

The IHI Open School has a range of online courses in quality improvement, patient safety, leadership, person-and-family centred care etc. The Alberta Medical Association has purchased a number of licence for this continuing education opportunity. Preferences for licence will be given to:

- Practice facilitators
- PCN physician champions
- PCN managers with IF direct reports
- PCN executive directors/medical directors
- PCN physician board members

Recommended Courses

The courses below can be used as necessary to prepare for Day 2 of Practice Facilitator training:

- **QI 102: How to Improve with the Model for Improvement**
 1. Lesson 1: Overview
 2. Lesson 2: Aim statements
 3. Lesson 3: Measures
 4. Lesson 4: Developing changes
 5. Lesson 5: Testing changes
- **QI 103: Testing and Measuring Changes with PDSA Cycles**
 1. Lesson 1: Define measures & collect data
 2. Lesson 2: Data for improvement
 3. Lesson 3: Build degree of belief
- **QI 104: Interpreting Data**
 1. Lesson 1: How to display data
 2. Lesson 2: Run and control charts
- **QI 105: Leading QI**
 1. Lesson 1: Four phases of a QI project
 2. Lesson 2: Human side of QI
 3. Lesson 3: Working with an interdisciplinary team
- **PS 104: Teamwork and Communication**
 1. Lesson 1: Why are these concepts important
 2. Lesson 2: Culture of safety
 3. Lesson 3: Tools for effective communication
- **PFC 101: Introduction to Person and Family Centered Care**
 1. Lesson 1: Patient-Provider Partnerships
 2. Lesson 2: Understanding Patients as People
 3. Lesson 3: Skills for Patient-Provider Partnerships