

You Are Here

In the past few years, hospitals across the US have made unprecedented commitments to quality and patient safety, with many demonstrating impressive progress. Some have eliminated infections for years at a time. Others have radically reduced pressure ulcers. Still others have effectively elevated the quality agenda to the boardroom. And entire states have shown that they can mobilize multiple stakeholders to improve the health care offered to their citizens. Beliefs about what is possible have changed forever.

Yet, despite pockets of excellence, millions of patients still suffer avoidable harm during their care. Infections still persist, medication errors proliferate, widespread inefficiencies waste precious resources, and families lose loved ones unnecessarily every day.

Today, the job of improvement is harder than ever. Devoted professionals, already working under challenging conditions and close scrutiny, grow frustrated and forlorn while hospital leaders are overwhelmed by long lists of regulations and intensifying financial constraints. The challenge for hospital leaders is to sort through the chaos and move as efficiently as possible from the current state to one with a straight-forward path to exceptional performance.

But How?

IHI plans to continue helping until patients everywhere receive the best care possible every time. Building on the success of the 100,000 Lives and 5 Million Lives Campaigns, which concentrated primarily on reducing needless deaths and injuries, IHI will now help hospitals improve patient care by focusing on an essential set of process improvements needed to achieve the highest levels of performance in the areas that matter most to patients.

We call it the “Improvement Map.”

The Improvement Map will help you make sense of the many complex and competing demands you face by offering easy-to-follow guidance through an often confusing landscape, and will help you find reliable routes from where you are to where you want to go. It will enable hospital leaders to distill from hundreds of requirements and measurements their own change agenda, and will help establish priorities, organize work, and optimize resources.

Making the Map

In the coming months, IHI will work intensely with national experts and innovative organizations to develop, field test, and refine components of the Improvement Map. Wherever possible, we will coordinate our efforts with priorities established by other national organizations.

The Improvement Map will cover the entire landscape of outstanding hospital care. Some of the interventions we already know: the 12 changes from the 100,000 Lives and 5 Million Lives Campaigns. And we are now expanding the agenda with three new interventions:

- WHO Surgical Safety Checklist
- Prevent Catheter-Associated Urinary Tract Infections
- Link Quality and Financial Management: Strategies to Engage the Chief Financial Officer and Provide Value for Patients

Thus, the Improvement Map is chartered with 15 interventions, and it will continue to develop as we learn the shortest routes to the best outcomes. IHI will add interventions over time, clustering them by care setting and content area, and will help hospitals identify where they should focus to maximize impact.

Something for Everyone

No matter where you are on your improvement journey, you'll be able to find yourself in the Improvement Map and chart a path to achieve your aspirations. And IHI will provide an array of services and programs to help you on your journey.

In keeping with the spirit of the Campaigns, IHI will continue to provide How-to Guides and introductory calls for all interventions at no cost.

For hospitals that desire a deeper level of assistance, IHI will begin to offer new and vibrant forms of support, including virtual courses, video-conference series and other resources, available via low-cost memberships. As we progress, we will build on the commitment of the many hospitals already working closely with IHI in the IMPACT network, and will offer new opportunities for ambitious organizations to work even more intensely with IHI in pursuit of organization-wide improvement.

Getting There Together

The learning network that has emerged during the Campaigns will continue to prosper, supporting broad-scale deployment of this expanded change agenda. Local field offices ("Nodes") and the network of more than 200 mentor hospitals will expand rapidly.

IHI's firm belief is that the answers to our most difficult challenges exist in the work that countless facilities do each day. We will continue to harvest these solutions and make them available in an open and collaborative learning environment.

We invite hospitals from around the world to join us in this vibrant network, so that we can all benefit from the collective knowledge and energy.

Next Steps

To learn more about the Improvement Map and opportunities to work with IHI on hospital improvement going forward, please join us for an informational conference call on Thursday, January 22, 2009, from 4:00 – 5:00 ET.

(Please check IHI.org for call-in number and code)

If you cannot join us at this time, the call will be recorded and posted in the new Improvement Map section of IHI's website:

www.IHI.org/IHI/Programs/ImprovementMap

There, you can also access all materials, including How-to Guides on the new interventions.

You can contact IHI at (617) 301-4800 or email your questions to us at ImprovementMap@ihi.org.

*We look forward
to continuing with you
on this important journey.*



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