

Welcome to the 5th Middle East Forum



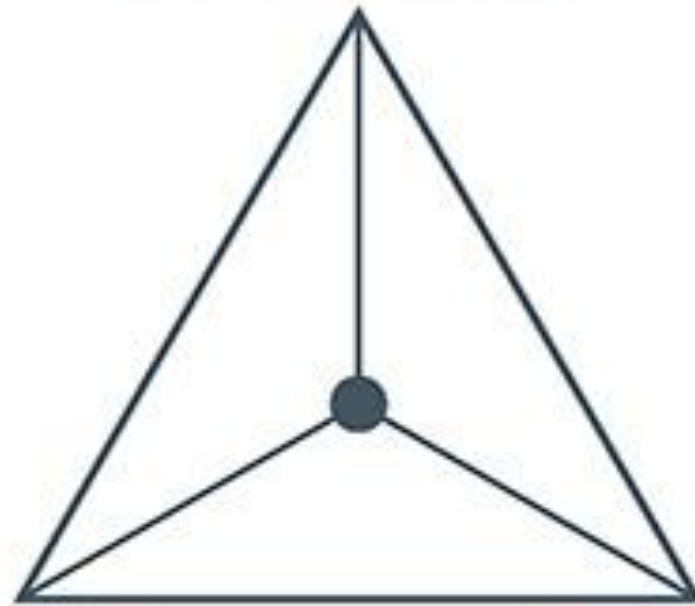
Maureen Bisognano
President Emerita and
Senior Fellow

Our Mission: To improve health and health care worldwide



The IHI Triple Aim

Population Health

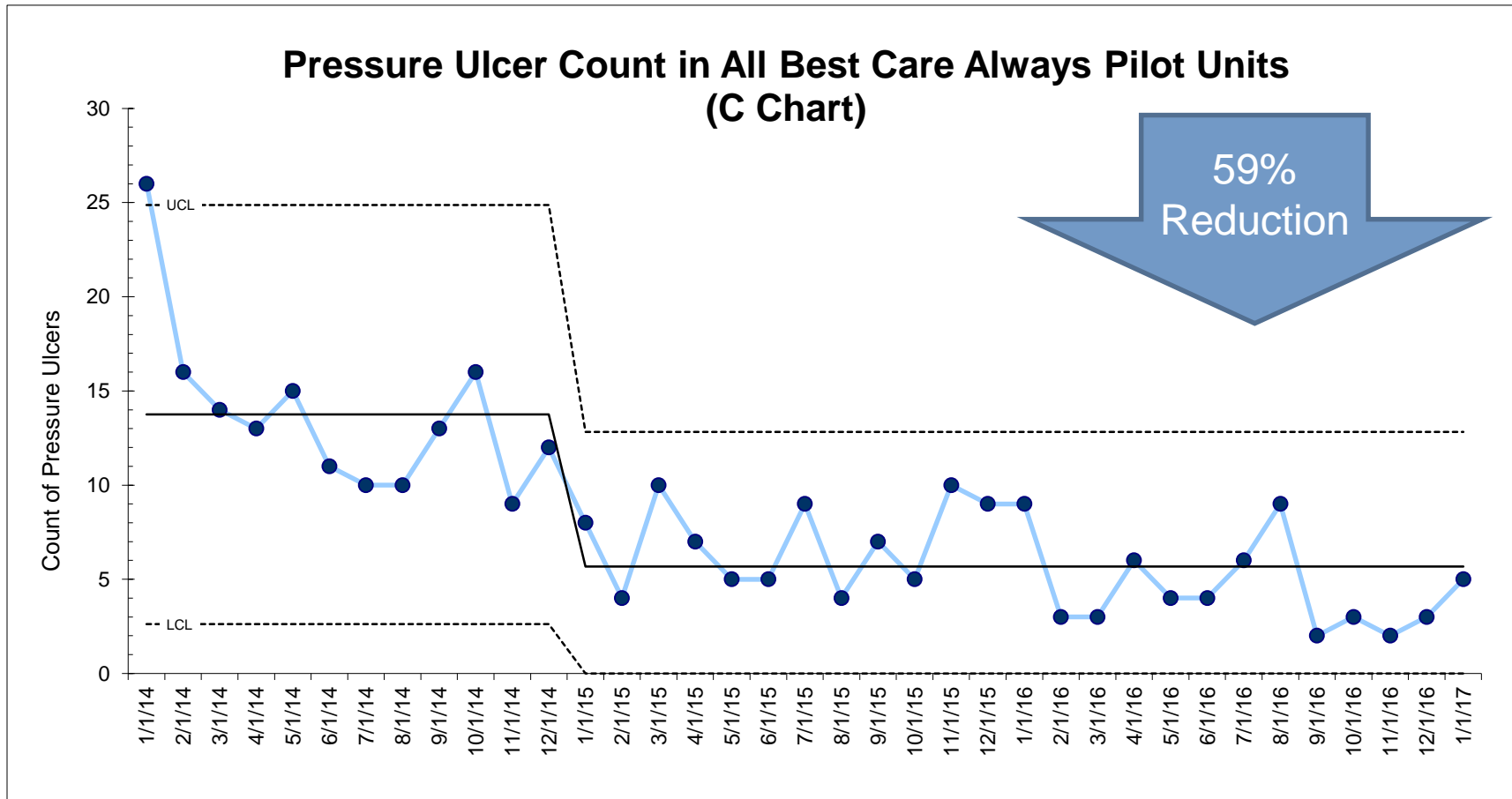


Experience of Care

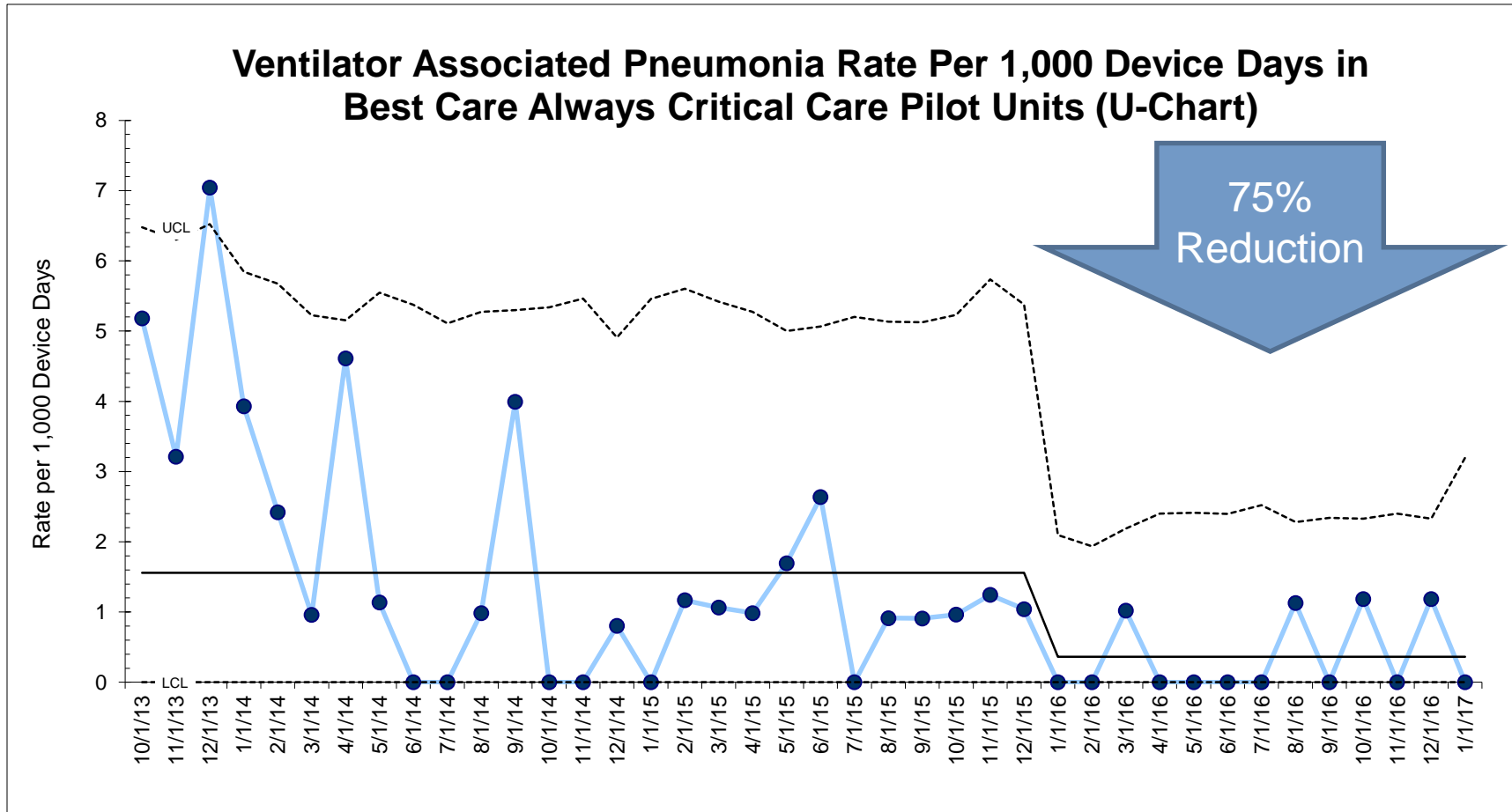
Per Capita Cost



Pressure Ulcer Count Reduction



Ventilator Associated Pneumonia Rate Reduction



Building Capability for the Long Run



Keys to Progress

- Ambition - a relentless impatience for improving
- A culture of openness to innovation and improving
- Building capability at all levels - “improvement is everyone’s job”
- Openness to the voice and assets of the patients
- A vital and effective learning system
- Accomplishment - making and celebrating important improvements



The Importance of Curiosity

- IQ – Intelligence Quotient
 - processing complex data sets and having the mental capacity to problem solve at speed
- EQ – Emotional Quotient
 - the ability to perceive, control and explain emotions; risk-taking, creating resilience and empathy
- CQ – Curiosity Quotient
 - inquisitive, open to new experiences, finding novelty exciting





When you come upon a
wall, throw your hat over it,
and then go get your hat.

— *Irish Proverb*



Thank You!

- Maureen Bisognano

President Emerita and Senior Fellow

Institute for Healthcare Improvement

20 University Road, 7th Floor

Cambridge, MA

mbisognano@ihi.org

