETTINGS

CONTENT AREAS

OFFERINGS

Personalize Your IHI.org Experience

- Learn about new content and learning opportunities based on your indicated topics of interest.
- Connect with other users with similar interests.

Connect with Colleagues

FIND A COLLEAGUE

Include my profile in the Find a Colleague Directory on IHI.org.
(Note: You will have the option to accept or ignore all requests to connect.)

FIND A MENTOR

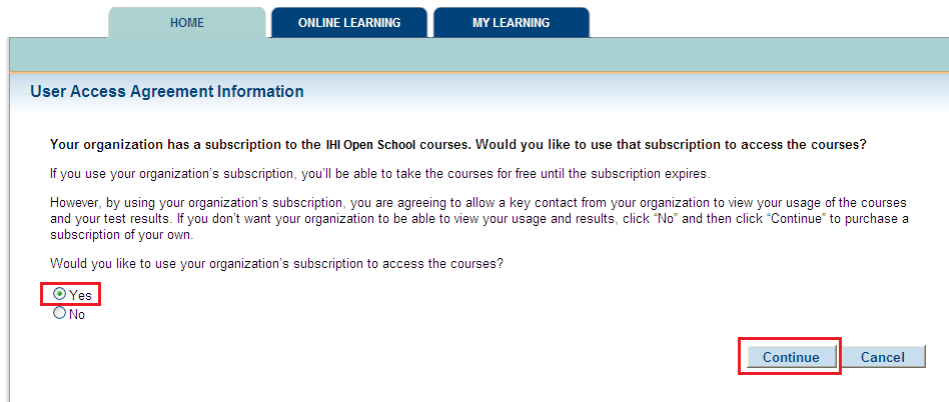
Include my profile in the Find a Mentor Directory on IHI.org.
(Note: You will have the option to accept or ignore all requests to mentor.)

COMPLETE REGISTRATION

If you are not automatically redirected to the courses, go to <http://app.ihl.org/lms/onlinelearning.aspx>

Step 8

Upon starting your first course, you will see a user access agreement to release your usage information to your organization. Click **Accept** to begin taking the lesson.



The screenshot shows a web interface with three tabs: HOME, ONLINE LEARNING, and MY LEARNING. Below the tabs is a dialog box titled "User Access Agreement Information". The text inside the dialog box reads: "Your organization has a subscription to the IHI Open School courses. Would you like to use that subscription to access the courses? If you use your organization's subscription, you'll be able to take the courses for free until the subscription expires. However, by using your organization's subscription, you are agreeing to allow a key contact from your organization to view your usage of the courses and your test results. If you don't want your organization to be able to view your usage and results, click 'No' and then click 'Continue' to purchase a subscription of your own. Would you like to use your organization's subscription to access the courses?" Below the text are two radio buttons: "Yes" (which is selected and highlighted with a red box) and "No". At the bottom right of the dialog box are two buttons: "Continue" (highlighted with a red box) and "Cancel".

If you have any questions about the information you are releasing, please contact the person managing the IHI Open School subscription for your organization.

Additional Information

In the future, you can go directly to the IHI Open School courses site by entering app.ihl.org/lms or courses.ihl.org into your browser.

If you have questions, please contact the IHI Customer Service team at (617) 301-4800 or info@ihl.org. They will gladly guide you through this process.

Thank you for your commitment to quality improvement and patient safety.