



HARVARD
MEDICAL SCHOOL

SAFETY, QUALITY, INFORMATICS AND LEADERSHIP



Better Systems — Better Results

From the Program Director



Well before the world's health care systems were tested by COVID-19, issues of clinical quality and patient safety were of foremost concern. They remain so today and will be just as critical in the future. The fact is, anywhere in the world, even the most talented clinicians can make mistakes,

the best teams can overlook a critical step, and patient data can become compromised or outdated. It is not just about having good frontline people, it is about having good systems—and the leadership needed to implement, manage, and continually improve such systems.

This is what you will learn in Harvard Medical School's Safety, Quality, Informatics and Leadership certificate program. In just one year, you will gain the skills, knowledge, and hands-on expertise needed to become an effective change agent in your home institution. In fact, through the implementation of your capstone project, you will already have made an impact even before completing the program.

We look forward to welcoming you into our global blended-learning community as we raise the standards for medical care worldwide.

Katherine Santos, MBA

Vice President of Strategy and
Operational Excellence
Legacy Lifecare

“Each workshop taught me things that were immediately useful.”

I work for a small network of specialty hospitals as the lead on safety and quality issues; when my responsibilities expanded to include informatics, I enrolled in the SQIL program at Harvard Medical School. The program provided many new ideas for optimization and validated much that I had already planned or implemented. Each SQIL workshop taught me things that were immediately useful in my practice. What I most appreciated, though, was the global network I became part of, which allows for knowledge and idea sharing. I work in a small setting, so it's critical to be able to connect with colleagues to align with what is working and look for new and innovative ideas.

Jenn Trallo Schreiber, MSN, MBA, RN, CPPS
Vice President of Clinical Quality and Informatics
Acuity Healthcare, Charlotte, NC



Program Overview

The future demands that we move beyond today's knowledge. We must continue to learn, to discover new and innovative ways to make health care better, safer, and more efficient. This is the essence of a Learning Health System (LHS): A system which leverages information to generate the knowledge needed to effect positive change and transformation in health care environments. Learning health systems provide a pathway to the future.

In the SQIL program, you will learn how to take raw data—something that all medical practices generate in enormous quantities—and apply analytic tools to transform this information into powerful insights that can be applied to quality and safety practices and policies. You will understand how safety and quality are necessarily bound together through informatics, and how leadership—using the LHS model—is the key to operationalizing these learnings throughout the organization.

The program is relevant to participants from around the world with all levels of experience in safety, quality, or informatics. We start with foundational concepts but quickly ramp up to advanced topics. Program content includes international insights and evidence from global experts. Then, through the culminating capstone project, you will hone your ability to identify a problem area in your home institution or practice, while devising solutions grounded in coursework spanning all four areas: safety, quality, informatics, and leadership. You will emerge with the tools and knowledge needed to create change and drive system-wide improvement.



Certificate Program Benefits

In medicine, innovation is essential and time is critical. With the wide range of educational programs available, why enroll in the SQIL program? The benefits of joining our global learner community include:

- Harvard Medical School education is a recognized mark of quality and credibility
- Certificate programs are focused on the ready application of practical skills and innovative ideas
- The program is designed for busy professionals balancing the need to work and to grow
- SQIL's blended-learning format means less travel is required, allowing our learners to balance career, education, and family
- Learners represent a diverse global cohort, creating a network of peers eager to share information and collaborate on innovative ideas
- Students have access to the deep, historical holdings of the Countway online library
- Students who complete the program join a global alumni network and are eligible to take part in future alumni panels
- Students and faculty enjoy a gala dinner during the final workshop in Boston



Who Leads the Program?



Katherine Santos, MBA
Program Director

Vice President of Strategy and
Operational Excellence
Legacy Lifecare



Ajay K. Singh, MBBS, FRCP, MBA
Co-Director

Senior Associate Dean for Postgraduate Medical
Education
Harvard Medical School



Charles Friedman, PhD
Co-Director

Josiah Macy Jr. Professor of Medical Education
and Chair of the Department of Learning Health
Sciences
University of Michigan



Johanna Westbrook, PhD
Co-Director

NHMRC Elizabeth Blackburn Investigator
Leadership Fellow and Director
Centre for Health Systems and Safety Research
Australian Institute of Health Innovation
Macquarie University

Sample Capstone Projects

To convey a sense of the scope of inquiry and innovation demonstrated by recent SQL program participants, here are the titles of some recently completed capstone projects:

- Reducing patient waiting times in the outpatient departments: A strategy to improve healthcare quality
- NeoGuide: Digital clinic guideline and decision support platform for neonatal intensive care
- Decreasing length of stay in the emergency department by optimizing radiology throughput
- Process optimization to improve operating room efficiency by reducing day of surgery cancellation
- Reducing inappropriate hospitalization for patients with acute lower extremity deep venous thrombosis
- Introduction of a streamlined care pathway and stewardship for the management of trial of labor after cesarean section

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