

Visit the IHI Website

The screenshot shows the IHI website homepage in a browser window. The browser's address bar displays the URL www.ihi.org/?gclid=EAlalQobChMii7799-m6AIVil7ICh1CogCoEAYASAAEgIcb_D_BwE. The website header includes the IHI logo, the tagline "Improving Health and Health Care Worldwide", and a search bar. A navigation menu contains links for "ABOUT US", "TOPICS", "EDUCATION", "RESOURCES", "REGIONS", and "ENGAGE WITH IHI".

The main content area features a large banner titled "Best Practices for Creating Psychological Safety for Staff" with a background image of healthcare professionals. Below the banner, a text box encourages users to "Learn some tips for creating environments of psychological safety in which people feel able to speak up about concerns and disagreements." To the right of the banner is a "FOCUS AREAS" sidebar with a list of topics: Improvement Capability, Person- and Family-Centered Care, Patient Safety, Quality, Cost, and Value, and Triple Aim for Populations.

Below the banner, there are three main sections: "OPEN SCHOOL", "IHI MEMBERSHIP", "CONFERENCES", and "IN-PERSON PROGRAMS". The "OPEN SCHOOL" section describes the IHI Open School's mission to transform health care education. The "IHI MEMBERSHIP" section offers access to education, resources, and networking opportunities. The "CONFERENCES" section promotes networking and generating momentum for change. The "IN-PERSON PROGRAMS" section focuses on developing professional knowledge and skills.

The footer of the website includes the copyright notice "© 2020 Institute for Healthcare Improvement. All rights reserved.", social media icons for Twitter, Facebook, LinkedIn, and YouTube, and links for "CONTACT US", "SUPPORT", "PRIVACY", and "TERMS". The browser's taskbar on the right shows the time as 10:30 AM on Thursday, 3/19/2020, and a notification icon with the number 3.

Select Education Drop Down

The screenshot shows the IHI website interface. At the top, the browser address bar displays the URL `www.ihl.org/?gclid=EAlalQobChMli7799-m6AIVil7ICh1CogCoEAAAYASAAEglcb_D_BwE`. The website header includes the IHI logo, the tagline "Improving Health and Health Care Worldwide", and a search bar. A navigation menu contains links for "ABOUT US", "TOPICS", "EDUCATION", "RESOURCES", "REGIONS", and "ENGAGE WITH IHI". A red arrow points to the "EDUCATION" link. Below the navigation menu, a large banner features the text "Best Practices for Creating Psychological Safety for Staff" over a photo of healthcare professionals. To the right of the banner is a "FOCUS AREAS" section with a list of topics: "Improvement Capability", "Person- and Family-Centered Care", "Patient Safety", "Quality, Cost, and Value", and "Triple Aim for Populations". Below the banner, there are three main content blocks: "OPEN SCHOOL" (describing the IHI Open School's mission), "IHI MEMBERSHIP" (offering access to education and networking), "CONFERENCES" (for networking and momentum), and "IN-PERSON PROGRAMS" (for developing professional knowledge). The footer contains copyright information for 2020, social media icons, and links for "CONTACT US", "SUPPORT", "PRIVACY", and "TERMS". The Windows taskbar on the right shows the time as 10:30 AM on Thursday, 3/19/2020.

Select IHI Open School

Improving Health and Health Care

Not secure | ihi.org/?gclid=EAlalQobChMii7799-m6AIVi7ICh1CogCoEAAAYASAAEglcb_D_BwE

Apps Gmail YouTube Maps Gmail YouTube Maps

Welcome, Jacqueline | My IHI | Log Out | Extranet | Newsletter Sign Up | Blog | Careers

Institute for Healthcare Improvement

Improving Health and Health Care Worldwide

SEARCH

ABOUT US

TOPICS

EDUCATION

RESOURCES

REGIONS

ENGAGE WITH IHI

Technology Isn't Enough: Co-Designing Patient-Centered Telehealth

Simply giving clinicians video equipment isn't enough for effective telehealth. »

OPEN SCHOOL

The IHI Open School is transforming health care education around the world »

WIHI

IHI's Podcast for Improvers

Education Overview

IHI National Forum

IHI Summit

IHI Patient Safety Congress

Conferences

In-Person Training

Virtual Training

WIHI Audio Program

Certified Professional in Patient Safety (CPPS)

IHI Open School

FOCUS AREAS

Improvement Capability »

Person- and Family-Centered Care »

Patient Safety »

Quality, Cost, and Value »

Triple Aim for Populations »

IN-PERSON PROGRAMS

Access education, resources, and networking opportunities »

Network and generate momentum for change »

Develop professional knowledge and skills »

www.ihi.org/education/ihiopenschool

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CONTACT US | SUPPORT | PRIVACY | TERMS

Windows Taskbar

10:32 AM Thursday 3/19/2020

Select Take A Course

IHI Open School Home | IHI - Inst x +

Not secure | ihi.org/education/ihiopenschool/Pages/default.aspx

Apps Gmail YouTube Maps Gmail YouTube Maps

Welcome, Jacqueline | My IHI | Log Out | Extranet | Newsletter Sign Up | Blog | Careers | [ihi.org](#)


Institute for Healthcare Improvement Open School

SEARCH


Overview Online Courses Community Project-Based Learning

Ready to start improving?


With dozens of online courses and hundreds of local Chapters around the world, the IHI Open School is here to support you and your team in providing the best possible care.



Take a Course



Find a Chapter




Train Others

Credits and Certification

The complete catalog of online courses includes more than **35 continuing education credits** for nurses, physicians, and pharmacists as well as a **Basic Certificate in Quality and Safety**. A selection of courses has been approved for Maintenance of Certification (MOC) Part 2 Activity points.

[Continuing education credits and certificates »](#)



Create and Account to Log In (Free)

The screenshot displays the IHI Learning Management System (LMS) website. The browser window shows the URL `app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4`. The website header includes the IHI logo, the text "Institute for Healthcare Improvement", and navigation links: "Welcome, Guest", "Log In / Register", and "Contact Us". A red arrow points to the "Log In / Register" link. Below the header, there are tabs for "Courses" and "Certificates". The main content area is titled "IHI Open School Online Courses" and lists two categories of courses: "Improvement Capability" and "Patient Safety". Each category contains a list of courses with checkboxes for selection.

Improvement Capability

- ☐ QI 101: Introduction to Health Care Improvement*
- ☐ QI 102: How to Improve with the Model for Improvement*
- ☐ QI 103: Testing and Measuring Changes with PDSA Cycles*
- ☐ QI 104: Interpreting Data: Run Charts, Control Charts, and Other Measurement Tools*
- ☐ QI 105: Leading Quality Improvement*
- ☐ QI 201: Planning for Spread: From Local Improvements to System-Wide Change
- ☐ QI 202: Addressing Small Problems to Build Safer, More Reliable Systems

Patient Safety

- ☐ PS 101: Introduction to Patient Safety*
- ☐ PS 102: From Error to Harm*
- ☐ PS 103: Human Factors and Safety*
- ☐ PS 104: Teamwork and Communication*
- ☐ PS 105: Responding to Adverse Events*

Create and Account to Log In (Free)

Log In or Register | IHI · ×

https://www.ihi.org/_layouts/15/ih/login/login.aspx?displayuserreg=full&ReturnUrl=http%3a%2f%2fapp.ihi.org%2f%2f%2f6cb1c614-884b-43ef-9abd-d90849f183t

Log In / Register | Extranet | [Newsletter Sign Up](#) | [Blog](#) | [Careers](#)

Institute for Healthcare Improvement *Improving Health and Health Care Worldwide*

SEARCH

ABOUT US | TOPICS | EDUCATION | RESOURCES | REGIONS | ENGAGE WITH IHI

In order to access this content on ihi.org, please log in or register now.

Log In

We enhanced our online customer portal. If this is your first time logging in since Oct 7, select **Forgot Password** to access your account. Then use your account email address to log in.

Already registered? Log in.

Email
jacqueline.lamanna@ucf.edu

Password [Forgot Password](#)

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

[Log In](#)

Register for Free with ihi.org

[Back](#)

Create an account with IHI and get access to more content and features:

- ✓ **Open School** online courses
- ✓ Registration for programs and trainings
- ✓ CEU credits
- ✓ Online improvement tools
- ✓ Publications
- ✓ Educational videos
- ✓ Weekly newsletters
- ✓ WIHI audio program/podcast
- ✓ Public commenting

[Create Account](#)

*Programs and trainings may require a fee at the point of enrollment, but creating an IHI account is free.

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CONTACT US | SUPPORT | PRIVACY | TERMS

10:48 AM
Thursday
3/19/2020

Scroll to Person and Family Centered Care

The screenshot shows a web browser window with the IHI Learning Management System interface. The browser's address bar displays the URL `app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4`. The page features a sidebar on the right with various application icons. The main content area is organized into sections with blue headers. A red arrow points to the 'Person- and Family-Centered Care' section.

Leadership

- ☐ L 101: Introduction to Health Care Leadership*

Person- and Family-Centered Care

- ☒ PFC 101: Introduction to Patient-Centered Care*
- ☒ PFC 102: Key Dimensions of Patient- and Family-Centered Care
- ☒ PFC 103: Incorporating Mindfulness into Clinical Practice
- ☒ PFC 201: A Guide to Shadowing: Seeing Care Through the Eyes of Patients and Families
- ☐ PFC 202: Having the Conversation: Basic Skills for Conversations about End-of-Life Care

Triple Aim for Populations

- ☐ TA 101: Introduction to the Triple Aim for Populations*
- ☐ TA 102: Improving Health Equity
- ☐ TA 103: Increasing Value and Reducing Waste at the Point of Care

Graduate Medical Education

- ☐ GME 201: Why Engage Trainees in Quality and Safety?
- ☐ GME 202: The Faculty Role: Understanding & Modeling Fundamentals of Quality & Safety
- ☐ GME 203: Designing Educational Experiences in Health Care Improvement
- ☐ GME 204: A Roadmap for Facilitating Experiential Learning in Quality Improvement

10:36 AM
Thursday
3/19/2020

Choose the Following Courses

PFC. 101



PFC. 102



PFC. 103



PFC. 201



Browser window showing the IHI Learning Management System interface. The browser address bar displays: app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4. The page content is organized into several sections, each with a blue header bar:

- Leadership**
 - ☐ L 101: Introduction to Health Care Leadership*
- Person- and Family-Centered Care**
 - ☒ PFC 101: Introduction to Patient-Centered Care*
 - ☒ PFC 102: Key Dimensions of Patient- and Family-Centered Care
 - ☒ PFC 103: Incorporating Mindfulness into Clinical Practice
 - ☒ PFC 201: A Guide to Shadowing: Seeing Care Through the Eyes of Patients and Families
 - ☐ PFC 202: Having the Conversation: Basic Skills for Conversations about End-of-Life Care
- Triple Aim for Populations**
 - ☐ TA 101: Introduction to the Triple Aim for Populations*
 - ☐ TA 102: Improving Health Equity
 - ☐ TA 103: Increasing Value and Reducing Waste at the Point of Care
- Graduate Medical Education**
 - ☐ GME 201: Why Engage Trainees in Quality and Safety?
 - ☐ GME 202: The Faculty Role: Understanding & Modeling Fundamentals of Quality & Safety
 - ☐ GME 203: Designing Educational Experiences in Health Care Improvement
 - ☐ GME 204: A Roadmap for Facilitating Experiential Learning in Quality Improvement

The right sidebar of the browser window shows the Windows taskbar with various application icons and the system clock displaying 10:36 AM Thursday 3/19/2020.

Begin Course

The screenshot shows a web browser window with the URL `app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/a48dc2a3-a65e-4ded-8845-d722fcd569cc`. The page header includes the IHI logo and the text 'Institute for Healthcare Improvement'. A navigation bar contains 'Courses' and 'Certificates' tabs. Below this, a blue banner displays the course title 'PFC 102: Key Dimensions of Patient- and Family-Centered Care'. A red arrow points to a 'Resume Course' button. The main content area provides a description of the course, its estimated completion time (1 hour), and its activity type (Knowledge). It also lists the release date (8/14/2016) and the last updated date (1/31/2018). A star rating of 4.5 (16347 reviews) is shown with a link to 'View user comments'. The 'Objectives' section lists three goals: describing four dimensions of patient- and family-centered care, identifying practices of health care providers that can promote patient- and family-centered care, and discussing how health care systems can collaborate with patients and families on an institution-wide level. The 'Contributors' section lists authors (Jane Roessner, PhD, Writer; Mike Briddon, MA, Director) and reviewers (Jim Conway, MS, Faculty; Jonathan Finkelstein, MD, MPH, Professor; Juliette Schlucter, BS, Family-Centered Care Consultant; Maureen Connor, RN, MPH, Healthcare Consultant; Michele Lloyd, Healthcare Executive; Rebecca Ng, MPH, Administrative Fellow; Susan Sheridan, MIM, MBA, Co-Founder and President). A 'Continuing Education' section is partially visible at the bottom. A context menu is open over the 'Objectives' section, showing options: 'Select all', 'Print', and 'Read aloud'. The Windows taskbar on the right shows the time as 10:50 AM on Thursday, 3/19/2020, and a notification icon with a '3' badge.

app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/a48dc2a3-a65e-4ded-8845-d722fcd569cc

Welcome, Jacqueline | [My IHI](#) | [Log Out](#) | [Contact Us](#)

Institute for Healthcare Improvement

[Courses](#) [Certificates](#)

PFC 102: Key Dimensions of Patient- and Family-Centered Care

Resume Course

What are the key attributes of patient- and family-centered care, and how can you bring them into health care? In this course, you'll learn the four core concepts of patient-centered care as described by the Institute for Patient- and Family-Centered Care and how to apply them. You'll also see how your health care system can involve patients in redesigning care.

The estimated time to complete this course is 1 hour.

Type of Activity: Knowledge
Release Date: 8/14/2016
Last Updated Date: 1/31/2018
★★★★☆ (16347) [View user comments](#)

Objectives

After completing this course, you will be able to:

1. Describe four dimensions of patient- and family-centered care.
2. Identify practices of health care providers that can promote patient- and family-centered care.
3. Discuss how health care systems can collaborate with patients and families on an institution-wide level.

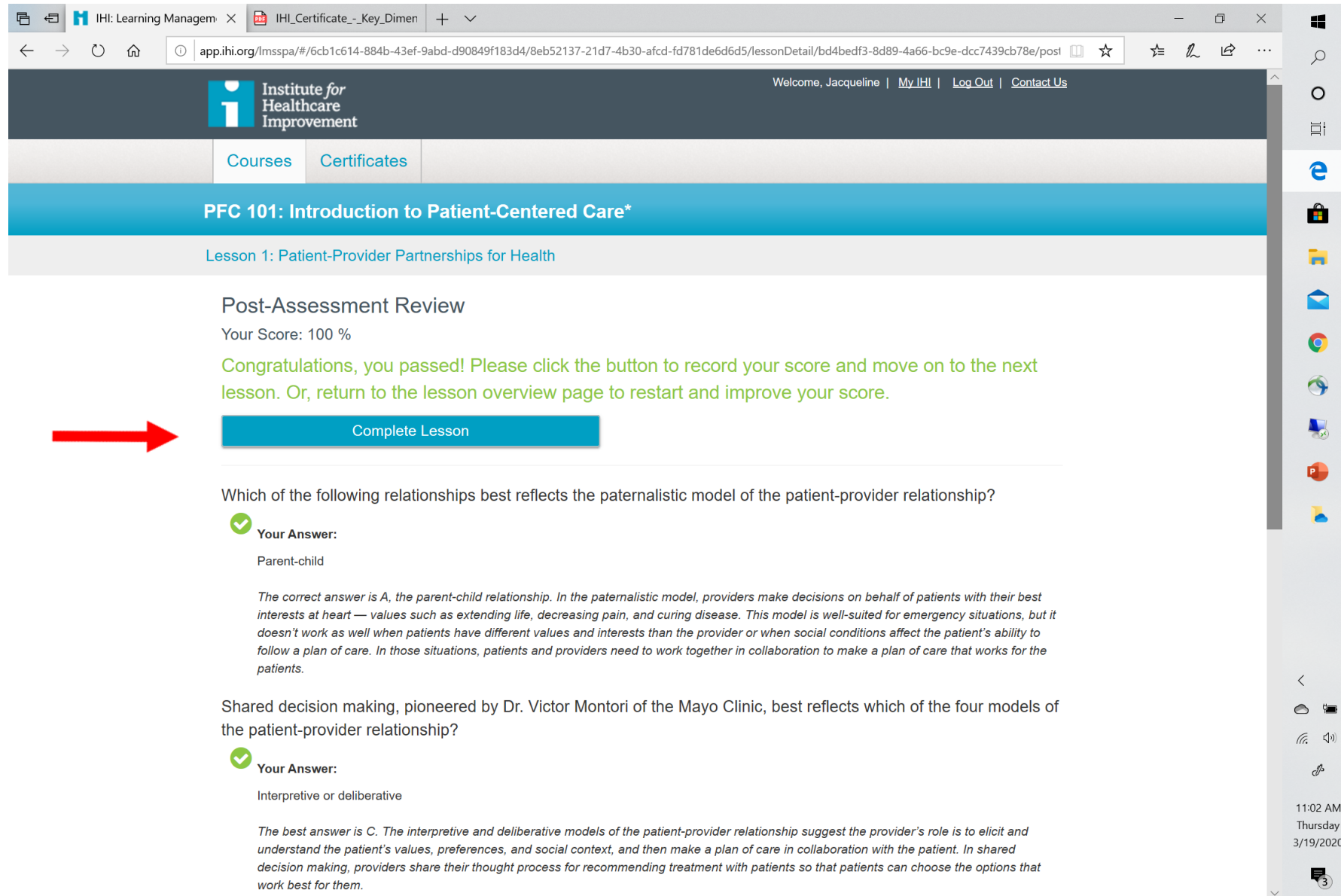
Contributors

Authors
Jane Roessner, PhD, Writer, Institute for Healthcare Improvement [View Profile](#)
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Rebecca Ng, MPH, Administrative Fellow, St. Mary Mercy Hospital [View Profile](#)
Susan Sheridan, MIM, MBA, Co-Founder and President, Consumers Advancing Patient Safety [View Profile](#)

Continuing Education

After You Pass Assessment, Complete Lesson



The screenshot shows a web browser window with the IHI Learning Management System interface. The browser tabs include "IHI: Learning Managem" and "IHI_Certificate_-_Key_Dimen". The address bar shows the URL: app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/8eb52137-21d7-4b30-afcd-fd781de6d6d5/lessonDetail/bd4bedf3-8d89-4a66-bc9e-dcc7439cb78e/post. The header includes the IHI logo and the text "Institute for Healthcare Improvement". The user is logged in as "Jacqueline" and has links for "My IHI", "Log Out", and "Contact Us". The navigation bar shows "Courses" and "Certificates". The main content area is titled "PFC 101: Introduction to Patient-Centered Care*" and "Lesson 1: Patient-Provider Partnerships for Health". The "Post-Assessment Review" section shows a score of 100% and a congratulatory message: "Congratulations, you passed! Please click the button to record your score and move on to the next lesson. Or, return to the lesson overview page to restart and improve your score." A red arrow points to the "Complete Lesson" button. Below this, two questions are shown with their correct answers and explanations. The first question is about the paternalistic model of the patient-provider relationship, and the second is about shared decision making.

Post-Assessment Review
Your Score: 100 %

Congratulations, you passed! Please click the button to record your score and move on to the next lesson. Or, return to the lesson overview page to restart and improve your score.

[Complete Lesson](#)

Which of the following relationships best reflects the paternalistic model of the patient-provider relationship?

✓ **Your Answer:**
Parent-child

The correct answer is A, the parent-child relationship. In the paternalistic model, providers make decisions on behalf of patients with their best interests at heart — values such as extending life, decreasing pain, and curing disease. This model is well-suited for emergency situations, but it doesn't work as well when patients have different values and interests than the provider or when social conditions affect the patient's ability to follow a plan of care. In those situations, patients and providers need to work together in collaboration to make a plan of care that works for the patients.

Shared decision making, pioneered by Dr. Victor Montori of the Mayo Clinic, best reflects which of the four models of the patient-provider relationship?

✓ **Your Answer:**
Interpretive or deliberative

The best answer is C. The interpretive and deliberative models of the patient-provider relationship suggest the provider's role is to elicit and understand the patient's values, preferences, and social context, and then make a plan of care in collaboration with the patient. In shared decision making, providers share their thought process for recommending treatment with patients so that patients can choose the options that work best for them.

11:02 AM
Thursday
3/19/2020

Complete the Course Evaluation

The screenshot shows a web browser window with the IHI Learning Management System. The URL is app.ihl.org/lmsspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/8eb52137-21d7-4b30-afcd-fd781de6d6d5. The page header includes the IHI logo and navigation links for 'Courses' and 'Certificates'. A blue banner at the top reads 'PFC 101: Introduction to Patient-Centered Care'. A blue sidebar on the right contains a message: 'Your feedback helps us improve. To complete a survey about this course, click the evaluation button below. Please note that this survey is required for learners seeking to earn the Basic Certificate in Quality & Safety.' The main content area displays the course description, a 'Continue Learning' section, and a 'Lessons' table. A red arrow points to the 'Complete Course Evaluation' button.

Welcome, Jacqueline | [My IHI](#) | [Log Out](#) | [Contact Us](#)

Institute for Healthcare Improvement

[Courses](#) [Certificates](#)

PFC 101: Introduction to Patient-Centered Care

The relationship between patient and provider is changing. It's not just about providing high-quality services, but also patient-centered care that advances the unique health goals of each person and family. In this course, you'll learn about the ideal relationship to promote health — especially for underserved people who face the greatest barriers to health — as well as some practical skills to make the relationship a reality.

**This course is required for the Basic Certificate in Quality and Safety.*

[Click here to view resources related to this course.](#)

Continue Learning

This course provides examples of how patients and providers are working together to redesign care. [IHI's National Forum on Quality Improvement in Health Care](#) will present you with many more strategies and models from real organizations doing this important work.

The estimated time to complete this course is 1 hour 30 minutes.

Type of Activity: Knowledge
Release Date: 9/28/2011
Last Updated Date: 8/14/2016
★★★★★ (77258) [View user comments](#)

Complete Course Evaluation **Claim Certificate**

Lessons

✓ Lesson 1: Patient-Provider Partnerships for Health	100%
✓ Lesson 2: Understanding Patients as People	100%
✓ Lesson 3: Skills for Patient-Provider Partnerships	100%

Objectives

After completing this course, you will be able to:


1. Describe the partnership model of patient-provider relationships

Complete the Course Evaluation

IHI: Learning Management System

IHI_Certificate_-_Key_Dimen

app.ihl.org/lmspa/#/6cb1c614-884b-43ef-9abd-d90849f183d4/8eb52137-21d7-4b30-afcd-fd781de6d6d5/survey/ab5a37aa-c598-4728-aaeb-700e6e7f57e9

 Institute for Healthcare Improvement

Welcome, Jacqueline | [My IHI](#) | [Log Out](#) | [Contact Us](#)

Courses

Certificates

PFC 101: Introduction to Patient-Centered Care*

IHI is dedicated to continuous improvement. Please help us improve this course by completing an evaluation. It should take less than five minutes.

How would you describe the level of the content of this course?

☐ Appropriate
☐ Too elementary
☐ Too advanced

Please rate your ability to do the following:

	Excellent	Very Good	Good	Fair	Poor
Explain why the partnership model can improve health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe the partnership model of patient-provider relationships.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discuss how social conditions, faith, culture, and trust affect the patient-provider relationship.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify at least four skills to improve clinical interactions with patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did you gain knowledge or skills in this course that you will be able to apply to your work or studies?

☐ Yes, immediately
☐ Not immediately, but in the near future
☐ Not immediately, but at some point in my career
☐ No/not sure

Was the material in this course presented in an objective and unbiased way?

☐ Yes
☐ No
☐ Not sure

Please rate the effectiveness of each of the following teaching modes in this course:



	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Video and audio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Select all


Print

Read aloud


<

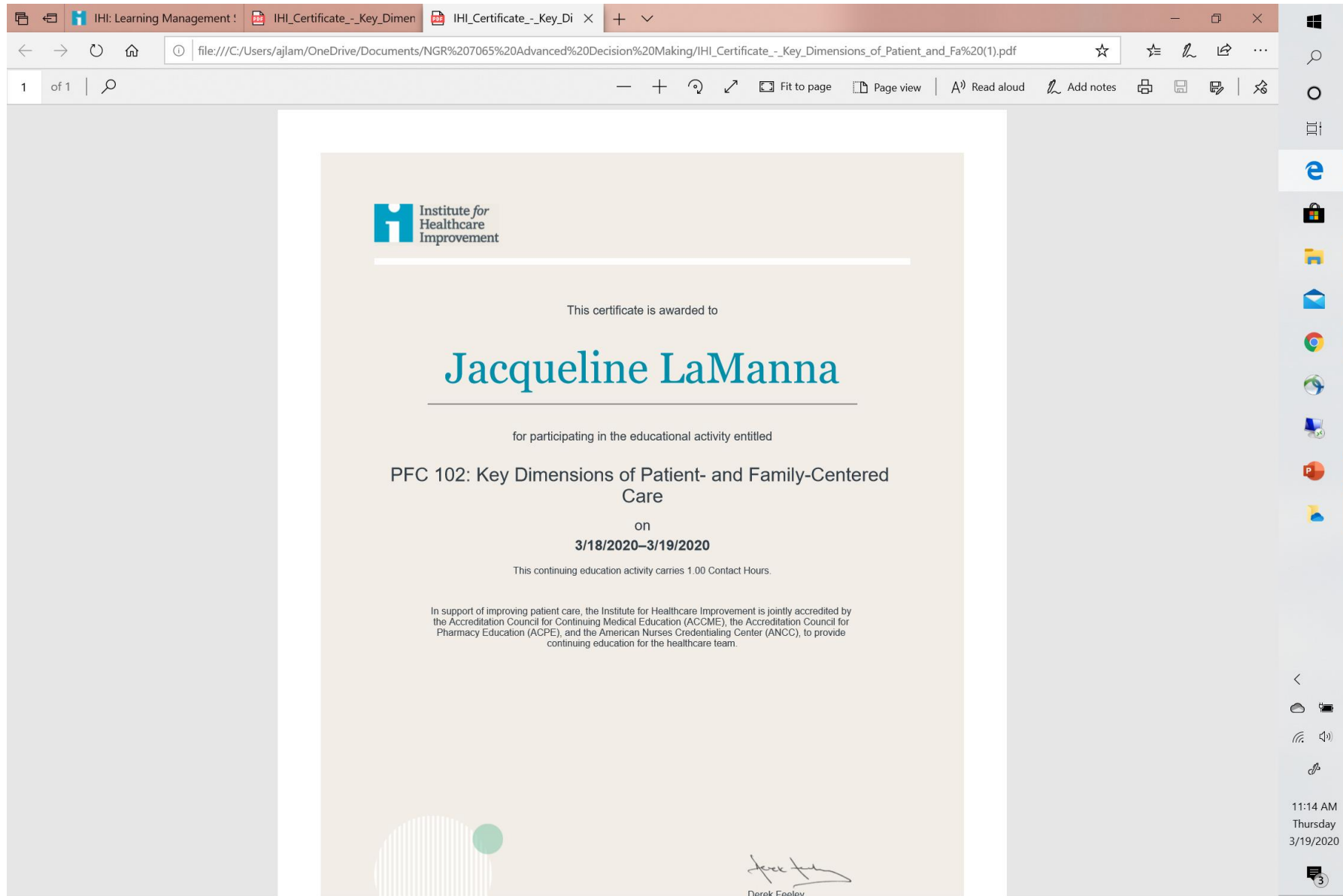
 



11:13 AM
Thursday
3/19/2020

 3

Print your Certificates (You will upload 4)



Visit other resources at this site— You may find resources to support your project work.

The screenshot shows a web browser window with two tabs: 'Person- and Family-Cen' and 'PartneringwithPatientsandF'. The address bar shows the URL 'www.ihl.org/Topics/PFCC/Pages/default.aspx'. The website header features the IHI logo with the tagline 'Improving Health and Health Care Worldwide' and a search bar. A navigation menu includes links for 'ABOUT US', 'TOPICS', 'EDUCATION', 'RESOURCES', 'REGIONS', and 'ENGAGE WITH IHI'. The main content area is titled 'Person- and Family-Centered Care' and includes a sidebar with a table of contents (Introduction, Overview, Getting Started, Education, Resources) and a 'RELATED TOPICS' section with links to 'Always Events' and '"What Matters"'. The main text area contains a large image of a healthcare provider interacting with an elderly patient, followed by a 'GETTING STARTED' section with a link to 'Need some help getting started? We have some suggested resources for you.' and a 'TOOLS AND RESOURCES' section with links to 'Patient- and Family-Centered Care Organizational Self-Assessment Tool', 'Partnering with Patients and Families: A Roadmap for the Future', 'Partnering with Patients and Families: Recommendations and Promising Practices', and 'Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care'. The footer shows the date and time: '11:18 AM Thursday 3/19/2020'.

Person- and Family-Centered Care

Introduction

Overview

Getting Started

Education

Resources

RELATED TOPICS

Always Events

"What Matters"

Person- and Family-Centered Care

Our goal: Usher in a new era of partnerships between clinicians and individuals where the values, needs, and preferences of the individual are honored; the best evidence is applied; and the shared goal is optimal functional health and quality of life. [More >>](#)

In the Spotlight

Finding "HOPE" in Behavioral Health Care in the Emergency Department

Providing better behavioral health care can help avoid unnecessary inpatient admissions and alleviate demand on limited ED staff and resources. Learn about the approach one ED team is taking in an excerpt from the IHI White Paper, Improving Behavioral Health Care in the Emergency Department and Upstream.

Providing Safe, High-Quality Maternity Care in Rural US Hospitals

A new IHI Innovation Report examines the challenges and gaps that rural health care organizations in the US face; presents a synthesis of published evidence and effective approaches developed by clinicians and leaders; and describes potential strategies for providing safe, high-quality maternity care in rural areas.

GETTING STARTED

Need some help [getting started](#)? We have some suggested resources for you.

TOOLS AND RESOURCES

[Patient- and Family-Centered Care Organizational Self-Assessment Tool](#)

[Partnering with Patients and Families: A Roadmap for the Future](#)

[Partnering with Patients and Families: Recommendations and Promising Practices](#)

[Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care](#)

[View More >>](#)