Safety, Quality, Informatics and Leadership Program

Achieving high-impact leadership with an emphasis on quality and safety

APPLY AT HMS.HARVARD.EDU/SQIL
Harvard Medical School's Safety, Quality, Informatics and Leadership (SQIL) program offers an exclusive opportunity to explore the cornerstones of high-quality health care. This intensive one-year certificate program is designed to help participants develop knowledge and skills in the science and implementation of safety and quality programs in a hospital setting, which is the fundamental premise of the Institute of Medicine's Learning Health System concept.

The exposure to top Harvard faculty, clinical experts and administrative leaders from our Harvard-affiliated hospitals—including Massachusetts General Hospital, Beth Israel Deaconess Medical Center, Boston Children's Hospital, Dana-Farber Cancer Institute, Joslin Diabetes Center and Brigham and Women's Hospital—make this a unique learning opportunity. But, that's not all. Two of our three program directors, Professor Charles Friedman and Professor Aziz Sheikh from the University of Michigan and Edinburgh University, respectively, provide this program with a global perspective that enriches the experience for all students. Best practices and pragmatic solutions from different parts of the world are showcased. Students interact and learn from one another. Our unique blended learning model is ideally suited to the busy professional, as it allows you to learn while still working.

We anticipate that graduating students will acquire the skills and knowledge required to take their organization to a new level of performance. Indeed, we expect graduates to become leaders in quality, safety and informatics.

David H. Roberts, MD
Dean for External Education
Harvard Medical School
In today’s complex health care environment, change is constant. Our evolving technology landscape is reshaping the way we manage patients and engage as clinicians. Providers work to deliver high value care that is safe and free from medical errors. As a result, high quality care, clinical efficiency and cost containment can be difficult to manage.

In an effort to support this need, Harvard Medical School offers Safety, Quality, Informatics and Leadership (SQIL). This comprehensive program provides health care leaders, clinicians and administrators with the tools needed to become global leaders in health care delivery.

WHAT IS SQIL?
SQIL is a one-year certificate program consisting of three in-person, 4-day workshops; dynamic live webinars and pre-recorded lectures; an individual Capstone project with a Harvard faculty advisor. This highly interactive program provides participants with direct access to the world's leading authorities in safety, quality, clinical informatics and health leadership.

Learn more about the SQIL program online at hms.harvard.edu/sqil.
Program Objectives

SQIL’s goal is for participants to attain fundamental knowledge in four key areas that comprise the Learning Health System concept—patient safety, quality, informatics and leadership. Through a blended learning format, participants will gain the knowledge, skills and confidence to play a key role as leaders in their local health care system.

Upon completion of the program, participants will be fully equipped to:

- Apply the key concepts in patient safety, quality and informatics - grounded in the concept of Learning Health Systems - to real-world health problems
- Identify barriers to change within complex health care systems
- Cultivate a strategic toolkit to address the challenges related to the interplay of quality, safety and informatics
- Develop and sharpen personal leadership and communication skills
- Use Harvard Business School Case Method teaching to illustrate and learn from case scenarios in an interactive setting
- Building on the previous objectives, develop plans for quality improvement, patient safety and/or informatics within the participant’s own health care organization or system
- Design a learning cycle process to address a stated health problem

WORKSHOP DATES

WORKSHOP 1: ONLINE, MAY 17–20, 2021

WORKSHOP 2: BOSTON
November 16–19, 2021

WORKSHOP 2: LONDON
November 9–12, 2021

WORKSHOP 2: MELBOURNE
November 2–5, 2021

WORKSHOP 3: BOSTON, MAY 3–6, 2022
The program emphasizes team-based learning in the classroom and online with students working in groups to collaborate, discuss and solve problems—a method that leads to a deeper and more enduring understanding of topics. In addition, students will have access to program faculty throughout the year for methodological guidance and support.

**COURSE THEMES**

### Patient Safety
- Developing a Hospital Program in Patient Safety
- Adverse Event Reporting
- Reviewing Errors: Root Cause Analysis 2 (RCA2)
- Hospital Acquired Conditions and Serious Reportable Events
- Introduction to Safety Culture
- Disclosure and Apology
- A Trainee Curriculum in Quality and Safety
- Human Factors

### Quality Improvement
- Developing a Hospital Program in Quality
- DMAIS: Continuous Quality Improvement Model
- Lean Fundamentals
- Hospital Quality and Performance Measurement
- Patient Reported Outcome Measures (PROMs)
- Patient Engagement: The Key to Quality and Safety
- Population Health Management
- Ambulatory Care Coordination for High Risk Patients

### Informatics
- Foundations of Informatics, Spanning Health Care and Public Health
- Basics of Clinical Databases: Introduction to Databases
- Using Electronic Health Records to Improve Quality and Safety
- eHealth Trends and Technologies
- Knowledge Management and Clinical Decision Support
- Artificial Intelligence and Machine Learning
- Patient Portals
- Global e-Health Trends and Techniques

### Leadership
- Practicing and Delivering Lifestyle Medicine
- Emotional Intelligence and its Importance in Healthcare
- Personal Growth and Mastery
- Situational Leadership
- Leading through Conflict and Change
- Leading Effective Meetings
- Decision Making
- Change Management
Who Are We Looking For?

The Harvard Medical School Safety, Quality, Informatics and Leadership program is designed for clinicians, administrators and policymakers in leadership roles in clinical quality and/or patient safety. Candidates for the program should hold doctoral or master’s level degrees. This program is offered in three international cities—Boston, London and Melbourne. A snapshot of our global participation is represented below:

Global Participation Snapshot:
Safety, Quality, Informatics and Leadership
AJAY K. SINGH, MBBS, FRCP, MBA
Senior Associate Dean for Postgraduate Medical Education, Harvard Medical School

“The SQIL program will bring together current and emerging leaders in health care with top Harvard faculty. The goal of SQIL is to develop physicians, nurses and administrators into better leaders. By attending this program, you will acquire the knowledge and skills that will make you more effective. In the process, you will also develop a global network of like-minded professionals who work in health care.”

AJAY K. SINGH, MBBS, FRCP, MBA
Program Director
WORKSHOP TEACHING TEAM

Patricia Abbott, PhD, RN, FAAN, FACMI
Associate Professor, University of Michigan School of Nursing
Director, Hillman Innovation Scholars Program

Mara Bloom, JD, MS
Executive Director, Massachusetts General Hospital Cancer Center

David Feinbloom, MD
Section of Hospital Medicine
Beth Israel Deaconess Medical Center
Senior Medical Director Medication Safety and Information Management
Silverman Institute

Elizabeth Frates, MD
Assistant Clinical Professor, Harvard Medical School
Director of Wellness Programming, Stroke Institute for Research and Recovery, Spaulding Rehabilitation Hospital

Prerna Kahlon, BDS, MPAH, CPGQ
Vice President, Quality and Process Improvement
Grady Health System, Atlanta, GA

Sayeed Malek, MD, FACS
Assistant Professor of Surgery, Harvard Medical School
Clinical Director of Transplant Surgery, Brigham and Women’s Hospital

Kenneth Mandl, MD, MPH
Professor of Biomedical Informatics and of Pediatrics, Harvard Medical School
Director, Computational Health Informatics Program, Boston Children’s Hospital

Melvyn Menezes, PhD, MBA
Associate Professor, Boston University Questrom School of Business

Elizabeth Mort, MD, MPH
Senior VP of Quality and Safety, Chief Quality Officer
Massachusetts General Hospital

Marc Philip T. Pimentel, MD, MPH, CPPS
Medical Director
BWH Quality and Safety Assistant Professor of Anaesthesia
Harvard Medical School

Luis Prado, MBBS
Associate Professor
Executive Director Academic and Medical Services and Chief Medical Officer, Epworth Healthcare

Vinay Rane, MBBS, LLB, PDLP, BMEDSCI(HONS), LLM, FACLM, MFFLM(LON), FRANZCOG, FFCFM(RCPA), FACOG, MAICD, AFRACMA, MHSM
Associate Professor, Ramsay Healthcare

Daniel Sands, MD, MPH, FACP, FACMI
Harvard Medical School
Beth Israel Deaconess Medical Center

Gordon Schiff, MD
Associate Professor of Medicine, Harvard Medical School
Associate Director of Brigham and Women’s Center for Patient Safety Research Practice, Quality, and Safety Director Harvard Medical School Center for Primary Care

Douglas Smink, MD, MPH
Associate Professor of Surgery, Harvard Medical School
Chief of Surgery, Faulkner Hospital
Program Director, General Surgery Residency, Brigham and Women’s Hospital

Anjala Tess, MD
Associate Professor of Medicine, Harvard Medical School
Associate Chair for Education, Department of Medicine, Beth Israel Deaconess Medical Center
Director, HMS Master’s Degree in Healthcare Quality and Safety

John Kevin Tucker, MD
Assistant Professor of Medicine, Harvard Medical School
Medical Director DCI Brigham/Faulkner Hospital
Chief of Nephrology, Faulkner Hospital
Director, HMS Master’s Degree in Clinical Service Operations

ONLINE TEACHING TEAM

Julia Adler-Milstein, PhD
Associate Professor, Department of Medicine
Director, Center for Clinical Informatics and Improvement Research
University of California San Francisco

Heather Baer, ScD
Assistant Professor of Medicine, Harvard Medical School
Assistant Professor of Epidemiology, Harvard T.H. Chan School of Public Health
Associate Epidemiologist, Brigham and Women’s Hospital

Mujeeb Basit, MD
Associate Chief Medical Informatics Officer
Professor, University of Texas Southwestern Medical Center

Jonathan Baum
Lead Consultant with Performance Improvement, Brigham and Women’s Hospital

Jennifer Beloff, MSN, RN, APN-C
Assistant Professor of Medicine, Harvard Medical School
Director of Quality, Center for Clinical Excellence, Brigham and Women’s Hospital

Alexander Carbo, MD
Associate Professor of Medicine, Harvard Medical School
Associate Director for Patient Safety, Beth Israel Deaconess Medical Center

Bradley Crotty, MD, MPH
Assistant Professor, Medical College of Wisconsin
Medical Director, Inception Health
Rebecca Cunningham, MD
Assistant Professor of Medicine, Harvard Medical School
Medical Director, Integrated Care and Management Program, Brigham and Women's Health Care

Christian Dankers, MD, MBA
Instructor in Medicine, Harvard Medical School
Medical Director, Department of Quality and Safety, Brigham and Women's Hospital

Maura Donnelly, RN
Clinician, Brigham and Women's Hospital
Senior Consultant with Performance Improvement, Brigham and Women's Hospital

Jessica Dudley, MD
Assistant Professor of Medicine, Harvard Medical School
Chief Clinical Officer, Press Ganey

Susan Edgman-Levitan, PA
Lecturer on Medicine, Harvard Medical School
Executive Director, John D. Stoeckle Center for Primary Care, Massachusetts General Hospital

Henry Feldman, MD
Assistant Professor of Medicine, Harvard Medical School
Chief Information Architect, Beth Israel Deaconess Medical Center

Patricia Folcarelli, RN, PhD
Interim Vice President, Healthcare Quality, Beth Israel Deaconess Medical Center

Dorothy Goulart, MS, RN
Former Director of Performance Improvement, Center for Clinical Excellence, Brigham and Women's Hospital

Jeffrey Greenberg, MD, MBA
Assistant Professor of Medicine, Harvard Medical School
Medical Director, Brigham and Women's Hospital Innovation Hub
Former Medical Director of the Standardized Clinical Assessment and Management Program (SCAMP), Brigham and Women's Hospital

Yael K. Heher, MD, MPH
Associate Professor of Pathology, Harvard Medical School
Director of Quality and Patient Safety, Department of Pathology, Beth Israel Deaconess Medical Center

Kenneth Mandl, MD, MPH
Professor of Biomedical Informatics and of Pediatrics, Harvard Medical School
Director, Computational Health Informatics Program, Boston Children's Hospital

Peter Margolis, MD, PhD
Co-Director, James M. Anderson Center for Health Systems Excellence
Professor of Pediatrics, Cincinnati Children's Hospital Medical Center

Claire Massero
Senior Consultant, Performance Improvement, Brigham and Women's Hospital

Andrew Morris, FRSE, FMedSci
Professor of Medicine, University of Edinburgh
Director, Institute of Population Health Sciences, University of Edinburgh
Vice Principal of Data Science, University of Edinburgh

Yuri Quintana, PhD
Assistant Professor of Medicine, Harvard Medical School
Director, Global Health Informatics, Beth Israel Deaconess Medical Center

Sandhya K. Rao, MD
Assistant Professor of Medicine, Harvard Medical School
Medical Director, Population Health, Partners HealthCare
Associate Medical Director for Quality Improvement, Massachusetts General Physicians Organization

John Rossi, MBA
Senior Consultant, Performance Improvement, Brigham and Women's Hospital

Charles Safran, MD, MS
Professor of Medicine, Harvard Medical School
Chief, Division of Clinical Informatics, Beth Israel Deaconess Medical Center

Gordon Schiff, MD
Associate Professor of Medicine, Harvard Medical School
Quality and Safety Director, Harvard Medical School Center for Primary Care
Associate Director, Center for Patient Safety Research and Practice, Brigham and Women's Hospital

Jo Shapiro, MD
Associate Professor of Otolaryngology, Harvard Medical School
Director, Center for Professionalism and Peer Support
Chief, Division of Otolaryngology, Brigham and Women's Hospital

Hardeep Singh, MD, MPH
Associate Professor, Department of Medicine, Section of Health Services Research, Baylor College of Medicine
Chief, Health Policy, Quality & Informatics Program, Center for Innovations in Quality, Effectiveness and Safety, Michael E. DeBakey VA Medical Center
Director, VA Center of Inquiry to Improve Outpatient Safety through Effective Electronic Communication

Karandeep Singh, MD, MMSc
Assistant Professor of Learning Health Sciences and Internal Medicine
University of Michigan Medical School

Dean Sittig, PhD
Professor, University of Texas Health School of Biomedical Informatics

Robert Sutfin, MBA
Director, Decision Support Systems, Brigham and Women's Hospital

Jonathan Teich, MD, PhD
Assistant Professor of Medicine, Harvard Medical School
Chief Medical Informatics Officer, Elsevier

Jonathan Weiner, DrPH
Professor, Health Policy & Management and of Health Informatics, The Johns Hopkins University, Bloomberg School of Public Health
Director, Center for Population Health IT, The Johns Hopkins University, Bloomberg School of Public Health

Paige Wickner, MD, MPH
Assistant Professor of Medicine, Harvard Medical School
Medical Director for Quality and Safety, Brigham and Women's Hospital
Director of Quality, Allergy and Immunology, Brigham and Women's Hospital

Adam Wright, PhD
Associate Professor of Medicine, Harvard Medical School
Senior Scientist, Division of General Medicine, Brigham and Women's Hospital
ELIGIBILITY REQUIREMENTS
The Harvard Medical School Safety, Quality, Informatics and Leadership program is designed for clinicians, administrators and policymakers in leadership roles in clinical quality and/or patient safety. Candidates for the program should indicate any doctoral-level degree (for example: MD, PhD, MBBS, MBChB, DNP, DMD, DDC, PharmD) or master’s level degree (for example: MSN, MBA, MPH, MSc).

APPLICATION DEADLINES
For more information on deadlines and tuition, please visit us online: hms.harvard.edu/sqil.

Due to ongoing COVID-19 impacts, the current tuition for this program has been reduced to: $13,900 (USD) for all students.

The standard full program tuition is $14,900 (USD).

Email sqil@hms.harvard.edu with any further questions.
“SQIL provides an unrivaled opportunity for those interested in health policy, management, service delivery and/or research to learn from and engage with world-class faculty in safety, quality and informatics. Students will emerge with the insights, skills and network needed to lead and contribute to building the next generation of health systems.”

Charles Safran, MD, MS, FACMI
Professor of Medicine, Harvard Medical School

The SQIL course is an assemblage of professionals from all over the world, which makes the workshops ideal for students to network professionally and socially and to learn from one another’s experiences of working in different health care systems. While a great deal of insight is gained from course faculty, even more comes from the exchange of ideas with fellow students.”

Nairah Rasul-Syed, MBChB
Specialist in Family Medicine
Healthpoint, Mubadala Health Care
Abu Dhabi, UAE

“SQIL has been invaluable to me as a physician leader. Quality and safety are the new holy grail for health care. Until now, I have been lost in the acronym soup of meeting with nursing managers and others who have master’s degrees in these topics. SQIL has put me in the conversation and on equal footing with non-physician managers and directors when it comes to the use of technology and strategies to improve quality and patient safety.”

James E. Keany, MD
Associate Director, Emergency Services
Mission Hospital Regional Medical and Trauma Center
Mission Viejo, California, USA

“The SQIL program attracts a truly international cohort of highly motivated and enthusiastic individuals from diverse backgrounds of proven prior success. Already a variety of spin-off projects and partnerships have commenced among program alumni, and I expect that these relationships will continue long term and produce some real game-changing innovations.”

Vinay Rane, MBBS
Forensic Physician, Obstetrician
Royal Brisbane and Women’s Hospital
Brisbane, Australia

“We are delighted to have the opportunity to participate in the SQIL program. It has been fantastic to meet with thought leaders in the field of safety, quality and informatics and to have access to cutting-edge technology and strategies to improve patient safety. I highly recommend this program to anyone interested in health policy, management and service delivery.”

Vinay Rane, MBBS
Forensic Physician, Obstetrician
Royal Brisbane and Women’s Hospital
Brisbane, Australia