**Introduction**

- Medical errors are the 3rd leading cause of death in the U.S. after cardiovascular disease and cancer.1
- Recording, responding, and reducing the number of medical errors is a national priority for the U.S. health care system.2
- Healthcare leaders expect new graduates to be competent in understanding and applying health care quality and safety principles to positively impact individual and population health outcomes.3,4
- Ensuring students are ready to help create a culture of safety is a priority for undergraduate healthcare administration and management programs.4
- The Institute for Healthcare Improvement (IHI) is one of the premier organizations dedicated to improving healthcare outcomes in the U.S. and offers a series of healthcare improvement certifications through its IHI Open School that can be embedded into undergraduate healthcare administration/management curricula and programs.5
- Students can complete the IHI Basic Certificate for free, which makes it a wonderful resource for undergraduate healthcare administration/management programs.5
- The purpose of this project was to embed the IHI Basic Certificate into a Bachelor of Science in Healthcare Administration curriculum and program.6
- Program faculty want to demonstrate to potential preceptors and employers that the School’s undergraduate healthcare administration/management programs map onto key program competencies as well as the student learning outcomes from a more holistic systems approach versus a discrete course or independent learning activity.
- This project helps ensure bachelors prepared healthcare administration/management students are practice-ready when they enter the health care workforce.

**Course Mapping**

<table>
<thead>
<tr>
<th>Course</th>
<th>IHI Domain and Course</th>
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<tr>
<td>QI 101: Leading Quality Improvement</td>
<td>IHI Basic Certificate</td>
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<td>QI 102: How to Improve with the Model for Improvement</td>
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<td>QI 103: Measurement Tools</td>
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<td>QI 104: Triple Aim for Populations</td>
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<td>QI 105: Leadership</td>
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<td>QI 106: Teamwork and Communication</td>
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<td>QI 107: Managing and Informatics Applications</td>
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<td>QI 108: Patient-Centered Care</td>
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<td>QI 109: Innovation</td>
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<td>QI 110: Total Quality Management</td>
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<td>QI 111: Continuous Quality Improvement</td>
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<td>QI 112: Interprofessional Care</td>
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<td>QI 113: Quality and Safety in Healthcare Administration</td>
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<td>QI 114: Performance Improvement</td>
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**Results**

- To date, 38 undergraduate healthcare administration, health information management, and public health students have completed or are in the process of earning their IHI Basic Certificate.
- During the 2018-2019 academic year (pilot year), 5 undergraduate health administration students earned their IHI Basic Certificate.
- During the 2019-2020 academic year (implementation), 10 undergraduate healthcare administration students are on track to complete the IHI Basic Certificate. There are also 25 undergraduate public health and health information management students in the process of completing the IHI Basic Certificate during the 2019-2020 academic year.
- The undergraduate health information management and public health programs in the School of Public Health are looking at how to ensure their students complete the IHI Basic Certificate as part of their respective undergraduate programs.
- Feedback from students indicate that they are liking the training on their resumes and LinkedIn profiles. Completing the training has helped students identify areas internship and course pass and graduate programs with an internships or quality focus.

**Discussion**

- As future healthcare leaders, students must understand their role in leading and managing patient safety and quality initiatives.
- Healthcare leaders expect new graduates to be competent in understanding and applying healthcare quality and safety principles to positively impact individual and population health outcomes.
- Ensuring students are ready help create a culture of safety is a priority for undergraduate healthcare administration/management programs.
- Embedding the IHI Basic Certificate in an undergraduate healthcare administration program helps students see quality and safety topics in a more integrative versus discrete way.
- This approach helps students understand quality and safety from a variety of perspectives such as population health, systems, leadership, and management in addition to traditional quality and safety perspectives.
- Completing the certificate signals to potential preceptors and employers that a School’s program and curriculum are aligned with current healthcare practice.
- Quality and safety require an interprofessional approach in practice and an interprofessional teaching team can help provide valuable perspectives and role model collaboration.
- Overall, undergraduate healthcare administration/management programs can help ensure students are practice-ready by embedding the IHI Basic Certificate into their undergraduate healthcare administration/management programs.

**References**