



## Developing Innovative Solutions to Everyday Problems

### An Institute for Healthcare Improvement (IHI) 3-part **Web&ACTION**

In nearly every field of endeavor, organizations that foster a culture of innovation and promote innovative approaches thrive, while those that do not fall behind. New thinking is the key to improved performance. Fresh ideas lead to gains in efficiency and quality. This is increasingly true in health care, where status quo processes are no longer tenable.

Like all business functions, innovation is a management practice — a discipline with specific tools and processes. Any organization can learn and implement these processes and tools. And even the most creative, forward-thinking organization can continue to learn to innovate.

To achieve the goals of increased quality and reduced costs that are essential to reform, health care organizations must develop novel solutions to seemingly intractable everyday problems. Now more than ever, health care must cultivate and celebrate new ideas and solutions.

At the end of this program, participants will be able to:

- Identify areas within their organization where innovation is needed
- Scan for novel ideas and solutions to address these problem areas
- Test and refine these ideas within the organization
- Make continuous innovation and improvement “the way we work”

**Who should attend:** Operational and clinical leaders, Quality leaders, Senior executives, Nurses, Physicians, Directors and Clinical investigators with an interest in identifying and testing novel approaches to improving health care delivery

**Format:** Web&ACTION programs combine intensive expert-led web-based learning sessions followed by Action Periods during which participants apply their knowledge in real-time practice through detailed assignments.

-From the IHI website: <http://www.ihl.org/IHI/Programs/AudioAndWebPrograms/WebACTIONDevelopingInnovativeSolutionstoEverydayProblems.htm?player=wmp>

**WHEN: Session 1, Wednesday, March 10, 10:00 am-11:30 am, Coro 3A**  
**Session 2, Friday, March 26, 10:30 am –12:00 pm, Coro 183**  
**Session 3, Wednesday, April 7, 12:00pm-1:30 pm,**  
**55 Claverick St., Computer Training Room**

**COST: \$100 per person to attend all three sessions for PSO members, their staff and Lifespan employees, \$120 for non-PSO**  
*Course fee is non-refundable*

\*\*\*earn up to 4.5 CME's for Physicians, 4.5 contact hours for Nurses\*\*\*  
(full details are available on the IHI website)

Minimum participation required for the PSO to host this Web&ACTION. To register, contact Cathy St. Laurent at 444-2095 or via email at [cstlaurent1@lifespan.org](mailto:cstlaurent1@lifespan.org)