

# Department of Veterans Affairs

# Memorandum

**Date:** October 8, 2020

**From:** Assistant Under Secretary for Health for Quality and Patient Safety

**Subj:** Institute for Healthcare Improvement National Forum on Quality Improvement in Health Care

**To:** Network Directors (10N1-23)  
Medical Center Directors (00)

**Thru:** Assistant Under Secretary for Health for Operations (10N) *TK*

1. The Office of Quality and Patient Safety has contracted with the Institute for Healthcare Improvement (IHI) for VA employees to participate virtually in the 2020 National Forum on Quality Improvement in Health Care.
2. VA employees who wish to participate should follow the attached instructions for creating a free account with IHI first and once the IHI account is activated and open on your browser, use the second link and VA\$2020 code to register for the program. Clinicians must be registered and complete an evaluation to receive Continuing Education Credits for participation in the broadcast. The IHI is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC). *No other specialty accreditations are available for this program.*
3. This virtual program will consist of a combination of pre-recorded and live events from December 6<sup>th</sup> through December 9<sup>th</sup>. The agenda is still being developed and will be continually updated at the following link: [IHI Agenda Tracking](#). Some sessions already announced are on equity, COVID-19, and Joy at Work. Employees who register will also have access to on-demand recordings following every session.
4. Employees MUST register, before Friday November 27<sup>th</sup> 4:00pm ET, to access the training either live or on-demand. Employees are advised to register even if he/she does not plan on receiving the continuing education credit and/or they plan to watch in a group setting to receive the benefit of on-demand access.
5. Registration problems should be directed to IHI at [info@ihi.org](mailto:info@ihi.org) or through IHI customer service at (617) 301-4800. Non-registration questions may be directed to Dr. Karen Maudlin, Clinical Executive, Office of Quality and Patient Safety at [Karen.Maudlin@va.gov](mailto:Karen.Maudlin@va.gov).

Gerard R  
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